



COVID-19

Health & Safety Statement

We are pleased to hear the Government announcement that the housing market has re-opened and that the buying, selling and lettings of properties can once again resume. At Lets Move we have taken a balanced approach to our return to the workplace ensuring that we comply with the government guidelines. We want you to be reassured that our main priority is the continued safety of everyone that we work with and we are respectful that everyone has varying circumstances and concerns.

We have been fortunate that we have been able to remain accessible to our clients and customers during the period of restrictions via our remote phone and management systems. However we are now open again on the high street due to the high demand for sales and lettings valuations and viewings.

To minimise the possible risk of the virus we have made a few changes to our processes, working environment and how our team will operate. These are explained in more details below;

People

Please be reassured we will be checking the health of our staff who are working within the business. We will ensure that they are healthy to return to work and we will monitor them daily to ensure that their health condition has not changed.

Offices

We are getting prepared for our staff to return to the workplace. We will be implementing the following policies and procedures;

- We will be ensuring that the two-metre social distancing rule will be applied and will be moving desks to accommodate this. We will be marking out the floor space to allow staff and customers to keep to this rule.
- We intend to keep face-to-face contact to a minimum and the entrance door will be kept locked. Appointments will be required and only made by prior arrangement.
- Space will be designated for talking with customers and the possibility of screens will be installed to allow for customer interaction whilst ensuring that all parties are protected.
- Our office will undergo a deep clean before it reopens and a regular cleaning routine will be implemented to all areas.
- We will encourage staff to wash their hands more frequently with hot water and soap and make sure that there is adequate supplies and clean towels.
- There will be a hand sanitiser station inside the front door and anyone entering will be required to make use of it and extra supplies will be available on each desk for staff and visitors to use.
- Social distancing measures will be in place at all times around the office this will include during meetings, lunch breaks and visiting the lavatories.

Valuations & Viewings

We are excited about being able to offer valuations and viewings however we want to provide a safe environment for all concerned. With this in mind we will be implementing the following;

- We will continue to offer digital valuations and virtual viewing options where possible.
- Where face to face viewings are required we will conduct a health assessment to assess any risk for all involved.
- When conducting a viewing we will respectfully keep to social distancing guidelines and face masks and protective gloves will be worn by our staff member. We would ask the viewer come prepared with their appropriate PPE.
- We are asking that viewings are restricted to two people from any one household and respectfully ask that you do not bring children. Where possible we will ask the owners/tenants and their families to vacate the property for the duration of the viewing.
- Where properties are vacant we will meet viewers at the property and let them in and wait outside until they have finished.

As this present time to reduce the risk to our clients, physical viewings will only be available for buyers who have been prequalified and are in a position to proceed (i.e. under offer, sold subject to contract).

Property Management

It is important to ensure the health and safety of our tenants. Annual gas safety checks will continue. Gas safety engineers will visit in accordance with Public Health England guidance and they will complete their own health assessment with the tenant.

All maintenance and repairs may continue where necessary. We would ask that all maintenance is logged as normal on our Fixflow portal and health assessments will have to be completed by the contractor and tenant. Contractors will be expected to follow the Public Health England guidance.

Interim inspections will continue to be carried out by using technology until such a time that all can be normally resumed. We will also get the tenant to test the safety equipment and confirm that this has been done. Where face to face visits must take place in the property, we will ensure a health assessment is completed prior to the visit. Protective gloves and masks will be worn by our member of staff.

For new tenancies, a three day void period will operate before new tenants can take up residence. This decision is based on research that Coronavirus can still be detachable on surfaces for up to 72 hours.