



Marshall House  
64 Tithebarn Street  
Liverpool  
L2 2HT

T: 0151 242 0870

E: [city@marshall-property.co.uk](mailto:city@marshall-property.co.uk)

W: [www.marshall-property.co.uk](http://www.marshall-property.co.uk)

## **COVID – 19 POLICY STATEMENT**

### **IN OFFICE**

- Always observe social distancing by keeping 2 metres apart from colleagues and customers.
- Wash your hands frequently and always after you have handled keys, post, files or returned to the office.
- Wash all cups and dishes immediately after use.
- The company now operates paperless. Documents should only be printed and filed if it's essential to do so. Documents in hard copy format should only be accepted or retained if essential.
- Customers/Contractors can come into the office by prior appointment only. There should only be one appointment at a time. Appointments should last a maximum of 30 minutes.
- The maximum number of people attending an appointment is 3 including staff members.
- Customers/Contractors are to be seated at the front seating area in each office and must not move about the office.
- Customers/Contractors are not able to use bathroom facilities.
- All Customer/Contractor appointments must be diarised in acquaint to ensure the company is able to comply with government track and trace policy.
- PPE is available to all staff whilst conducting in office appointments.
- The office door must remain locked to prevent walk ins.

### **OUT OF OFFICE**

- Appointments must be by prior arrangement and diarised to ensure the company is able to comply with the governments track and trace policy.

# MARSHALL PROPERTY

Marshall House  
64 Tithebarn Street  
Liverpool  
L2 2HT

T: 0151 242 0870

E: [city@marshall-property.co.uk](mailto:city@marshall-property.co.uk)

W: [www.marshall-property.co.uk](http://www.marshall-property.co.uk)

- Prior to booking an appointment staff must ensure they have assessed the risk of the appointment by asking the customer to respond to a pre appointment risk assessment.
- Appointments will only be carried out once the risk assessment has been completed and passed by customer and property occupier.
- If a property is occupied the occupier must vacate the property prior to the appointment commencing and for the duration of the appointment. Vacating the property can be as simple as waiting in the garden or a vehicle outside.
- The occupier must leave all doors open and a route through the property clear to allow the appointment to be completed without the need to touch doors or move any obstacles.
- There must only ever be a maximum of 3 persons including a member of staff attending a viewing.
- Staff must always keep a minimum of 2 metres apart from customers on appointments.
- PPE is available to all staff whilst on appointments.
- Property brochures/business cards/application forms must no longer be taken to appointments or handed out to customers. All documents must be sent electronically.
- Staff must use hand sanitizer provided immediately after the appointment.
- Staff must wash hands immediately upon returning to the office.

**EACH POINT CONTAINED IN THIS DOCUMENT MUST BE COMPLIED WITH.**