

Due to Covid-19 we have had to adapt our viewing processes in accordance with government guidance, to protect our staff, clients and members of the public.

Virtual Viewings

All initial viewings should be undertaken virtually, wherever possible. Once you have virtually viewed the property you can contact our property team to discuss any queries or questions you have.

Where virtual viewings are not possible, interested parties are advised to view our comprehensive property information on our website to include marketing particulars, floor plans and photo gallery. Should you have any further questions regarding the property please contact our property team who will be able to assist you.

Physical Viewings

In accordance with guidance, all physical viewings should be restricted to those with a serious interest in the property, for the safety of all parties. Please make sure you have viewed all information available digitally to ensure the property meets your requirements before requesting a physical viewing.

Where a physical viewing is required this must be pre-arranged through us and you should advise us if you or any members of your household have any of the following symptoms:-

- A high temperature
- A new and continuous cough
- A loss or change to your sense of smell or taste

If you or any members of your household have any of the above symptoms you will not be able to arrange a viewing and you must self-isolate for 7 days from when the symptoms started.

If you do not have any symptoms but someone in your household has symptoms you must self-isolate for 14 days from the date they first had symptoms.

Please let us know if you or any members of your household are classed as "at risk" or "vulnerable" in accordance with government guidance to ensure the viewing can be conducted safely.

Where a physical viewing can be carried out the following procedures will apply, wherever possible:-

- If either our staff member, you or any members of the household are experiencing any symptoms or had recent symptoms, in accordance with government guidance the viewing will not be undertaken.
- Viewings will be limited to no more than 2 people from the same household plus the property owner or a member of our staff.
- Face coverings and gloves should be worn – if you do not have your own please advise us prior to the viewing so appropriate arrangements can be made. This includes thoroughly washing your hands or using antibacterial hand sanitiser on entering the property.
- Please keep 2 metres apart from the property owner or our staff member at all times.
- Please do not touch door handles or any surfaces within the property.
- The property owner or our staff member will not accompany you through the property but will be on hand to answer your questions before and after the viewing.

These procedures are in place for the benefit of all parties and we would appreciate your cooperation and understanding in following them.

If you have any questions about our viewings procedures or would like to enquire further about a property please let us know.

Telephone: 01856 872 216
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Email: enquiries@dandhlaw.co.uk