



Haslams Estate Agents
Valuation Policy
May 2020



Virtual valuation policy:

Wherever possible, an initial virtual valuation is preferred to prevent unnecessary risk of cross contamination.

Haslams will ask for:

- Homeowners full details, address and correspondence details.
- Motivation for valuation and search criteria (if local).
- Description of the property with attention to heating type and age of boiler, window type and any repairs required, age of kitchen and specification, age of bathroom and specification, improvements made that may not be visible (roof, cavity wall, flat roofs), and garden description.
- Are there any areas which require attention (electric, damp, cosmetic repairs)?
- Request to video the property and send photos of the USP's ahead of the appointment or confirm if this will be done during the valuation call.
- Agree a time and date to call and a method i.e. telephone, video via Zoom, WhatsApp or Facetime.

Physical valuation policy:

If it is essential that a physical valuation should be carried out, Haslams will follow the process below:

Prior to the appointment:

- We will ask how many valuations per day you are requesting. To minimise risk we will suggest no more than two per day.
- We will ask whether anyone is self-isolating in the property or if anyone has recently been tested positive or showing signs of Covid-19. If the answer is 'yes' to any of these, we will unfortunately not be able to enter the property and instead either delay the physical valuation or undertake a virtual appointment.
- We will ask you to wear a mask at the appointment if you have them available (we can provide them if not).

During the valuation:

- Only one member of Haslams will attend, and they will wear a mask and a new pair of disposable gloves for each appointment.
- Comparables and any sales information may be shown on the appointment but will not be given to you. If required, these can be emailed after the appointment along with the valuation or instruction letter.
- We will politely decline any drinks if offered.