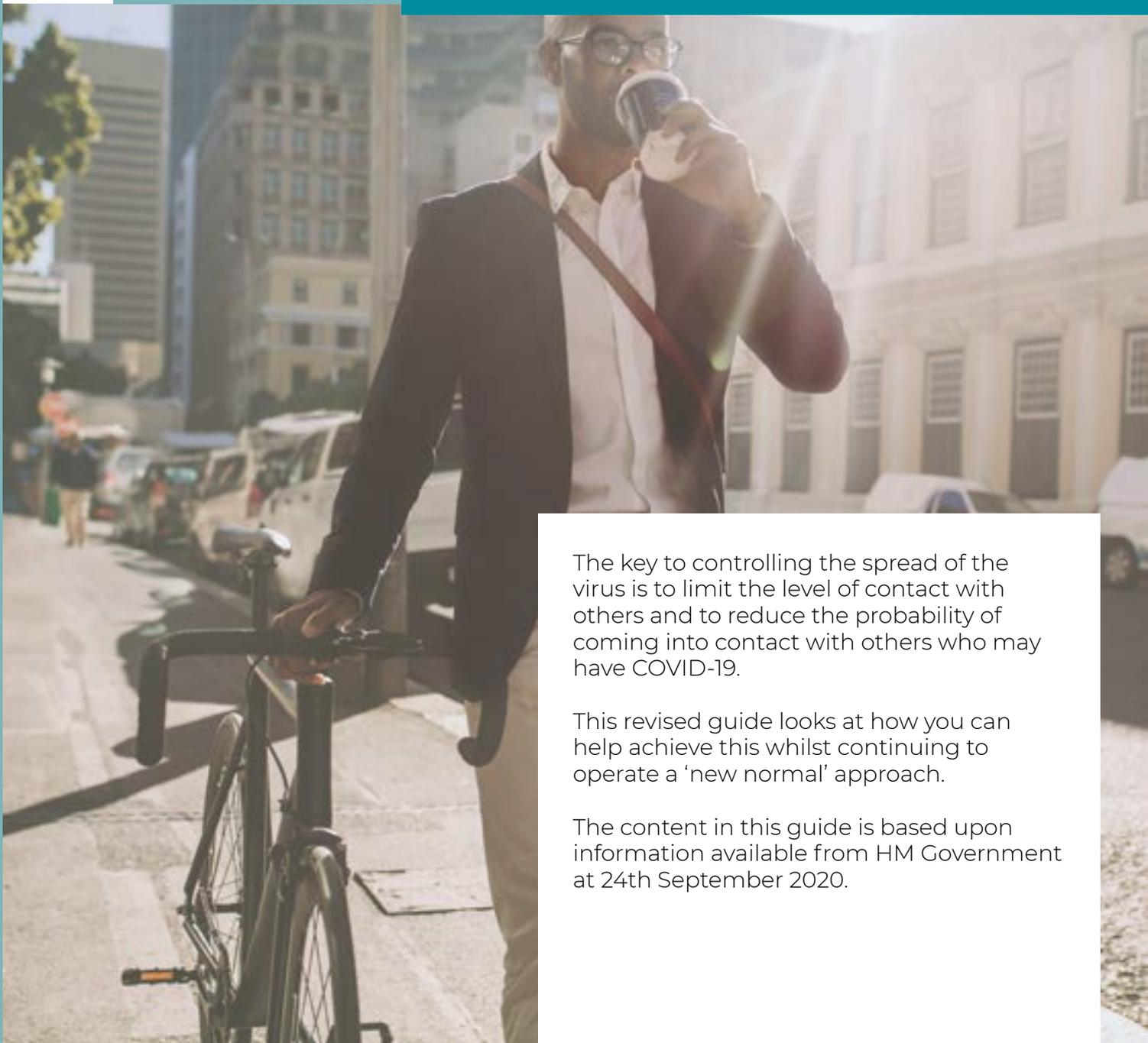


SEPTEMBER 2020

CORONAVIRUS UPDATE

THE HOME MOVING PROCESS



The key to controlling the spread of the virus is to limit the level of contact with others and to reduce the probability of coming into contact with others who may have COVID-19.

This revised guide looks at how you can help achieve this whilst continuing to operate a 'new normal' approach.

The content in this guide is based upon information available from HM Government at 24th September 2020.

ENGLAND

promote virtual options prior to any physical face to face appointment/meeting

Should my office be open?	<p>Offices can open, but the Government guidance is to work from home where you possibly can. Where your premises are 'COVID-Secure' then working from the office is permitted. Be aware of the potential risk should a member of the team have a positive COVID-19 test result.</p> <p>Remember no one should attend work if they have any COVID-19 symptoms (see Test and Trace section).</p>
Can I have our office door open?	<p>Your office should be 'by appointment only' and it is recommended that you operate a 'locked door' policy.</p> <p>Keep contact details of everyone who visits your office in case you have to provide 'Test and Trace' information to the NHS.</p>
Do I need to wear a face covering in the office?	<p>The Government announced on 24th September 2020 that face coverings would be required to worn by all estate agency staff working indoors and on any appointments. You should also ensure that anyone visiting your premises wears a mask before entering.</p> <p>Check the latest guidance here.</p>
What should I do before any physical appointment?	<p>Complete basic assessment and establish health with the following questions:</p> <ol style="list-style-type: none">(1) Has the individual been advised to self-isolate?(2) Do they have any COVID-19 symptoms?(3) Have they travelled outside the UK within the last 14 days? <p>No meeting should take place where positive response to questions one and two are received.</p>
What if they have travelled outside the UK (travel corridors)?	<p>Establish where they have been and check this information against the Governments list of quarantine exempt countries.</p> <p>No appointment should continue if they are not on the exempt list.</p> <p>Check the latest travel exemptions here.</p>
COVID-Secure	<p>Each office should have a 'COVID-Secure' policy which every member of the team should be aware of. This should be reviewed and updated as legislation changes.</p>

<p>What happens on an appraisal appointment?</p>	<ul style="list-style-type: none"> • Confirm to the seller prior to the appointment what will happen during the meeting in writing. • Ask the seller to open all internal doors prior to your arrival. • Explain that you will wear a face covering for the appointment and request they do the same. • Avoid any physical contact; no handshaking, for example. • Sanitise hands at commencement and the end of an appointment. • Avoid touching any surfaces during the appointment. • Where possible, suggest the seller allows you to view the property on your own. • Do not leave any paper documents behind. Follow up on your meeting by email with any marketing/communication material sent digitally.
<p>What happens on a viewing?</p>	<ul style="list-style-type: none"> • Confirm the viewing process in writing to all parties prior to the appointment • Only two households can view a property at any one time. This includes the seller, the viewer and any agency staff. This may mean staggered or shift-style viewing. • All viewings by appointment only. • No open house viewings to take place. • Face coverings to be worn by all parties. • Sanitise hands at commencement and the end of an appointment. • Ask the seller to open all internal doors. • Request viewers do not touch any surfaces during the viewing. • Avoid touching any surfaces during the appointment. • Always travel to your appointment alone and meet any viewer at the property. • Avoid any physical contact; no handshaking, for example.
<p>What about Compliance?</p>	<p>You are still obligated to adhere to all legislation, including AML checks and 'right to rent' checks. Your responsibilities have not changed due to COVID-19.</p>
<p>Local restrictions</p>	<p>Local restrictions are currently in place across: Bolton; Greater Manchester; Leicester; Northampton; North East England; North West England; West Midlands and West Yorkshire.</p> <p>Check the latest restrictions here.</p> <p>In the majority of cases, the local restrictions have not had an impact on the home moving process.</p>
<p>Latest Guidance</p>	<p>Ensure you keep a close eye on the latest Government Guidance in England here.</p>

WALES

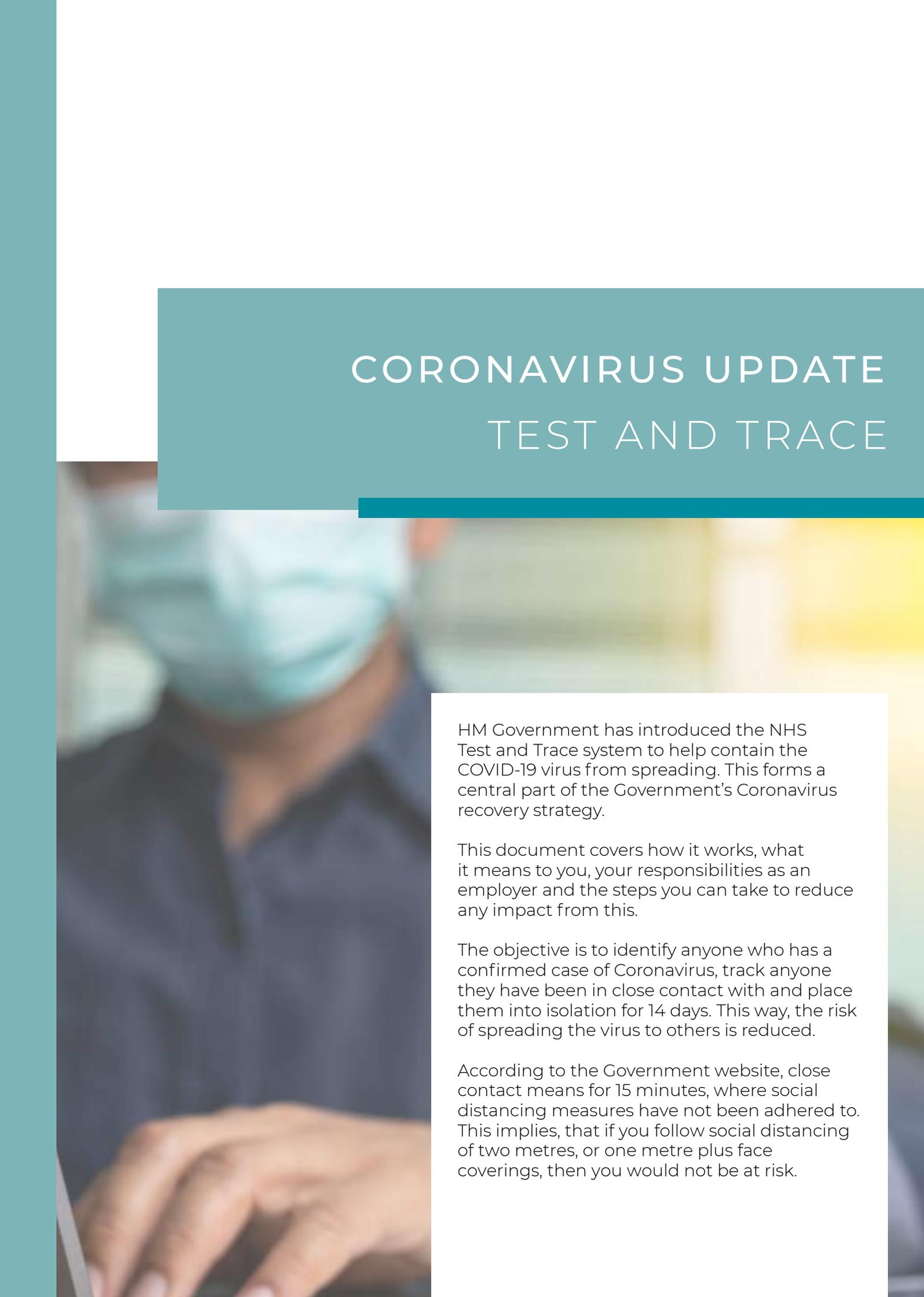
Viewings	Physical viewings are restricted to members from the same household (viewers).
Do I need to wear a face covering in the office?	Requirement to wear even in areas which are not open to the public where social distancing cannot be maintained (remember without a mask this is two metres) Check the latest guidance here .
Latest Guidance	Ensure you keep a close eye on the latest Government Guidance in Wales here .
Local Restrictions	Local restrictions apply in the following Counties: Bridgend; Caerphilly; Rhondda Cynon Taf; Blaenau Gwent; Merthyr Tydfil, Newport Check the latest restrictions here .
Travel Corridors: Exemptions	Check the latest travel exemptions here .

NORTHERN IRELAND

Viewings	Restricted to members of the same household that need to attend.
Latest Guidance	Ensure you keep a close eye on the latest Government Guidance in Northern Ireland here: Advice on home moving . Regulations guidance .
Travel Corridors: Exemptions	Check the latest travel exemptions here .

SCOTLAND

Viewings	Viewers from same household only.
Latest Guidance	Ensure you keep a close eye on the latest Government Guidance in Scotland here: <u>Advice on home moving.</u> <u>Regulations guidance.</u>
Travel Corridors: Exemptions	Check the latest travel exemptions <u>here.</u>



CORONAVIRUS UPDATE

TEST AND TRACE

HM Government has introduced the NHS Test and Trace system to help contain the COVID-19 virus from spreading. This forms a central part of the Government's Coronavirus recovery strategy.

This document covers how it works, what it means to you, your responsibilities as an employer and the steps you can take to reduce any impact from this.

The objective is to identify anyone who has a confirmed case of Coronavirus, track anyone they have been in close contact with and place them into isolation for 14 days. This way, the risk of spreading the virus to others is reduced.

According to the Government website, close contact means for 15 minutes, where social distancing measures have not been adhered to. This implies, that if you follow social distancing of two metres, or one metre plus face coverings, then you would not be at risk.

HOW IT WORKS

If an individual develops symptoms of COVID-19 which include a new continuous cough, a high temperature, changes in sense of smell or taste, they should immediately self-isolate for 14 days from the day the individual's symptoms started. Members of your household should also self-isolate for a period of 14 days from the date you started with the symptoms.

The individual should then order a Coronavirus test from nhs.uk/coronavirus or call 119 and follow the instructions from NHS. The individual completes the test and returns to either the NHS or uses one of the drive-through testing stations.

Individuals should continue with self-isolation until the test results are available. There are then two options:

- Test is negative: Self-isolation can cease.
- Test is positive: You should continue with your self-isolation. Members of your household should also continue with self-isolation as above.

NHS test and trace will contact you either by text, email, or phone with your results. They will provide instructions on how to share details with people you have been in contact with or places you have visited, starting with the period of 48 hours before you first developed symptoms. This is usually all completed online.

The NHS will then make contact with those people by email, text or call to advise that they have been in close contact with someone who has tested positive with Coronavirus. They will also be asked to self-isolate for up to 14 days (this depends on when you last came into contact with the person who has tested as positive). Other members of your household do not need to self-isolate unless they develop symptoms.

If those people contacted start to develop symptoms, then they should start the process again by contacting nhs.uk/coronavirus or calling 119.



WITHIN THE WORKPLACE

Follow the guidance which has been issued previously:

- Work from home where you can.
- Make any premises COVID-Secure – visits by appointment only; social distancing in place and increased hand washing and hygiene processes in place.
- Promote virtual – this includes, valuations, viewings, meetings, negotiations, inspections, check outs etc.
- Face-to-face meetings – always follow COVID-Secure social distancing and use PPE where required.
- Adhere to the COVID-Secure statement for your business.
- Be aware of the COVID risk in your area and review what this means for your business should your area see a rise in confirmed COVID cases.
- If you are tested as positive, you will need to be able to recall those people who you came into close contact with, starting 48 hours prior to your symptoms. This is so that the 'trace' part can be effective, so make sure you have clear record of these contacts.
- Where you have more than one confirmed COVID-19 case in your workplace, you are required to inform your local health protection team as this would be classed as an outbreak.
- Just think ... if a member of your team has confirmed symptoms, this could result in the rest of your team (who have been in close contact with that individual) having to self-isolate for up to 14 days.

Paul Offley
Compliance Officer epropservices

24th September 2020

