

HALLS ESTATE AGENTS LTD – CORONAVIRUS (COVID-19)

Following the government amending the coronavirus (COVID-19) regulations this now means that people can move home. We are pleased to confirm we will now be able to conduct in-person viewings and valuations in line with Government guidelines.

The safety of our staff, customers and anyone we engage with during the course of our business remains our first priority and we therefore ask that strict procedures are followed, the main points of which are listed below. For further information regarding the government guidelines for home moving please go to:- <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

Procedures for Viewings

Physical viewings can now be arranged strictly by appointment once you know that you are seriously interested in the property.

Please make your own way to the property - we are unable to offer transport - and try to avoid public transport where possible.

Physical viewings must be limited to a maximum of two people from the same household and please try and avoid bringing children.

Prior to the viewing please confirm to the agent if anyone in your household had Covid-19, or you or anyone in your household are displaying Covid-19 symptoms however minor or have not yet completed a required period of household self-isolation. Please also advise the agent if you are in the high-risk category.

Social distancing rules apply so please remain two metres away from the agent at all times.

If you can please wear a mask and gloves or use hand sanitiser before entering a property, please try not to touch anything whilst in the property.

The occupier of the property will leave all internal doors open and vacate the property.

Procedures for Market Appraisals

Please note that we can offer virtual and/or video market appraisals on properties without physically entering them if you prefer.

If we do visit a property to provide a market appraisal, strict social distancing measures apply, ideally we would ask that you vacate the property or remain outside whilst the agent inspects the property, we can then contact you by telephone or a virtual meeting to discuss all the details.

We shall wear face masks and gloves throughout the appointment.

Before we visit, please ensure the property is well ventilated with doors left open to avoid the necessity to touch anything.

Visiting the Office

Please note that while some members of staff will be returning to our office, for the safety of all please do not visit us without a pre-booked appointment. We continue to be available via telephone or email.

We do appreciate your patience and understanding at this time as we adapt to these new ways of working and by following the guidance set out by the Government.