



## Procedures to be followed prior to and during the taking of photographs, video tours, floorplans or EPCs

We are able to complete the photography and energy assessments of your property, however the safety of our staff, customers and the community remains the most important thing and, as such, we will be strictly adhering to the recommended safety guidelines.

Please ensure you read our detailed guide below prior to your appointment, this will provide you with a clear understanding of the steps that must be taken to ensure your appointment will be carried out safely:

- The property should be well ventilated with fresh air prior to our visit with windows open during the visit
- The property should be ready to be photographed; the photographer will photograph the property as they find it and will not tidy items away or move furniture
- All lights should be turned on and internal doors open to minimise contact
- Prior to your appointment please clean any surfaces that might need to be touched (e.g. handles etc) using household cleaning products in line with public health advice
- When the contractor arrives at the property they will call you before entering the property to
  - check that occupants are not displaying symptoms of coronavirus
  - explain the purpose of the visit and what it will entail
  - talk through the layout of the property in order to maximise the efficiency of the appointment
- The contractor will wash their hands immediately upon entering the property, using separate towels or paper towels which will be washed or disposed of safely after use
- They may also wear PPE including masks and gloves whilst they carry out the appointment if the property is not vacant
- We politely request that you vacate the property whilst the appointment is conducted e.g. go for a walk/sit in the garden where possible or remain in another room - our contractor can call you to confirm once the visit is complete
- For the duration of the appointment all pets should be contained and not free to roam
- We request that you respect social distancing measures at all times and remain two meters from the contractor while the appointment is being carried out

If you have any questions or queries relating to how this appointment will be carried out please contact us.

If you or any of your household shows symptoms of Covid-19 between the time of booking your appointment and your appointment being carried out please contact us.