

Risk assessment – Covid-19 | 17th August 2021

External office protocol

Viewing Appointments:

- Establish if occupants or applicants are in an 'at risk' group and agree appropriate measures.
- Masks to be worn by viewing guide who will arrive 10 minutes early.
- Viewers will be requested to wear masks on all viewings, this is not mandatory.
- Sanitiser to be carried by viewing guide at all times.
- All external and internal doors including cupboards to be opened prior to visit.
- Applicants to refrain from touching anything within the property.
- Occupants should take responsibility for cleaning appropriate areas post viewing.
- If vacant then viewing guide will need to complete this task after every viewing.

Market Appraisal Appointments:

- All valuers to carry sanitiser and cleanse before and after all visits.
- Face coverings should be worn on arrival and only removed by mutual agreement with the occupier

Internal office protocol

- Full time, office based staff to take a Covid test twice a week from home, prior to entering workplace and report result to line manager who will duly record. Part time staff and those working from home are required to take a home test prior to visiting branches adopting the same reporting procedure.
- Any member of staff who considers themselves as 'high risk' or in a 'vulnerable' group, should discuss with their line manager and appropriate measures will be taken.
- Surface cleaning in operational areas twice per day.
- If using kitchen equipment ensure placement in dishwasher immediately after use.
- Only prepare drinks/food for yourself. Not others.
- Specific receptive area for goods deliveries/post and keys etc cleaned after use.
- All keys received/handed out to be cleaned with Dettol/antibacterial wipes to sanitise after use. When returning keys viewing guides should Dettol/Antibacterial wipe all keys.
- No human physical contact.
- Open windows and doors where possible to generate air flow.
- Risk assessment published on website and within offices in all departments.
- All staff required to sign disclaimer to confirm they have read and will adhere to all risk assessment procedures.
- X-mist room sanitiser cannisters are available in all offices for immediate action when required.
- Masks are mandatory for all staff when meeting clients face to face in branch.
- Encourage office visitors to wear a face covering, this is not mandatory.