

Nova House
94 Boughton
Chester
Cheshire CH3 5AQ

Tel: 01244 314111

Fax: 01244 314700

E-mail: info@plattwhite.co.uk

www.plattwhite.co.uk

COVID – 19 PLATT WHITE PARTNERSHIP HEALTH & SAFETY POLICY

This letter is in regards to the survey we are completing for your potential purchaser. Our surveyors are honest, approachable experts following all government guidance regarding the situation with COVID-19.

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 01244 314111 or by email to info@plattwhite.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 these proposals or provide us with e mails of the vendor (With their permission).

Please see Government Guidance we are following to inspect your home.

HM GOVERNMENT WORKING SAFELY DURING COVID-19 IN OTHER PEOPLES HOMES (11/05/2020 or subsequent issue)

Work carried out in people's homes.

- Surveyors will be wearing all Personal Protective Equipment whilst conducting your survey. For example, gloves, shoe protectors and masks.
- Our trusted surveyors will always be following the 2M distancing rules when visiting properties. It is important that we do not put anyone at risk
- Our surveyors will use gloves when handling ladders, handles and doors etc at all times
- Our Surveyor will have minimal contact with all surfaces whilst at the property
- No physical contact is needed at anytime during the survey
- Disinfectant spray is used to clean all equipment used by the surveyor before entering the property
- All of our surveyors are in good health and exhibit no signs of COVID-19
- Your home and space will be respected at all times

WHAT WE WILL NEED FROM YOU

To enable the surveyor to spend as little time as possible in your home, please may we ask you to follow the Government 2-meter distancing advice.

If possible, vendors are requested to vacate the property during the inspection. (Sit in garden, go for walk or sit in car).

If this is not possible or practical then Please may you find a room you can all congregate in and If you could remain in that room whilst the surveyor undertakes their internal inspection, they can inspect that room last.

Please may we also request the following:

- All pets to be contained in one room or outside and if not possible, they must keep 2 metre distance.
- Children in occupation, it might be best for families to be in the garden or on a walk to safeguard all involved, as my child is often inquisitive and it's safer to distance them from intrigue.
- Please open all internal doors to reduce touching handles and ensure window keys are easily accessible, windows should ideally be pre opened to help ventilate the property, if the weather allows.
- Please open loft hatches and setup loft ladders, the surveyor does have their own ladders if required and will use gloves, face masks and shoe protectors as previously stated. Please confirm whether ladders are required to be brought into the house.

It would also help if you could think about where the following are, and advise the surveyor prior to the inspection to enable ease of access.

Please see separate questionnaire sheet provided.

1. Where are the electrics located in the property? Meter and Consumer unit.
2. Where is the gas meter located?
3. Where is the stop clock located? Ideally open kitchen cupboards and clear area.
4. Where is the water meter located?
5. Where is the boiler located?
6. Are you aware of any issues in the property? If yes, please specify where?
7. Do you have any certification in regards to gas and electricity safety?
8. Do you have any guarantees or warranties for windows, boilers, historical damp treatment, extensions etc?
9. Where is the cold-water storage tank located? If applicable
10. Where is the hot water cylinder located? If applicable

11. Is there underfloor heating? If so, where are the controls?

YOUR HEALTH AND SAFETY, ARE YOU IN AN AT RISK OR VULNERABLE CATEGORY? IF SO THEN WE WILL NOT INSPECT BUT AGREE ANOTHER STRATEGY IF POSSIBLE.

Government is advising those who are at increased risk of severe illness from coronavirus (COVID-19)

to be particularly stringent in following social distancing measures. This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (ie anyone instructed to get a flu jab as an adult each year on medical grounds):
- chronic (long-term) respiratory diseases, such as [asthma](#) , [chronic obstructive pulmonary disease \(COPD\)](#) , emphysema or [bronchitis](#)
- chronic heart disease, such as [heart failure](#)
- [chronic kidney disease](#)
- chronic liver disease, such as [hepatitis](#)
- chronic neurological conditions, such as [Parkinson's disease](#) , [motor neurone disease](#) , [multiple sclerosis \(MS\)](#) , a learning disability or cerebral palsy
- [Diabetes](#)
- problems with your spleen – for example, [sickle cell disease](#) or if you have had your spleen removed
- a weakened immune system as the result of conditions such as [HIV and AIDS](#) , or medicines such as [steroid tablets](#) or [chemotherapy](#)
- being seriously overweight (a body mass index (BMI) of 40 or above)
- Those who are pregnant
- Note: there are some clinical conditions which put people at even higher risk of severe illness from COVID-19. If you are in this category, you would/should have been contacted by the NHS England with advice about the more stringent measures you should take in order to keep yourself and others safe. For now, you should rigorously follow the social distancing advice in full, outlined below.

People falling into this group are those who may be at particular risk due to complex health problems such as:

- people who have received an organ transplant and remain on ongoing immunosuppression medication
- people with cancer who are undergoing active chemotherapy or radiotherapy
- people with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment
- people with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets)
- people with severe diseases of body systems, such as severe kidney disease (dialysis)

If you are in an at-risk category, please do let us know in advance and we will happily postpone the inspection until it is safe to do so. Should you have any questions or concerns, please do not hesitate to contact us at info@plattwhite.co.uk or 01244 314111.

COVID – 19 PLATT WHITE PARTNERSHIP HEALTH & SAFETY POLICY

Two main scenarios

SCENARIO ONE – EMPTY PROPERTIES

1. Our Surveyor will collect a key from the Estate Agents or otherwise, adopting the 2 metre social distancing approach.
2. Our Surveyor will utilise PPE including a face mask, overshoes and disposable latex gloves whilst undertaking the inspection.
3. Our Surveyor will return keys to the originating provider, adopting steps in reverse to those outlined in above point No. 1.

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, 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 for the survey or being isolated in a particular room (which can move as the survey progresses) or be in the garden/outbuilding. In any event, at all times during the inspection, the 2 metre rule applies.
3. Upon arrival at the property (assuming occupants are present) our Surveyor will ask if anyone is self-isolating, 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, overshoes and disposable gloves.
4. Our Surveyor will, following the inspection, endeavour to safely deal with their clothing to ensure that cross contamination risk is minimised. In the case of our business process for this purpose, we will only be undertaking 1 inspection per day for the time being to avoid risk of virus passing to future inspections that day and will deal with clothing safely upon return to our office. All PPE will be disposed of after survey and all equipment disinfected.

This process will remain in full force and effect until such time as Government Guidance/instructions change, we have to make reasonable adjustments for the safety of our team, clients and those we interact with, and/or 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 commence or 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 PLATT WHITE PARTNERSHIP