



COVID – 19 HEALTH & SAFETY POLICY

This brief policy has been created to inform those affected by our company's actions so as to inform them of the policy we have decided to adopt when dealing with our survey instructions. Please read this carefully and unless we hear otherwise from you and our inspection proceeds, then you are deemed to have accepted this.

In the event that you are not happy to proceed, please let us know by phone on **0800 246 1002** or by email to covid19@castle-surveyors.co.uk and we are happy to discuss options/postpone inspections as necessary.

Estate Agents and those providing access to a property, where we are not provided with Vendor details, are requested to urgently and before confirming the appointment confirm they and their clients are happy to accept the inspection process as outlined in this document.

SCENARIO ONE – EMPTY PROPERTIES

1. Our Surveyor will collect a key from the Estate Agents or otherwise, adopting the 2 metre social distancing approach and utilizing PPE as may be required.
2. Our Surveyor will utilise PPE including a face mask and pre inspection hand sanitization whilst undertaking the inspection, (gloves can be worn if requested)
3. Our Surveyor will return keys to the originating provider, adopting steps in reverse to those outlined in above point No. 1. Those receiving keys should ensure these are disinfected upon receipt.

SCENARIO TWO – OCCUPIED PROPERTIES

1. Our booking team will request that those providing access, e.g. Estate Agents, confirm with the Vendor (in advance of the instruction being confirmed), that they are happy for the inspection to take place and will provide them, by email, with a copy of this guidance. If not or if they are in self-isolation due to sickness, have symptoms or have had such in the last 10 days, have had a positive COVID19 test in the last 10 days and not been confirmed as clear, are affected by quarantine requirements or any other legal impediment, the instruction will not take place.
2. Our booking team will liaise with those providing access to propose some safe working options, including the Vendor not being present within the building for the duration of the internal parts of the survey which is our baseline option (i.e. that's what we request happens). In any event, at all times during the inspection (where it's agreed by our Surveyor that occupants may remain), the 2 metre rule applies and occupants are required to maintain this distance at all times. Our Surveyor has a limited time at the property, as such is unable to wait for a property to be emptied, occupiers should therefore be ready to vacate the property upon Surveyor's arrival or within a few minutes of such.
3. Upon arrival at the property (if someone is present) our Surveyor will ask if anyone is self-isolating or if there is a legal reason the survey should not proceed due to COVID19 restrictions, if yes the inspection **will not take place**. If not, then we will confirm the booking arrangements at point 2 above are acceptable, if not the inspection **will not take place**. Assuming the arrangements remain acceptable, the inspection will take place with our surveyor utilising PPE to include a face mask, pre-inspection hand sanitization (gloves can be worn at Vendor's request). We ask Vendors note, our Surveyor will put their safety first so if they feel the occupants are not being cooperative then the survey may be discontinued.
4. As Vendor/occupier you should ensure, following the inspection, that surfaces such as door/window handles, etc. that the surveyor may have touched, are cleaned with disinfectant.

This process will remain in full force and effect until such time as Govt. Guidance/instructions change, we have to make reasonable adjustments for the safety of our team or clients or those we interact with, and/or we decide at our total discretion that this policy no longer applies or that we are not concluding a particular instruction. For the avoidance of doubt, should our Surveyor decide it is not safe to conclude a particular instruction, at their sole discretion, the inspection will not proceed.

Many thanks for your kind attention and in anticipation of your cooperation.

For and on behalf of Castle Surveyors Limited.