

HOW TO

**PROTECT CUSTOMERS.
PROTECT YOURSELF.
KEEP DISTANCE.**

CENTURY 21
United Kingdom

WORK FROM HOME WHERE YOU CAN, AND HAVE NO MORE THAN TWO PEOPLE IN THE OFFICE AT ANY GIVEN TIME. AVOID NON-ESSENTIAL PUBLIC TRANSPORT AND MAINTAIN TWO METRES DISTANCE AT ALL TIMES.

GENERAL

- Do not hand out business cards, marketing collateral or property details.
- Use hand sanitiser before and after viewings, valuations or meetings with a client.
- Keep two metres distance at all times, at meetings, valuations and viewings.
- Do not touch anything at the property, including cupboards and door handles.
- Maintain communication via email and telephone calls.

VALUATIONS

- Before the valuation, explain to the seller how the valuation will be conducted and request that all doors are left open for you to go around the property safely.
- When presenting the property valuation, remain at the safe distance of two metres and follow up by email.

VIEWINGS

- Meet outside the property. Do not take the applicant with you.
- Before the viewing, explain to the applicant how the viewing will be conducted and advise not to make contact with the property.
- Email the applicant the property brochure.
- Ensure yourself and the applicant use hand sanitiser before entering the property.
- Contact the seller before viewing, to request that all doors are open ready for the viewing.
- Discuss the property and applicants thoughts outside the property, and call the seller when you are back at the office.
- Do not enter small rooms with the applicant. Wait outside, at two metres length.

SELLERS CONDUCTING VIEWINGS

- Issue social distancing guidelines to sellers before the viewing, via email;
 - No shaking hands,
 - Keep two metres distance,
 - Wait outside smaller rooms,
 - Open all the doors in the property,
 - Request that the viewer uses hand sanitiser before entering the property,
 - Take questions outside the property where possible,
- Issue social distancing guidelines to the viewer before the appointment, via email;
 - No shaking hands,
 - Keep two metres distance,
 - Enter small rooms alone,
 - Do not open any doors, and ask the seller to do this for you.
 - Use hand sanitiser before entering
 - Make a note of questions and ask these outside of the property, at a two metre distance.

PASSIONATE ABOUT PEOPLE AND PROPERTY.