



Haslams Estate Agents  
Customer & Third Party Policy  
May 2020

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### Customers:

- Following Government guidance, every visitor to the office will be asked to provide their name, address and contact information. This is required for tracing purposes should anyone contract Covid-19.
- All customers are asked to sanitise their hands as they enter the building.
- Upon entering the office, signage will direct customers to a waiting area (2m or more away from any member of staff), where staff will greet them.
- No more than three households and a maximum of six people are allowed in the office at any one time.
- Customers will be asked to wait outside if the maximum number are already in the office.

### Contractors, surveyors and photographers:

- Following Government guidance, every contractor, surveyor and photographer to the office will be asked to provide their name, address and contact information. This is required for tracing purposes should anyone contract Covid-19.
- All contractors, surveyors and photographers are asked to sanitise their hands as they enter the building.
- Contractors, surveyors and photographers must ideally tell us in advance what keys are required and always stay at the front of our office.
- All contractor companies must provide risk assessments or evidence of policies to satisfy ourselves and our customers that they are taking suitable precautions.

### Inventory clerks:

For the safety of the inventory clerks and our tenants, the following policy has been agreed:

- Inventory clerks will attend a property if it has been professionally cleaned or if it has been empty for a clear four days. This will be considered when re-letting properties.
- Tenants are requested not to be present for check in or check out. Instead, they can collect keys from the clerk outside the property or come to the office at an appointed time.
- No other person(s) can be present during the check in, including but not limited to, landlords, cleaners or contractors.