



CORNWALL
ESTATES
PADSTOW

CORONAVIRUS

Policies & Procedures

Viewing Property

In order to reduce the spread of coronavirus, it is important that only consumers who are seriously interested in making an offer for a property, are allowed to physically view. Cornwall Estates (Padstow) Limited are obliged to follow the recommended practices as below;

- The prospective purchaser must provide their identification and details on their financial situation prior to viewing a property. **Only consumers who are in a position to proceed with an offer and purchase, will be allowed to view.**
- Applicants should be offered, and accept, a virtual viewing prior to any physical viewing. This can be pre-recorded video, or by video appointment call (face time etc.)
- Only people from the same household are allowed to visit. Children are strongly discouraged from viewing.
- Agents must maintain a two metre distance at all times.
- Agents are not allowed to drive clients to appointments.
- Vendors should leave the property during the viewing.
- No viewing can take place if any person has symptoms of the virus, or is self-isolating or shielding.
- All parties must provide a declaration of coronavirus symptoms (current or previous) before viewing a property. Declarations should be made in writing.
- Consumers should confirm in writing that they have the appropriate PPE before attending the viewing.
- Consumers must dispose of their own PPE
- Viewings cannot take place if anyone living in the property is exhibiting Covid-19 symptoms.
- If an occupant of the property, or consumer are self-isolating or have been in contact with someone with Covid-19 in the past 14 days, the viewing cannot take place.
- Viewings must be contactless. The agent will ensure that lights are on, doors and cupboards are open. Consumers must not touch anything.
- Only two adults can view at any one time.
- Consumers should wait at least two metres distant from the property until advised they can enter.

FOR FURTHER ADVICE PLEASE VISIT PUBLIC HEALTH ENGLAND

Our Office Premises

The following measures have been put in place for the safety of our staff and customers;

- Visitors to our office should be by appointment only. Physical visits should only be arranged after all means of communication have been exhausted (video call, telephone, email).
- A two-metre distance must be kept between visitors to our office and our staff.
- A record of visits to our office is kept in case it is needed for COVID-19 contact tracing.

Customer Due Diligence

Cornwall Estates (Padstow) Limited are committed to our obligations under the Money Laundering Regulations. We confirm that the following guidance has been reviewed;

- The guidance from the Joint Money Laundering Steering Group
- The governments guidance on identity proofing and verification.

21 May 2020