



**Your Local, Independent  
Property Experts**

## Covid-19 Policy **Hywel Anthony Estate Agents**

We are following the recommended government advice in relation to the provision of services at Hywel Anthony Estate Agents. The full guidance advice relating to the renting, selling, buying of property during this period can be read here.

<https://gov.wales/moving-home-during-coronavirus-pandemic>

<https://gov.wales/taking-all-reasonable-measures-minimise-risk-exposure-coronavirus-workplaces-and-premises-open>

The main points we would draw your attention to are detailed below;

**If you or anyone in your household have coronavirus symptoms, you should stay at home and self isolate and not attend any viewings or request visits from our agents.**

### Viewings

Please advise our negotiator prior to the appointment if you or anyone in your household has had or been exposed to Covid19 or is showing any symptoms, which we need to be aware of.

Sellers are to sanitise all door handles prior to the viewing and on completion of the viewing, to ensure the safety of you and our vendor client, in the event door handles are inadvertently touched.

Sellers or anyone else to include tenants living at the property are to vacate the property for 30 mins, that can either be in the garden or perhaps a walk or popping out to the shops.

A negotiator from HA will arrive in ample time to open-up the property, to include all doors to avoid the viewer touching any door handles. We will carry hand sanitizer, and the viewer will be required to use it prior to entry if they are not carrying their own (However, we do not accept any liability)

We require all viewers to wear a face mask over their nose and mouth (these will NOT be provided by HA)

A maximum of 2 people who must be from the same household (currently living together) will be allowed to view the property. We respectfully ask that children are not present at the viewing.

**Hywel Anthony Estate Agents**

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A 2-Metre distance is to be maintained and the viewer is kindly requested to follow the agent around the property and not to enter any rooms until invited to do so by the agent.

## Offers on sale

Offers on properties for sale should be made by telephone or email. All identification checks and reference checks will be conducted via email and facetime if required.

## Moving in / key collection

You should arrange directly with local removal companies and follow government advice regarding social distancing when preparing to move. All key handovers will be done contact-free by either being left in a key safe or by a pre-arranged collection appointment.

## Valuations

We can conduct valuations on a case by case basis. Please contact us for information.

Any valuations that we attend must follow a strict policy whereby the property is empty and the owner, if present, opens all doors and windows 15 minutes prior to our agents arrival and waits outside the property whilst the valuation is completed. HA agents must wear PPE when attending properties.

## Office visits

Any permitted visits must be in accordance with government advice regarding social distancing and personal protection equipment being worn. Attendees will be required to wear gloves and face coverings when attending the office. HA agents should ensure PPE is worn when attending the office and that hands are washed before and after visiting the office and client properties.

## Contractors attending office

Contractors are not permitted to attend our offices without prior agreement. Keys for contractors will be left in a secure key box for collection if required and should be wiped down after use and returned through the office letter box.