

Colin Lilley are committed to ensuring we provide a safe environment for our employees and for all of our customers. We have taken several measures to protect against the spreading of COVID-19 and ask you do the same. These are the protocols and guidelines we are working by for the safety and wellbeing of all parties

Viewing a vacant home

The agent will arrive with their own PPE including gloves, mask, sanitizer and paper towels. They will enter the home first and open all available doors and create ventilation. They will then exit to the garden, drive or car, maintaining the correct social distance.

Customers, limited **to a maximum of two**, should have their own PPE including gloves, mask and sanitizer. If not, the viewing can be stopped.

Customers with correct PPE can then enter the home and view. They should try their best not to touch any surfaces including door handles, wardrobe doors, ovens etc. Once the viewing is finished, the customer should sanitise their hands and dispose of gloves etc in the correct manner.

The agent will then re enter the home and sanitise door handles and surfaces, lock up and leave.

Viewing an occupied home

This viewing could be with the owners of the home, their family or agent.

If you're the owner of the home being viewed, open all windows and doors prior to the viewing taking place and if possible, leave the property for the duration of the viewing.

Everyone involved must wash their hands prior to the viewing and handwashing facilities should be made available with separate paper towels if possible. In addition, both vendors and viewers should have their own PPE including gloves, mask and sanitizer

We will look to restrict the number of people present at the viewing in order to follow social distancing guidelines.

Once the viewing has finished, the homeowner should ensure surfaces such as door handles are cleaned.

Health Assessment

Prior to any viewings or contact, please complete this simple questionnaire:

Are you, or any person, in your household currently self-isolating due to COVID-19?	Yes/No
Are you, or any person, in your household showing any symptoms of COVID-19?	Yes/No
Have you, or any person, in your household recovered from COVID-19?	Yes/No
Have you, or any person, in your household been advised by the NHS that you are classed as a vulnerable person?	Yes/No

Based on the information provided, we may need to re-assess how we communicate with you and agree a suitable way we can work together.

If you have answered YES to any of the questions then we are unable to undertake any appointments with you at this time.