



Coronavirus update

Our office is open! We are pleased to confirm that we operate a "COVID-19" secure environment.

Visiting our branch

Whilst our office is open, we ask that, where possible, you call to book an appointment to see us. This allows us to ensure that we only have the permitted number of customers in our office at any one time. Please note, under current Government guidance you will be required to wear a face mask whilst in our branch.

Our opening hours are Mon to Friday 9am to 6pm and Saturday 9am to 3pm.

Track and Tracing data

To support the NHS Test and Trace in England, Test and Protect in Scotland and Test, Trace, Protect in Wales some organisations in certain sectors of the economy can volunteer to collect the details, and maintain records, of staff, customers and visitors on their premises. Participation in this scheme for businesses and individuals is voluntary. Just so you are aware, we record customer enquiries on our database in order to provide our services to you. Your rights over the use of the data are unchanged and outlined in our Privacy Notice. However on request from the relevant Government Agency we will provide your contact information to support the wider public interest of suppressing the COVID-19 virus. Please let us know if you would prefer for us not to share your data in this way.

Sales and Lettings viewings and Valuation visits

We are currently continuing physical viewings in properties. As we offer 100% accompanied viewings, we are following guidelines on the maximum of two households attending a property (one being our agent, the other being the applicant). If a property is occupied, we ask that the vendor or tenant vacates the property for the duration of the viewing. This is to ensure that our visits are carried out in a safe manner for you and our staff. All parties are required to wear full PPE (face mask and gloves, unless medically exempt) and bring 70% alcohol hand sanitiser. If medically exempt, clients are required to wear their exemption badge. Please see below for further guidelines for viewings and valuation.

Guidelines for viewings and valuations

The following guidelines apply for all viewings and valuations:

- During appointments, only members of the same household can be present plus one agent from Caplen Estates, up to a maximum combined total of six people.
- For Sales & Lettings viewings, vendors/tenants are required to vacate the property during the viewing.
- For Sales & Lettings valuations, only the vendor(s) or current tenant(s) and one Caplen Estates agent are permitted to be present.
- For photos and EPC (Energy Performance Certificate) appointments, only the vendor(s) or tenant(s) and one contractor are permitted to be present.
- All lights should be switched on and doors opened. Commonly touched surfaces must be cleaned in advance and after the appointment using domestic cleaning agents.
- Suitable handwashing facilities should be available on arrival and departure (all agents will carry anti-bacterial hand sanitiser).
- Any discussions should be held outside or in a well-ventilated space, but we will expect to hold detailed discussions on the phone or by video call.
- All brochures and paperwork will be provided electronically and on paper if you prefer.
- Our agents will not offer to shake hands.

**Report a maintenance issue**

All contractors who attend your property will follow the COVID guidelines and will only enter the property if it is safe to do so.

Tenants who are self-isolating are required to contact us as soon as possible so that we can ensure that your isolation period is not interrupted by maintenance works. Works will then be booked for a new date and time once your period of self-isolation has ended.

Tenants

We continue to support our tenants in the usual way. If you need to report a maintenance issue you can do so by contacting propertymanagement@caplenestates.com.

Landlords

All of our services are currently operating as usual, but we will manage any maintenance issues on an individual basis. We will continue to support landlords and tenants on a case-by-case basis where there is potential for tenants to fall into rent arrears.

For landlords who attend to their own repairs and maintenance issues, we recommend you review the government guidelines regarding wearing PPE.

For landlords of HMOs you should ensure that your individual tenants are able to contact each other on a collective basis, e.g. via WhatsApp or similar messaging group, to ensure that all necessary precautions are being taken and government advice is being followed.

Summary

We will continue to follow government guidance and will provide any updates to our clients if and when guidelines change.

We hope that you have found this information useful, but please do not hesitate to contact us if you have any questions.

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