

Since Covid-19 'lockdown' was announced our Residential Property Team has been working remotely, offering the same quality and personal service you have come to expect. However, we are not currently able to undertake valuations and viewings as a consequence of the restrictions in place.

When the Scottish Government deems it appropriate to lift or ease some of these restrictions, as has now happened in England, it will no doubt issue new rules and guidance which Solicitors, Estate Agents and Leasing Agents will require to comply with. In this regard, we expect a requirement to adapt our usual procedures for some time to come. The necessary precautions will almost certainly include the use of PPE, good hygiene, social distancing and information sharing prior to visits to your home.

To ensure that we are ready for this next stage, we are preparing a protocol which all members of our Property Team will, after appropriate advice and training, strictly adhere to. However, for this to be as effective as possible in keeping you as well as our team safe, we will need to ask for some assistance from you.

Listed below are some of the safeguarding steps we anticipate will be required and the corresponding actions you may need to undertake to enable us to carry out visits to your property as safely as possible.

## Covid-19 protocol : Some of the steps we will take

- Our team member will drive to your property on their own, in their own vehicle.
- Our team member will have face mask, gloves and shoe covers which they will put on before entering your property.
- Our team member will avoid touching anything where possible and will carry wipes to wipe down anything they have, unavoidably, touched.
- Hand sanitiser will be used by our team member before entering and after leaving your property.
- Once physical viewings are allowed, we will restrict the number of people entering your home at any one time and all viewers will also have to comply with our protocol regarding their health, the use of PPE, and of course social distancing.
- Where possible, paperwork will be scanned and emailed rather than being handed over in person.

## Covid-19 protocol : What we are likely to require from you

- Before any visit to your home is arranged, we will ask you some questions regarding your health and Covid-19 status and that of anyone else in your household. It is important that you make a full disclosure of all relevant information for the sake of your own health and safety and that of our team.
- Where possible, the property should be empty when visits take place. You and any other occupiers should leave the property and wait in the garden or your car if possible. If it is not possible for an occupier to leave the property for the duration of the viewing, they should remain in a room to which viewers and our team member will not be allowed access.
- Please ensure all internal doors are ajar where possible to avoid the need for physical contact.
- For your own protection, please ensure that your property is fully cleaned after any visit.

The companies we use to provide photography, Home Reports, EPCs, inventory preparation and rechecks, and property maintenance, are also planning ahead to ensure that they are able to resume their services as safely as possible and in compliance with all Government rules and guidelines once restrictions are eased.

Thanks to technology and the infrastructure we have in place, much of our work can be undertaken remotely without the need for face to face contact. If you are simply looking for advice on selling or leasing your property, or are looking to purchase a new home, our **Residential Property Team** is here to help, and can be contacted on **01224 626100** or **info.property@stronachs.com**.