

# COVID-19 – OUR OFFICE POLICY

## Effective from 15<sup>th</sup> July 2020

Due to Covid-19 we have had to adapt our processes in accordance with government guidance, to protect our staff, clients and members of the public. Please read the following information regarding access to our office carefully:-

- For the time being, access to the office is by appointment only.
- If you require property details, please telephone or email us and we will make arrangements for all information to be sent to you.  
*(Please note the separate guidance regarding property viewings)*
- We will continue to provide a full and continuous service digitally as far as possible however if a meeting in person is required, please telephone or email to make an appointment.
- If you have arranged an appointment to visit the office, please arrive on time and follow the instructions. A member of staff will acknowledge your arrival.
- Please utilise the hand sanitiser provided on entry and exit. A face covering should be worn wherever possible
- Please do not come up the stairs unless invited to do so by a member of staff.
- If you or anyone in your household is experiencing COVID-19 symptoms, typically a high temperature, a new and persistent cough and/or loss of smell or taste, you must NOT under any circumstances attend your appointment; you should self-isolate for the government recommended period. We will be more than happy to postpone and rearrange your appointment, even at short notice.
- Please maintain a two metre distance from our staff at all times.

*If you have any queries regarding our policy, please do not hesitate to contact us using the following phone number and/or email address:-*

**Tel: 01856 850232**

**email: [enquiries@jeprobertson.co.uk](mailto:enquiries@jeprobertson.co.uk)**