

# Socially distanced valuations check sheet

From Henry Adams

To help all our clients and staff stay safe during the market appraisal process, we have produced the following information to help your appraisal go safely and smoothly. Please read this carefully and strictly comply with all of these items to ensure a safe appraisal.

- 1. Our team will ask you on the day of the valuation if **any members of the household have had any Covid-19 symptoms including a new cough, a temperature or a loss of taste or sense of smell in the last two weeks, or if anyone is shielding or vulnerable**. If the answer is yes, we won't be able to do a home visit but will talk to you about other virtual options as an interim.
- 2. The agent that visits your property will ask you to **keep at least one metre distance** for the duration of the appointment.
- 3. The **agent will wear a face covering for the whole time** they are inside your property and **you should you do the same**.
- 4. When our agent arrives at the property they will **knock on the door and stand back one metre**, they will **use antibacterial gel** before they enter the property.
- 5. Immediately prior to the viewing the **occupier should wipe down any surfaces including banisters and door handles** and ideally ensure all **doors and windows are open**.
- 6. For the duration of the appointment you will need to **keep a distance of at least one metre** at all times. Where this is not possible we suggest a **follow up call or video meeting** or that the meeting is transferred to an **outside location**. Where possible all **paperwork will be sent to you electronically** however if we do provide you with paperwork we strongly recommend you **sanitise** this before touching it.
- 7. Appointment duration will be kept **as short a time as possible** for everyone's safety whilst of course ensuring we deliver the very best service.

**Thank you for helping us keep both yourselves and our teams safe.**