

Peter Ball & Co COVID Policy

Here at Alexander & Co, we take our responsibility in keeping our team and customers safe very seriously. We are complying with the government and industry advice and regulations at all times, ensuring that we are adhering to the correct measures at every juncture.

Below we have laid out how we are keeping to regulations:

In the office:

As of January 2021, when the government introduced the third UK national lockdown, our teams - for the most part - have returned to working remotely. Our offices are closed to the public, but we are still conducting viewings and market appraisals. In the first instance, we are offering for these to be done virtually, but can be performed in person, with all parties adhering to strict government guidance (which can be found [here](#)).

For those members of our team who are still working in the office, we have put strict social distancing measures into all of our office spaces, taking the necessary steps to ensure that our offices are not overcrowded and that our teams are all sat a minimum of 2 metres distance from each other.

Any team member displaying symptoms of COVID-19 has been told to immediately stay home and self-isolate for 10 days, and not to return to work until this period has passed. This also goes for any team member who has come into contact with someone displaying symptoms of COVID-19, or having been alerted to isolate through the Track & Trace App.

We are not accepting clients into our offices at this time, so if you need to speak to a member of our team, please contact them via the usual phone or email contact you have for them.

Outside the office:

We have produced strict and comprehensive company guides for both our team and our clients on how viewings and market appraisals will be conducted during lockdown, in line with the government's guidance. This includes:

- No meeting going ahead if any member of any party is displaying symptoms of COVID-19
- Social distancing throughout each meeting, both inside and outside of properties
- Only allowing 3 people in a property at any one time. This will either be the agent and 2 viewers whilst any further viewers remain outside the property, or 3 viewers in the property whilst the agent waits outside (the latter being with the current tenant's or occupier's agreement, if occupied)
- Wearing PPE throughout any scheduled viewing of properties by both our team and anyone accompanying our team on visits. All PPE must be disposed of correctly afterwards. If a client refuses to wear PPE, we have previously cancelled, and will continue to cancel appointments last minute if they fail to comply.
- Making sure that anyone visiting a property - including our team - comes into contact with as few surfaces as possible

- Our team will wipe down surfaces before and after viewings (including door handles, kitchen counters and cupboards, and anywhere else necessary)

We are adapting to each and every measure that the government brings in during this time, and ensuring that at every step we are keeping both our team and our customers safe. The safety of everyone is of the utmost importance to us at this time, and we have and will continue to cancel or postpone any meetings if they are not safe to be conducted.

Necessary precaution is taken when booking in any meeting and, where possible, our team will request for virtual meetings rather than face-to-face (although this is not always possible for viewings and market appraisals). We remain compliant with current government measures, but should you have any concerns, please don't hesitate to get in touch with us: hello@peterball.co.uk.