

Covid-19
Customer & Third Party
Policy

Stay Safe – Stay Alert

The logo for Michael Jones & Company is a large green circle with a white border. Inside the circle, the word "Michael" is written in a light green, sans-serif font. Below it, the word "Jones" is written in a large, white, serif font. At the bottom, the words "& Company" are written in a white, sans-serif font.

Michael
Jones
& Company

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Guidance for Occupiers on Showing your Home

Before

- Please keep all valuables out of sight.
- Open all internal doors to avoid these having to be touched during the viewing
- Open cupboards and wardrobes as you feel comfortable. It is common for viewers to want to see the depth of these storage spaces.
- Open doors to each room so viewers will not need to touch these whilst viewing the property
- We recommend wiping down any key areas before each viewing with antibacterial wipes or cleaning product eg door handles, hand rails

During

Please maintain a safe distance (currently 2m) from the viewers and ourselves at any one time. You may wish to wait in an outside space whilst they look around. They can ask either Michael Jones or yourself any questions after this.

After

- We recommend wiping down any key areas after each viewing with an antibacterial wipe or cleaning product
- Dispose of any single use PPE used, such as disposable gloves, safely in a waste bin

Guidance for Customers on Attending Viewings

Before

- Please review the property details that we have emailed to you as we will not be able to hand out a hard copy to you at the appointment. If you have your own access to a printer, you may arrive with your own hard copy or alternatively view them on a smart device
- We adopt a “no touch” policy and so please do not touch anything whilst on the viewing. A good idea is to keep your hands in your pockets to keep them away and safe

During

- Many of the properties that we sell will be occupied and so it’s important that you do not touch anything in the property and that you comply with social distancing rules.
- If you have your own PPE, then please bring and wear these during the viewing.
- Please maintain a safe distance (currently 2m) from occupiers and ourselves at any one time. We will brief any occupiers before the viewing in order to manage things as best as possible from a social distancing perspective as so please listen to our sales advisor and follow their instruction once inside.
- We are sorry, but in order to adhere to social distancing, we are no longer able to drive you to and from appointments.

Customer & Third Party Policy

Customers

- All customers are asked to sanitise their hands as they enter the building using the no touch dispensing station.
- Upon entering the offices please wait in the entrance way where you will be greeted by a member of staff who will direct you to an area where you can conduct your business socially distanced.
- No more than three visitors are allowed in the office at any one time.
- Customers may be asked to wait outside if the maximum number are already in the office

Contractors

- Contractors must tell us in advance what keys are required and attend the side door of the building.
- Keys are to be taken down to the contractors in a box – sanitised before given out and when returned
- All contractor companies must provide risk assessments or evidence of policies to satisfy ourselves and our customers that they are taking suitable precautions

Precautionary

- Please don't be offended if we ask if you or any of your household are currently experiencing symptoms, have tested positive for Covid-19 or are self-isolating. We just want to keep everyone safe. We will ask the same of all occupiers to properties, viewers and our staff!
- We will bring our own PPE to the appointments and have hand sanitiser and antibacterial wipes to use before every appointment.

General Note



We would like to thank you for your understanding and patience during these challenging times. If you require any further information on procedures or guidelines please do call the office and we will be pleased to help.

Stay Alert – Stay Safe