

# TRADING NOTICE

We are committed to trying to operate as “normal as possible” whilst continuing to help contain the spread of Coronavirus in the UK. We are carefully monitoring the advice that we receive from the UK government and we will endeavour to comply with the latest guidance.

## **Our duty of care**

We have a duty of care to all of our staff and those who visit our premises, including clients, purchasers, customers and tenants. As part of this obligation, we are doing everything in our power to stop the spread of the virus and we are taking a number of appropriate steps.

For the above reason and until further notice, our office premises will remain closed with the exception of appointments that have been made in advance. If Government advice changes and recommends such appointments do not take place, any arranged appointments will be cancelled and you will be notified. To arrange an appointment please contact us on **0121-422-4011**.

Should a staff member come into contact with an infected person, or if they have returned from a high-risk area, the staff member will not be allowed to work in our office until they have been through a period of self-isolation, in line with the Government’s current advice, to ensure that they do not have the virus.

We request that members of the public, clients and tenants inform us if they, or anybody in their home, office or business premises, has had contact with an infected person, or have returned from a high-risk area. By informing us this will allow us to take any necessary precautions and postpone or re-arrange any visit or meeting as required.

## **Appointments in the offices**

On the day of any arranged appointment you will be contacted and providing there is no risk, the appointment will take place. If the Government advice has changed or the appointment is deemed a risk, the appointment will be cancelled. Assuming the appointment takes place, you will be required to follow our safety measures including using hand sanitiser.

## **Viewings**

Where viewings of properties take place. Viewings will be restricted to 15 minutes and a maximum of two persons from one household. When attending a property to view a house please bring a face mask and gloves. Where gloves are not worn you will be asked to hand sanitise. Where viewings are to take place of an occupied property this is subject to the occupiers agreement and you will be asked to provide proof of identification in advance of all persons attending. **Please see our full guidance note of viewings for more information.**

## **Ongoing monitoring and actions**

Government advice is changing regularly and therefore it is likely that new recommendations or protection measures will be implemented. We already have contingency plans in place to ensure that we continue to provide essential services. Should you have any queries regarding our preparations or procedures for the Coronavirus, please contact us on **0121-422-4011**.