

## Exposure Property Marketing – COVID-19 (Clients)

---

Following on from our previous guidance we have made some amendments to reflect the latest Government advice. Taking guidance from:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

### Key points

- We will no longer be able to move **ANY** of the vendor's belongings. The vendor **MUST** ensure that the property is presented as they want it to appear ahead of our arrival. There will be **NO** opportunity to do this during the appointment. (There is a link included below to help vendors dress their property).
- We **MUST** be the only person in the property at any one time; this includes any member of the household, any representative from the estate agent and other trades including EPC providers.
- All members of the household (including uncontained animals) **MUST** vacate the property during the appointment.
- Vendors **MUST** leave all doors ajar including cupboards and stores to reduce the contact with handles.
- Vendors **MUST** leave all windows ajar to ensure the property is well ventilated to reduce the transmission risk. These should **NOT** be wide open to avoid them being overly noticeable on photographs
- Vendors **MUST** leave all lamps and lights switched on if we need to switch them off we will wipe down afterwards.
- If the vendor will not vacate the property or the property is not prepared and we are unable to carry out the appointment then there will be a cancellation charge of 50%.
- Clients **MUST** have a contact free key collection policy and inform us of the procedures.

### Prior to the appointment

Please ensure the following steps have been taken **BEFORE** placing the order on our system:

- Check that vendors have dressed the property and asked you any questions regarding presentation if they are unsure.
- Check that no one in the household has symptoms of COVID-19 and that they are not self-isolating. **If anyone in the house has any symptoms of COVID-19 or is self-isolating we will not be able to attend the appointment.**
- Check that no one in the household is in the "Extremely Vulnerable" or "Vulnerable" category and that the appointment is safe to go ahead.
- Check that there will be no other person at the property when we attend including representatives from your business, other trades people including EPC providers.

- Ensure our guidance on “Protocol at Appointments” has been forwarded to the vendor so they know what to expect.

### **Protocol at Appointments**

- The vendor **MUST** ensure that the property is presented as they want it to appear ahead of our arrival. There will be **NO** opportunity to do this during the appointment.
- We must be the only person in the property at any one time; this includes any member of the household, any representative from the estate agent and other trades including EPC providers.
- All members of the household (including uncontained animals) **MUST** vacate the property during the appointment, they may want to go for a walk, sit in the garden or car (if the weather is cold or wet).
- Vendors **MUST** leave all doors ajar including cupboards and stores to reduce the contact with handles. If we need to close them we will wipe down the handle afterwards.
- Vendors **MUST** leave all lamps and lights switched on; if we need to switch them off we will wipe down afterwards.
- Social distance guidance is to be followed at **ALL** times including at the start and end of the appointment.
- When arriving we will knock on the door and then stand back 2 metres to allow the vendor to answer.
- We will either wash/sanitize hands or wear disposable gloves when entering the property.
- We will **NOT** touch any of the vendor’s belongings (staff must **NOT** move items or dress any part of the property). This is for the safety of our staff and the vendor.
- We will advise the vendor on how long the appointment is going to take.
- If the vendor goes for a walk they **MUST** return in readiness for us to leave, but not enter the property until we have vacated (If needed we can call the vendor 10 minutes before the end of the appointment). We will allow 5 minutes grace but will then leave the property unlocked to enable us to get to our next appointment.
- Sometimes it will be necessary to use the vendors toilet, if this is done then we will wipe down any areas touched including the flush handle

### **Resources:**

To help ensure that the property is in the best possible readiness for our visit we have produced an online guide to help vendors prepare.

<https://exposurepropertymarketing.com/prepare/>

This information has been added to our Terms & Conditions.

[https://exposurepropertymarketing.com/wp-content/uploads/Terms\\_Conditions.pdf](https://exposurepropertymarketing.com/wp-content/uploads/Terms_Conditions.pdf)