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## Open for business: our coronavirus (COVID-19) mitigation plan

### Looking after our clients and our team

Platt White Partnership is open for business. We are dedicated to looking after our clients, both by continuing to provide an excellent surveying service and by taking every precaution to limit the spread of coronavirus (COVID-19).

We are committed to protecting the health of our clients and our team. As such, we have put a number of measures in place that are designed to minimise the risk of spreading the virus.

#### Before your survey

- At the time of booking, you will be asked if anyone at the inspection property is self-isolating or has any symptoms associated with coronavirus (a fever, a new & persistent cough or flu-like symptoms).
- If the vendor/occupants are in the high-risk group or are unhappy with a surveyor accessing their house we will not undertake inspection.
- If there is deemed to be a risk, the survey will be postponed to a later date.
- Our staff are self-monitoring daily for any signs or symptoms of coronavirus and will isolate immediately if they have any concerns. In this case, surveys will be rearranged with an alternative surveyor whenever possible, or postponed to a later date.

#### During your survey

- Occupants will be requested to vacate the property during the inspection and will be requested to open all windows and doors prior to vacating the property.
- The occupants can go for a walk or wait in car, the surveyor will give an estimate of time required and can inspect externally prior to internal inspections as long as a minimum 2m social distancing is observed.
- The surveyor will return to their car and telephone to confirm completion of inspection. They will not leave the house unsecure.
- If there is anyone in the property at the time of the survey (i.e. not accessing by key), the surveyor will ask prior to visit if anyone at the inspection property is self-isolating or has any symptoms associated with coronavirus (a fever, a new & persistent cough or flu-like symptoms).
- If there is deemed to be a risk, the survey will be postponed to a later date.

- When on site, our surveyors maintain strict personal hygiene, using hand sanitisers, wipes and soap & water at regular intervals and before and after touching surfaces. Surfaces that are touched are wiped down afterwards to reduce risk still further. Gloves will also be used where practical.
- Our surveyors have been asked to decline handshakes and maintain a distance of at least 2m from others at all times pre inspection, occupants must vacate the premises prior to surveyor accessing property.

### After your survey

- We are avoiding any face-to-face meetings. This means that we may suggest a phone call or web-based meeting to discuss survey findings, rather than meeting you on site.

We are continuing to monitor the situation and our policy will be updated in line with government recommendations. Any changes will be posted here.

If you have any questions, concerns or suggestions please do give us a call or email us at [info@plattwhite.co.uk](mailto:info@plattwhite.co.uk).

