



Ensuring Client and Staff safety throughout the Pandemic

Throughout the COVID-19 pandemic, it has been Lex Allan & Lex Allan Grove Estate Agents' priority to ensure the health and safety of Clients and Staff alike. Changes to the Government's COVID-19 regulations make it clear that with the correct precautions adhered to, house moving can still take place.

Please read the following guidance to help protect yourself and our staff when Market Appraisals and Viewings take place. If anything is unclear, please do not hesitate to ask a member of our Staff.

PLEASE NOTE: All our offices will be remaining open throughout the Pandemic for **APPOINTMENTS ONLY**.

Market Appraisal Policy

- Before we can carry out a physical Market Appraisal we require confirmation that no one in your household has had COVID-19 symptoms in the previous 2 weeks.
- We are open for market appraisals, but would respectfully ask that you only request a valuation appointment in person if you are intending to place your home on the market within the next 4 weeks. For all non-urgent valuations we would recommend video valuations or drive by valuations.
- If we attend your property we will restrict the time in your home, then if necessary discuss finite marketing details remotely. Wherever possible during the appointment we will socially distance in the house.
- Prior to appointments, we respectfully ask the vendor to open all internal doors and ventilate by opening some windows in advance of our arrival and wear a face mask upon arrival.

Instruction Policy

- An agency agreement will be sent to you digitally or via post for signing. This can be returned to us via e-mail or post.
- A form of ID will also be required via email or hard copy.
- One of our Staff and/or our Professional Photographer will call you to arrange taking photographs, confirm measurements, produce a floor-plan and Walk-through Tour (if required). All our Staff and Marketing Partners will be wearing disposable gloves and a face mask throughout any appointment.
- We will call on the morning of the appointment to confirm that it remains the case that none of your household has been diagnosed with COVID-19 symptoms.
- Prior to physical appointments, we respectfully ask the vendor to open all internal doors and ventilate by opening some windows in advance of our arrival and wear a face mask upon arrival.
- We respectfully request that the property is vacant during the instruction appointment.
- Our member of Staff and/or our Professional Photographer will contact you to confirm when they have finished the appointment.
- A proof of your brochure will be provided by our team for your approval prior to marketing commencing.

Overleaf... our Viewings Policy

*If you're unsure about any of COVID-19 policies,
please do not hesitate to call us on:*

STOURBRIDGE

01384 442464

HALESOWEN

0121 550 5400

HAGLEY

01562 270270

Doing Things Safely



Viewings Policy

- Before we carry out a physical viewing we will establish that no one in your or the buyer's household has had COVID-19 symptoms in the previous 2 weeks.
- A virtual viewing has been seen if possible first. Please speak to us about Matterport and walk-through tours.
- Prior to physical viewings, we respectfully ask the vendor to open all internal doors and ventilate by opening windows in advance of our arrival and wear a face mask.
- Only 2 people from the same household will be allowed to view and no children under the age of 18 can view.
- If the viewings are accompanied by the agent, the vendor should leave the property so there is only the agent and the viewer in the property at one time.
- All property viewings will be concluded as quickly as practically possible.
- All parties at the viewings will be required to wear face masks and gloves, or will have sanitised their hands on arrival and departure of the property. Viewers will be actively discouraged from touching anything in the property.
- We reserve the right to cancel any viewing at short notice if deemed prudent to do so for safety reasons.

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