



NEW RULES RELATING TO CORONAVIRUS DURING LOCKDOWN FOR VENDORS (UPDATED 5th January 2021)

Thank you for inviting the Zoe Napier Group to visit your home and to provide trustworthy market advice for your forthcoming move. As you are aware the Government Guidance states that the home moving process can continue, but only under strict protocol, which means that homeowners are legally required to play their part in the required safety measures when visitors enter their homes.

We have put together the safety procedures that we ask you to confirm will be followed, prior to our arranged visit to your property.

Prior to our visit

If you or anyone in your household (or support bubble) affirms any of the statements below, you must inform the estate agent by law, prior to us arriving:

- Have you or anyone in your household tested positive to Covid 19? If Yes state when.
- Have you been requested to isolate through the Track & Trace system? If yes state when.
- Have you or anyone in your household travelled abroad within the last 14 days?
- Have you or anyone in your household shown symptoms recently to Coronavirus (i.e sore throat, a new cough, high temperature)?
- You must contact us and postpone the visit if you or any member of your household are displaying any symptoms of coronavirus.

During our visit

It is vitally important to ensure that all members of your household bubble who remain in the property during our visit adheres to the safety procedures below to assure the safety of everyone concerned

- All members of your household present at the time of our appointment agree to having their temperature tested (non-contact) prior to us entering your property. If the temperature is recorded as high, the appointment will need to be rearranged.
- All members of your household present at the time of our appointment agree to wearing face masks throughout the duration of our visit or have a valid medical reason not to.
- All members of your household present at the time of our appointment will maintain a MINIMUM of 2 meters distance from any viewing party and property professional.

Our Reciprocal Safety Protocol to You

Anyone acting on behalf of Zoe Napier Group visiting your home will adhere to strict guidelines. These include:

1. Wearing masks and a new pair of surgical gloves, so that any surfaces we may touch (i.e. bannister rails) will have some form of protection.
2. Maintaining the required minimum 2-meter distancing rules. We will remind anyone encroaching on this distance since it is very easy for the home owners to forget this when they are in their own home!
3. Informing you prior to our visit, if the team member visiting you is showing any symptoms of coronavirus.
4. Informing you whether any of the team have been in contact with third parties who have notified us that they have tested positive for coronavirus.
5. Ensuring that all prospective buyers (if you subsequently appoint Zoe Napier Group to sell your home), have completed a pre-viewing Covid 19 questionnaire declaring that they are fit to view your property. You can see the questions we ask prospective buyers here <https://zoenapier.co.uk/covid>

Finally, if you are conducting your own viewings you must ensure the procedures above (that you have agreed to on the form at the website below) are implemented at all times.

What to do now

Stay safe. and let us help you continue with your moving requirements.

Use the form available on this site: <https://zoenapier.co.uk/covid> to confirm that you have read, understood and will fully comply to the latest COVID-19 LOCKDOWN RULES & GUIDELINES.