

Coronavirus (COVID-19)

We've are actively monitoring the situation with regards to the outbreak of the Coronavirus (COVID-19).

At the moment, it is business as normal. However, we are taking steps to mitigate the impact of the changing situation in-line with guidance from UK authorities. We are regularly monitoring the situation and will post any further updates to our social media pages and our websites.

We ask that unless in an absolute emergency clients/customers/tenants do not come to the branch where at all possible. Queries are to be dealt with by telephone and email.

We will try to carry out viewings and appointments where possible however this will be subject to the vendor/tenants/clients approval and will where possible arrange unaccompanied viewings.

We are asking all our customers to be extra cautious when requesting a valuation or to view a property or arranging routine property visits. You will be asked questions about your health and recent trips abroad. If you are showing any signs of flu like symptoms and/or a new persistent cough and whether your household are in self-isolation. Please ensure you inform us at the time of booking an appointment. The same will be asked of all residents within properties you wish to view. Furthermore, we will not carry out any viewings, home visits or appointments in any properties that have a resident within the high-risk category.

If a member of our staff has recently visited your property, and your household are now in self-isolation due to someone within the household showing any signs of flu like symptoms and/or a new persistent cough, please inform us immediately.

If our staff have any concerns whatsoever as to the health of any person within the property or the person viewing, they have been instructed to leave immediately.

Should we be required to shut by the Government at a point in the future, we will be ready for key staff to work from home.

Thank you for your understanding.