



# **Osprey Property's Covid-19 Health & Safety Policy**

## Introduction

Following the government's announcement allowing the property industry to return to work, we have set about creating the following policy to ensure we keep our clients safe throughout moving home.

Detailed in this booklet are the changes we have made to our processes, our working environment and how our team operates, for each part of your home move.

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## Our Staff

Before any of our staff return to our offices, we will have a one to one with each team member to ensure they are healthy to return to work and ensure they complete a health assessment form. We will review our staff's health daily and if any of our staff show symptoms of Covid-19 they will be asked to immediately self-isolate at home and a thorough deep clean of the office will take place.

## Our Offices

We are currently working remotely but will be beginning to open our Oakham and Stamford offices by appointment only from Monday 18<sup>th</sup> May. We will accommodate the two-meter social distancing rule, and will mark out the floor space to allow any customers or visitors to keep to the two metre rule and we will limit the number of visitors to one party of two at any one time.

We will designate desks to be used for talking to customers and ensure they are cleaned after each visit.

We have purchased an ample supply of hand-gel, anti-bacterial wipes and sprays, soap, tissues. We will always make sure that these are readily available on each desk for staff, visitors and customers to use.

We will have a regular cleaning routine throughout the day and notify all staff to vacate when we start the cleaning process. This will include desks, chair arms, keyboards, mouse, screens, staplers, pens, photocopier controls, drawer handles, phones, mobile phones, key cabinets, filing cabinets, and door handles.

We will also encourage staff to wash their hands with hot water and soap more frequently than before and make sure supplies are stocked up in washrooms, along with clean towels.

We will also keep the front door locked so that we can control the number of visitors within each branch, this will provide extra assurance to both our team and anyone visiting.

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## Valuations

During the lockdown we have carried out a number of virtual valuations with our staff video calling vendors at an agreed time, viewing the property via the video call and talking through the valuation. This is a service we are keen to still offer for those who would prefer a contactless valuation.

Alternatively, from Tuesday 19<sup>th</sup> May we will be able to value your property physically but we will take precautions to ensure both your and our staffs safety, in line with the governments guidelines.

Where a face-to-face meeting is required, we will use a health assessment form to assess any risk associated with each individual visit and confirm that we have also carried out an assessment of our team member visiting you. All staff have been advised to never attend a valuation appointment if they are feeling unwell. As part of this we this will ask if you or anyone you have knowingly come into contact with in the last 14 days have tested positive for Covid 19 or showed any symptoms.

Where we do conduct a valuation, we will respectfully avoid any handshaking or physical contact, keeping our two-metre distance

We will ask you to wait outside your property whilst our staff enter and for all doors to be open to ensure our staff do not come into contact with any surfaces

If you are happy for us to do so we will take photos, floor measurements and a video tour in case you wish to proceed with marketing your property, as this will help to reduce the number of visits to your property

We will demonstrate all our marketing via digital resources rather than leaving any paper documents at your property, all of which will be followed up by email, and we will either discuss our valuation outside of your property keeping the 2 meter distance or call you afterwards, whichever you would prefer.

We will explain to you the actions our firm are taking to reduce the risk of spreading Coronavirus –reassuring you this is paramount to us.

When we return to our vehicles after each appointment, we will use hand gel to give our hands a good wash. We will also wipe any equipment we have used during the visit.

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When we arrive back at the office, we will be sure to wash our hands with soap and hot water before we do anything else. We will introduce signs around the office to ensure there are plenty of reminders.

At the end of each day and after our last appointment we will give our steering wheel, gear lever, handbrake, and all controls a wipe down with anti-bacterial wipes.

EPCs can continue to be provided if no COVID-19 issues exist and the assessor operates in accordance with Public Health England guidance.

## Viewings

We will make full use of our virtual viewing tools and where available will ask viewers to view the property virtually before booking a physical viewing. This is to help ensure only buyers and tenants who are genuinely interested view the property.

We will always carry out the health-check on all viewers intending to visit the property, and will provide them with our safety policy to sign, this will include being asked if they or anyone they have knowingly come into contact with in the last 14 days have tested positive for Covid 19 or showed any symptoms.

We will ensure we find out who will be attending the viewing and limit the number of people to no more than two adults at any one time.

Where possible we would ask the owner(s) and their family to vacate the property for the duration of the appointment, which we will do our best to limit to 15 minutes.

If the property is occupied, we will check on the health of the seller and all those in residence before arranging the appointment.

We will ask those in residence to leave all internal doors open and lights on to avoid contact with surfaces.

Where a physical viewing does take place, we will respectfully avoid any handshaking or physical contact and remember to keep our two-metre distance.

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We will wait outside the property whilst the viewer enters, and viewers will be asked not to touch any surfaces.

After the viewing our staff will enter the property and wipe any surfaces that may have been touched.

When we return to our vehicles after each appointment, we will use hand gel to give our hands a good wash. We will also wipe any equipment we have used during the visit.

If we are using a key, we will wipe the key when it is taken from the key cabinet, wipe it after the viewing and again before it is placed back in the key cabinet.

We will never travel in the same car as anyone else, always meeting viewers at the property.

## Property Management

Interim inspections – we will be using technology such as Face Time, Zoom or similar to achieve these. We will make clear notes of what we have seen, just as we would with a manual recording of an inspection.

It is important to ensure health and safety of tenants. Annual gas safety checks should continue; we can arrange these at any time from month 10 of the existing certificate, without impacting the expiry date. Gas Safe engineers are permitted to visit in accordance with Public Health England guidance.

Contractors may continue to visit properties to undertake maintenance and repair, but we will first complete our health assessment with the contractor. The contractor will visit in accordance with Public Health England guidance.

Where any face-to-face visit must take place in the property, we will ensure a health assessment is completed prior to the visit taking place. We will avoid any physical contact and on returning to our vehicle, we will use hand-gel to give our hands a good wash. We will also wipe any equipment we have used during the visit.

Where a tenant is required to visit our office, we will ensure that full two-metre social distancing is observed and if possible, use a designated desk behind a protective screen.

Where any keys are issued, we will always wash our hands once this has happened and where keys are received back, wipe the keys and wash our hands.

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For new tenancies, as a precaution we will operate a 'three-day void period' between previous tenants vacating and new tenants taking up residence. This is on results from research that has found the Coronavirus can still be detectable on surfaces for up to 72 hours.

We will aim to be as paperless as possible, with our referencing and most of the move in process being through our chosen referencing company Goodlord.

## Summary

Our priority is to keep our staff and clients as safe as possible whilst we assist in every part of your home move. We welcome any further suggestions and will continue to review this policy to ensure it remains stringent. Thank you for doing business with us and we appreciate you working with us under these new ways of operating, during this unusual period.

## Links

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak#advice-to-industry>

<https://www.gov.uk/government/organisations/public-health-england>

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