



We are **OPEN** for business!

26th May 2020

York Laurent are very pleased to announce that we are now permitted to offer viewing appointments and our staff continue to offer a full agency service.

Despite the easing measures taking place over the coming weeks, it could be a while before we are able to resume to 'Business as Usual', the current government travel advice means the majority of our staff will continue to work remotely, but we will monitor the situation in the coming weeks, we will also be looking at our options to adapt our offices for social distancing so that we can welcome the public, but in the meantime we assure all of our customers that we are available and can be contacted on 0121 236 5757 (option 1).

The government recommends that initial viewings should be done virtually and we will be ensuring that wherever possible all our properties are available to be viewed via a video tour and in circumstances where an offer is likely members of our staff will be available to undertake viewings by prior appointment

Viewings for sales and lettings can be arranged online via our website www.york-laurent.co.uk and will be undertaken in accordance with the strict government advice on home moving during the coronavirus (COVID - 19) outbreak

We set out briefly the procedures below that agents, vendors, buyers, landlords, tenants and prospective tenants must adhere to at all times.

Health and safety of our staff and our customers is of paramount importance and we appreciate your full co operation in advance.

****All parties must read the latest government advice notes on home moving before viewings commence, we will request email confirmation that the advice notes below have been read and understood.***

'Agents must be informed beforehand by any occupier if they are self-isolating, have coronavirus or any other symptoms. Moving should not occur under these circumstances and allowing access to the public, trades people or property professionals to their home should be strictly prohibited and no viewings should take place.'



The Government procedures in brief include:

- Viewing appointments by appointment only
- Open house viewings will not be available
- Agency team will vet all interested parties to confirm that they have viewed the property first online.
- Buyers or prospective tenants must clearly demonstrate to our team that they are knowledgeable about the property they wish to view and have genuine intent to make an offer before requesting a physical viewing.
- All parties must adhere to the strict social distancing guidelines during a viewing and for their added protection wear face masks and carry hand sanitisers
- Vendors, Landlords and Tenants must ensure that the internal doors of properties in which viewings are to take place should be opened in advance and lights where necessary switched on.
- The current occupier (Vendor / Tenant/ Landlord) must vacate the property for the duration of the viewing
- All parties that are present when the viewing takes place must have washed their hands / used hand sanitisers before entering the property. Vendors, Landlords, Tenants must make available suitable facilities for hand washing (soap, disposable towels and hand sanitiser)
- Once the viewing has taken place, all surfaces in the property including the door handles, should be thoroughly cleaned.
- Parties must not touch any surfaces when entering or leaving the property

Where a occupier is self isolating all parties involved in house buying, selling or letting should make amicable and sensible arrangements to change move in dates for the individuals concerned, this has been happening across the country in recent weeks and it will need to continue.

The government ask those who are clinically vulnerable and those who are shielding to consider very carefully their personal situation and to seek personal and specific medical advice before deciding whether to commit to or proceed with moving home.

If you are in this situation, and you decide that you must go ahead, all professionals involved must be made aware in advance so that they can put in place any additional precautionary measures to provide further protection for health and legal protection reasons.

We thank you in advance for your full co operation and look forward to achieving safe and successful house moves.

York Laurent are proud to support our hard working NHS and will make a donation for every successful sales and letting during this crisis.

Kind regards,

Marcel Woodhouse
Managing Director

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