

Here at Jigsaw Estates, we have decided to compile an overview of procedures that are required to be completed by all staff, sellers and viewers and has been prepared in line with guidelines relating to Covid-19.

Office:

1. Maximum 2 members of staff per office
2. Staggered arrival and departure times of staff entering office
3. No members of public in office for the immediate future
4. Offices cleaned and sanitised morning and evening
5. Front door to remain locked
6. Hands to be washed throughout the day and dried using paper towels which are then disposed of
7. Empty bins daily, tied securely

Viewings:

1. Virtual viewings must be attempted first
2. Viewers must be in the position to proceed
3. 1 or 2 viewers of the same household/family
4. No children in the property
5. One viewing at one property to minimise risk of exposure

Preparation for viewings –

1. All doors open and windows open for air flow
2. Wash hands with alcohol hand wash or soap and water before and after viewings
3. Vendors to vacate or if no agent is present at the viewing only one seller to let the viewer in providing they have a mask and gloves.

Procedure during viewing –

1. Agent to wear gloves and mask and wash hands before and after viewing
2. Agent unlock property and leave doors open
3. Viewers to wear masks and latex gloves in bag ready by door, use sanitiser first as provided.
4. Viewers enter property on own if there is not enough space to maintain 2m at all times

5. No surfaces to be touched
6. In concluding a viewing, viewers are to remove mask and gloves, place back in bag and take with them. Spray hands with alcohol spray.
7. Once viewers left, agents shut up property and wipe external handles

After viewing –

1. Vendor should ensure surfaces are cleaned and towels disposed of or washed as appropriate.

New Properties entering the market/Taking the instructions/photos:

1. Vendor to prepare house, turn on all lights, move anything out of sight, open all doors
2. Vendor vacates to garden
3. Agent to wear gloves and mask and wash hands before and after appointment
4. Any questions/follow ups to be done by email
5. No surfaces to be touched
6. Once finished, dispose of gloves and mask and wash hands

Market appraisals:

1. Agent to wear gloves and mask and wash hands before and after appointment
2. Agent to complete tour on own if not enough space to maintain 2m
3. Doors to be opened in advance by vendor
4. Any discussions with vendor should be with 2m space – ie garden or large room
5. No paperwork/marketing information to be left – all emailed after
6. Dispose of gloves and mask after appointment



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