



OPERATING DURING LOCKDOWN

The government has announced a new national lockdown as of 8pm on January 4th 2020.

People can continue to move home and Wallers Estate Agents will continue to help people do so... however, we want to keep ourselves and our families safe as well as our clients and applicants, and therefore the following processes are in place:

- **The office is locked. Visits to the office are by appointment only without exception. A max. of one household is able to visit our office at a time.**

Please call 01865 435175 to arrange.

- **Visitors must advise if they have experienced Covid-19 symptoms or been in contact with anyone who has had a positive Covid test within 14 days.**
- **If you have travelled overseas within 14 days, you must wait until 14 days have passed before visiting or viewing – regardless of a negative Covid test. We can take specific measures for property appraisals.**
- **We can provide a virtual service to you for viewings or appraisals. In the first instance these should be the first preference (official guidance).**

- We understand that physical rather than virtual viewings will be necessary for genuine movers (and professional contractors) in many circumstances. We can conduct them, but viewers/contractors must wear appropriate face coverings and sanitise their hands (or wear protective gloves that we can verify are 'as new' on arrival at an appointment).
- We understand that some people are exempt from wearing face coverings and other PPE. We are sympathetic and will be accepting of this; however, some of our staff, our own family members and our clients may have specific vulnerabilities and therefore face coverings and sanitised hands/new gloves will be required at appointments. Exempt people have a right to *not* wear a face covering, but they do not have an automatic right to view *any* property – therefore if you *are* exempt and you wish to view a specific property please alert us to this in advance, not at the point of arriving to visit or view, so that we can advise you accordingly ahead, or make specific arrangements. We want to protect *you* – but we insist on protecting our staff, our families and our clients.
- We do reserve the right to refuse entry to the office or to a property if the above measures are not followed.

We clearly have several tough weeks ahead and we want to be there to help you and your families. The end is in sight and these measures will not be forever. Please, ultimately, stay safe, stay healthy, look after your loved ones – and do not hesitate to contact us for any advice on a potential move either now or down the line. We can help.

Sincerely

Rowan Waller
Owner
Waller's Estate Agents