



Dear Client,

Firstly, we hope you are keeping well.

This is an update for all valued clients of JH Sales and Lettings. We are sure that you are aware of the latest developments regarding the re-opening of the housing market by the Government. Guidance has been issued by the government and with this in mind, we are delighted to be able to inform our clients of our plans to facilitate valuations, viewings and property inspections moving forward whilst maintaining a safe environment for all concerned. We hope that this document will answer these questions for you.

The safety of our clients, staff and the public remain of paramount importance during the Covid 19 pandemic and planning is currently being put in place to ensure that we can conduct business in a safe manner without compromise to any party. We are working hard to ensure that these plans are sustainable as we do envisage this will become our 'new way of working' for some time to come.

As you may have seen from our website, we intend to open our offices from Monday 18<sup>th</sup> May 2020 and the interim period, we are ensuring that we have adequate PPE for our clients, the public and our staff to work within the guidelines that have been issued by the government today.

**Our Office:**

Our office will open from **Monday 18<sup>th</sup> May 2020** although our doors will remain locked other than pre-booked appointments. Our offices will be marked with a clear two metre distance marker and we would request that if any client wishes to speak with us face to face, that in the first instance, we would encourage video calling via Whatsapp or Zoom conferencing. Should any client wish to visit the office, we would ask for a pre-booked appointment so that we may adhere with social distancing measures.

You are aware that Michael and Johanne are a married team and we can ensure clients that it will only be either Johanne or Michael manning the office at this time.

**Property Viewings:**

Considering the pandemic and in accordance with the guidelines, any party who expresses an interest to view a property will now be asked a series of questions to ascertain the suitability of the viewing. This will include brief medical questions and we cannot, unfortunately, conduct any viewings with a member of the public who is exhibiting signs or symptoms of any infection.

In the first instance, we shall be sending (where available) a virtual tour of the property to the interested party.

We will also ask and will only conduct viewings for either prospective purchasers or tenants who are able to proceed with their chosen property. This will include asking potential purchasers to provide proof of funds as normal but also to provide their current position with regards being able to proceed. For prospective tenants, viewings can only be conducted with tenants who are able to occupy the property within a four-week period.



Should any prospective client not fall into the above category, we will explain the reasonings for this and we will respectfully cancel any viewing appointment. This is in line with the guidance we have been given and to protect the safety of all parties. We would not wish to risk the health of any person involved in a property viewing.

We will conduct viewings on empty properties but again, we will adhere to strict safety guidelines. Our staff member will arrive at the property some time prior to the appointment to open the property and all doors within the property. This is to ensure that any prospective viewer does not have to touch any door handles. Our staff member will wait outside the property whilst the viewing always takes place ensuring social distancing. Please also adhere to the rule of two people only at each viewing appointment. Any further discussions relating the property can take place over the telephone, video calling or at a safe distance outside of the property.

If the property is occupied, we would request that the occupant leave the property prior to our arrival. Please clean all door handles with cleaning products prior to the viewing and we would ask that all doors to the property are kept open.

Our members of staff will attend viewings with adequate PPE and all viewers will be asked not to touch any surfaces within the property on viewings. Again, any discussions regarding the property will be handled as above.

#### **Property Valuations:**

Should you require a property valuation during this time, please be assured that our member of staff will attend your appointment with the relevant PPE equipment and will maintain a two-metre distance at all time.

We suggest that you meet us outside of the property whilst we conduct an internal inspection of your property. Please leave all doors to the property open and wipe any internal doors handles with household cleaner. Once we have left the property, we can return to our offices and have a video or telephone call with you to discuss the property moving forward. Again, all requests for valuations will be accompanied by a series of questions to ascertain your current position and to ensure that any client is not exhibiting any symptoms of a virus.

Please also remember that should you just be considering whether to sell your property, we can offer a virtual valuation with supporting evidence at any time and we are happy to do this seven days a week. Please contact us should you have interest in this service.

#### **Inspections of Rental Properties:**

When a visit on a rental property is necessary and where a tenant remains in situ, we will ask the tenant to vacate the property during the inspection so that we may be able to inspect and take photographs in the normal way.

Please note that we cannot enforce the tenant to allow us access for an inspection but where we are unable to gain access, we will ask the tenant to provide us with a virtual tour of the property for our records. We do fully appreciate that this is not as in depth as a personal inspection but in line with the government guidelines, we cannot enforce these. We can discuss each of these visits directly with you.



### **Property Completions:**

All keys to be released to purchasers will be thoroughly disinfected and clean by our staff members and we would request that an appointment is made with our offices to collect keys after completion maintaining all safety requirements.

### **Letting Property Move-ins:**

All paperwork relating to letting move-ins will be sent to be signed electronically with Adobe sign. All documents that are needed to be served prior to the tenancy commencing will be sent via email and a delivery receipt obtained.

The inventory will be carried out by a member of our staff alone in the property, the day prior to commencement of the tenancy. This includes video tours and dated photographs. These will be sent to the tenant electronically for their records. On the commencement of tenancy, we request that all monies required are paid electronically and a receipt will be issued. Our member of staff will arrive at the property some time prior to the appointment and place the keys in a safe place whilst maintaining a safe social distance. The tenant will be asked to collect the keys and a photograph will be taken.

At JH Sales and Lettings, we are committed to ensuring the safety of all and this is of paramount importance to us.

We thank you for taking the time to read these guidelines on the way forward for our industry. We genuinely believe that we can continue to offer our clients a first-class service without any compromise to health or safety. We ask you appreciate that these new working conditions and directives will take a little more effort, understanding, patience and preparation but we are sure that we can get there! We are fully committed to ensure that our business continues as normal during these difficult times and we continue to provide our clients with a full service.

Finally, we would like to take this opportunity of thanking our clients for their support and understanding during the last eight weeks and we wish you and your families good health.

Please keep safe.

Johanne and Michael

