



## Procedures to be followed when Exchanging Keys

We are able to conduct face-to-face appointments, which might include the exchanging of keys. However, the safety of our staff, customers and the community remains the most important thing at this time and, as such, we will be strictly adhering to the recommended safety guidelines.

In order for key collections to be carried out safely we will be following the guidelines below:

- If keys need to be exchanged, we will place them in a sealed envelope before giving them to you; we ask you to do the same if you are returning keys
- We will wear gloves, and maintain social distancing measures when passing keys to you or receiving them from you
- Keys will be disinfected both when collected from you and prior to handing them over to you
- We may be wearing PPE whilst handling keys
- We will respect social distancing measures at all times and remain two meters from you

You might notice that our team isn't dressed quite as they normally would be; we have asked our staff to wear smart, machine washable clothes rather than items that need dry cleaning. This is to ensure clothing items will not be worn more than once before being washed.

If you have any further questions or queries relating to how the key exchange will be carried out please contact us.

If you or any of your household show symptoms of Covid-19 between the time the key exchange was booked and the time key exchange is being carried out please let us know.