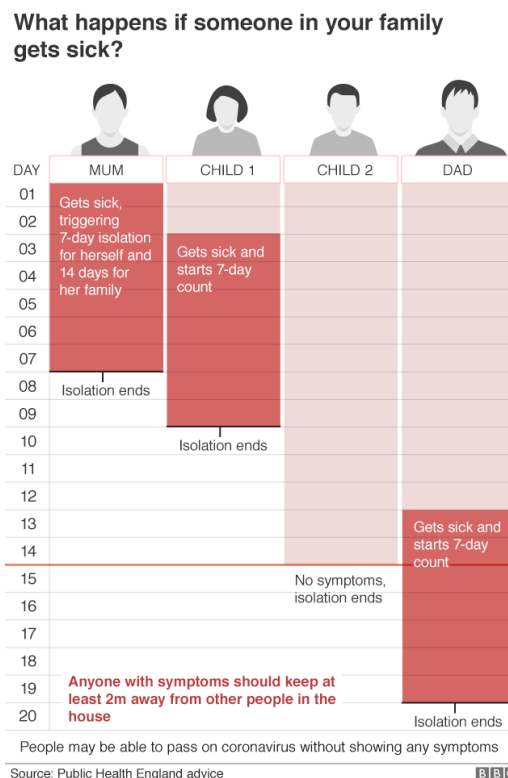


## Inspecting Safely – Information for Occupants

We appreciate that the Coronavirus epidemic is worrying for all of us. Thus in order that we can minimise the risk of infection to you and our staff we ask that you read the following guidance prior to our visit and take action as appropriate.

### Arranging our Visit

- We check daily with all of our staff that they, and none of their household are symptomatic. Rest assured that we would never knowingly allow any of our staff to visit site if they should be self-isolating.
- In return we ask that all occupants declare that they are similarly free of symptoms and are not required to self-isolate. The graphic below explains self-isolation periods in simple form.



If any occupants are displaying symptoms or are required to self-isolate we will not be able to attend until the end of the isolation period. Please inform us immediately if this is the case.

- If any occupants are designated as Clinically Extremely Vulnerable and thus shielded we will not be able to inspect the property. Again please inform us immediately if any occupants are of this status.

- Prior to our visit we will contact you to discuss and agree arrangements and timings for our internal inspection including how we will contact and communicate with you.

## Preparing for our Visit

- If possible please leave all doors open so that we don't have to touch door handles
- If you have a loft ladder/s please open the hatch/s and erect the ladder/s ready for our use. Again this will limit contact points by us.
- We will need access to gas and electric meters, water stop taps, electrical fuse boards, boilers and hot water cylinders. If these are located in cupboards please open doors and remove all stored items. Again this will avoid us touching door handles and stored items.
- We will try to avoid toilet breaks whilst on site but our surveyors are only human so it would be appreciated if we could agree a toilet for our use before we arrive. We will bring hand sanitiser with us but government advice still favours hand washing so it would be appreciated, at your discretion if you could provide some hand soap and ideally some paper towel for hand drying or hand towel for our use only (we should not share hand towels).
- Please unlock and leave open any side gates to allow us to move around the full perimeter of the property without entering the house. This will allow us to complete our external inspection without entering the house.

## The Inspection

- On arrival we will contact you in the pre-agreed manner, usually a phone call to let you know we are on site.
- Unless agreed otherwise we will then proceed with our external inspection.
- Once the external inspection is complete we will contact you again and ask you to vacate the property whilst we complete our internal inspection.
- Upon completion we will contact you to confirm and then leave the property leaving it secure in the pre-agreed manner if you are off site.

## Hygiene

- Our Surveyors have all been briefed on government hygiene guidance. We will wash our hands or apply hand gel upon entry to the property, during our inspection (where necessary) and upon completion.
- As standard our Surveyors practice good hand hygiene and are supplied with hand gel to use where necessary.
- We also have disposable gloves and face masks. Whilst the government does not currently advise the use of either in this setting we are happy to wear these if it makes you more comfortable. Please request this in advance if required.

## Questions and Concerns

We will aim to contact you direct prior to our visit but if you have any concerns please do contact us on 01242 522822 or [info@evansjones.co.uk](mailto:info@evansjones.co.uk) quoting your name and property address and we will be happy to discuss these with you before our visit.