

Coronavirus Policy

Branches

At Lewis Dean Estate & Letting Agents, wellbeing and safety of our customers and our staff is our first priority. While we are very much aware and understand our customers being concerned about Covid-19, we want to reassure you that as an organisation we are monitoring the developing situation extremely closely and we are following all advice issued by the Chief Medical Officer, Public Health England.

Current government advice is that basic personal hygiene, ie handwashing, is an important part of staying healthy and protecting against the risk of coronavirus (Covid-19). There have been no actual or suspected cases of the coronavirus (Covid-19) at our office premises. If this situation changes, we will act quickly to protect our customers and local communities.

We ask our customers to observe these steps, which are consistent with government advice:

- Please do not come to the office if you are unwell
- Keep your hands clean, wash regularly and thoroughly, for at least 20 seconds with soap and water
- Always carry tissues with you and use them to catch all coughs and sneezes and then bin the tissue - then wash your hands with soap and water, or use a sanitiser
- If you think you may have encountered the virus, please follow the government advice, and self-isolate in the first instance and contact NHS 111 for advice.

In the meantime we are conducting business as usual so we look forward to seeing you soon and encourage you to ask one of our team members if you have any additional questions. We will keep you updated as the situation evolves.

Booking Appointments - Inspections, Viewings & Market Appraisals

As we arrange Inspections and appointments to private homes we will adopt the following Coronavirus Protocol;

- Upon booking an appointment, the following questions will be asked to clarify risk;
 - Are you experiencing any of the Coronavirus symptoms of Coughing, Fever or shortness of breath?
 - Have you been in close contact with anyone either diagnosed with Coronavirus or
 - who has returned from travel abroad in the last 14 days?
 - Have you been advised to self-isolate by NHS 111 or your doctor?
- If the answer is yes to either, a decision will be taken to postpone appointments and rearrange for a later date to ensure the protection of everyone involved.

At Appointments

- Upon arrival at an appointment, the following questions will be asked to clarify risk;
 - Are you experiencing any of the Coronavirus symptoms of Coughing, Fever or shortness of breath?

- Have you been in close contact with anyone either diagnosed with Coronavirus or who has returned from travel abroad in the last 14 days?
- Have you been advised to self-isolate by NHS 111 or your doctor?
- If the answer is yes to either, a decision will be taken to postpone appointments and rearrange for a later date to ensure the protection of our customers and staff.
- Physical contact will be avoided where possible including handshaking and distance of 1m will be observed to reassure customers that no risk is being taken.
- Our staff who attend a Tenant's home for any purpose (viewings, inspection, market appraisal etc.) will carry hand sanitisation to ensure clean hands.

In-Office Premises

Customer servicing will continue as normal. When customers visit our offices or if staff have any reason to question the health status of a customer in the office, the following questions will be asked;

- Are you experiencing any of the Coronavirus symptoms of Coughing, Fever or shortness of breath?
- Have you been in close contact with anyone either diagnosed with Coronavirus or who has returned from travel abroad in the last 14 days?
- Have you been advised to self-isolate by NHS 111 or your doctor?
- If the answer is yes to any of the above a customer will be politely asked to leave the office
- If a customer is showing symptoms consistent with the coronavirus outbreak, we will be confident to explain that we have sensible measures in place to protect our staff from the risk of infection and politely ask them to leave the office.

Tenants, Landlords and Suppliers will be informed of any updates to this policy immediately to reassure them we are minimising risk and taking sensible precautions.

Please all take care and stay safe.