



Osprey Property Covid-19 Health & Safety Policy

Introduction

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.

This company policy includes the measures we are actively taking to mitigate the spread of the coronavirus. Our employees and clients are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This Covid-19 health and safety policy is susceptible to changes with the introduction of additional government guidelines. If so, we will update our employees and clients as soon as possible.

Scope

This policy applies to all our employees who physically work in our offices, as well as those performing property valuations and viewings. Our clients are also kindly requested to follow these guidelines when entering our offices, attending viewings or any other necessary appointments.

We also strongly recommend to our remote working personnel to read through this action plan, to ensure we collectively and uniformly respond to this challenge.

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Our Employees

- We will review the health of our employees daily, if any of our employees show symptoms of Covid-19 such as, a high temperature/coughing/loss of sense of taste or smell they will be asked to immediately self-isolate at home and a thorough deep clean of the office will take place.
- All employees that can work from home are kindly requested to do so unless they are unable to fulfil their work requirements from home.
- If any of our employees have a positive Covid-19 diagnosis, they will be able to return to the office *only after* they have fully recovered.
- Employees are advised not to travel with others from other households, whether commuting to work or attending appointments.

Our Offices

- Our offices are running on a locked door basis. To control the number of visitors within each branch clients are advised to make an appointment prior to entering our premises to help prevent contact with others.
 - When entering our offices, clients are advised to wear a face covering and adhere to two-metre social distancing measures.
 - Our employees work from designated desks only and are kindly requested to wear a face mask unless they are seated at their own desks.
 - We have provided protective screens where possible in designated client areas as well as between desks to ensure to safety of both our clients and employees.
 - Employees are encouraged to wash their hands more frequently with hot water and soap for 20 seconds, especially after entering the office.
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- Hand sanitising gel and anti-bacterial wipes are readily available to employees in all offices, as well as a cleaning station at the front of the offices available for the use of visitors.
- Employees are advised to regularly clean equipment and surfaces throughout the day including the cleaning of desks, computer equipment, stationary, and all cabinet/drawer and door handles.

Valuations

- During the lockdown we have carried out several virtual valuations via video call with our vendors, this allows us to view the property and talk through the valuation contact free. This is a service we are keen to continue offering to those who would prefer a contactless valuation.
 - Alternatively, we can visit properties for valuations, whilst doing so we politely request if possible, for the household to wait outside and for all doors and windows to be open to minimise contact with surfaces and to keep the house ventilated. Employees are also requested to wear a face mask and keep hands sanitised whilst in the property.
 - If agreed prior we will take photos, floor measurements and a video tour to help reduce the number of visits to the property if the client wishes to proceed with the marketing.
 - Where a face-to-face meeting is required, clients and employees are asked to confirm that they are not showing symptoms of Covid-19 and have not come in to contact with anyone showing symptoms or that has tested positive for Covid-19 within the last 14 days. We will respectfully avoid any handshaking or physical contact. All employees are advised to never attend a valuation appointment if they are feeling unwell.
 - We will demonstrate our marketing services via digital resources such as email and will either discuss our valuation outside of the property keeping the two-metre distance or via telephone call afterwards.
 - Employees are advised to sanitise hands and any equipment used during the visit and wash hands for 20 seconds with hot soapy water as soon as possible.
 - EPCs can continue to be provided if no COVID-19 issues exist and the assessor operates in accordance with Public Health England guidance.
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Viewings

- Where possible we 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 confirm with anyone intending to the property that they are not showing symptoms of Covid-19, or have not come in to contact with anyone showing symptoms or that has tested positive for Covid-19 within the last 14 days.
 - Viewings are limited to no more than two adults at any one time and we kindly ask that face masks are worn.
 - Where possible we politely ask the owner(s) or household residing in the property to vacate the property for the duration of the appointment, which where possible will be limited to 15 minutes.
 - If the property is occupied, we will check on the health of the seller and all those in residence prior to the appointment.
 - We will ask those in residence to open all windows to ventilate the house prior to the appointment, also to leave all internal doors open and lights on to avoid contact with surfaces.
 - It is advised that the employee attending the viewing wait outside the property whilst the viewer enters. The viewer will be kindly asked to avoid touching any surfaces.
 - During a physical viewing, the employee and all attendees are kindly asked to adhere to the two-metre social distancing measures.
 - Employees and persons attending are advised to sanitise hands and any equipment used during the visit and wash hands for 20 seconds with hot soapy water as soon as possible.
 - Employees are advised to clean keys thoroughly before use and again before returning them.
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Property Management

- Interim inspections – we will use technology such as Face Time, Zoom or similar. We will make clear notes of what we have seen, just as we would with a manual recording of an inspection.
 - 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, we will confirm with them that they are not showing any symptoms of Covid-19 and have not come in to contact with anyone showing symptoms or that has tested positive for Covid-19 within the last 14 days. The contractor will visit in accordance with Public Health England guidance.
 - Where any face-to-face visit must take place in the property, attendance will be limited to two households only, including the attending employee. Face masks are kindly asked to be worn by all parties and the two-metre social distancing to be adhered to. We will ensure a health assessment is completed prior to the visit taking place.
 - Employees and persons attending are advised to sanitise hands and any equipment used during any visits and wash hands for 20 seconds with hot soapy water as soon as possible.
 - Where it is necessary for the client or contractor to visit the office, we advise that an appointment is booked prior to the visit to help prevent contact with others. When entering our offices, clients are advised to wear a face covering and adhere to two-metre social distancing measures in place.
 - When issuing keys employees are asked to clean keys thoroughly before hand over, and again once they have been returned to the office.
 - Regarding 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.
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- We aim to provide a paperless service; our chosen referencing company is Goodlord whom manage our referencing process and the majority of our move in process.

Summary

Our priority is to keep our employees and clients as safe as possible whilst continuing to provide a high-quality efficient service. We welcome any further suggestions and will continue to review this policy to ensure it remains stringent. We thank our clients for their new and continued business and our employees for their commitment. We appreciate that these are unprecedented times for us all.

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>
