

Peter Ball & Co COVID Policy

Here at Peter Ball & 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:

We have put 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 2 metres distance from each other. Many of our team are still working from home, too.

Any team member displaying symptoms of COVID-19 has been told to immediately go home and self-isolate for 14 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.

When our customers and clients visit our offices, we insist that they comply with current regulations, including wearing protective face masks when inside our premises and using the hand sanitiser we provide upon entry. Our team members are also wearing PPE to speak with our clients and any exchange of keys is done in a safe and controlled way, ensuring proper cleaning at each exchange.

Outside the office:

We have produced company guides for both our team and our clients on how viewings and market appraisals will be conducted. This includes:

- No meeting going ahead if any member of any party is displaying symptoms of COVID-19
- Socially 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 agreement, if occupied)
- Wearing PPE inside of properties our team go to visit and ensuring that anyone accompanying our team on visits is also wearing PPE (all of which is disposed of correctly afterwards). If a client refuses to wear PPE, we have cancelled, and will continue to cancel appointments last minute if they fail to comply.
- Making sure that anyone visiting a property - including our team and our viewers - comes into contact with as few surfaces as possible
- Our team are wiping 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.