

WE ARE PUTTING
YOUR SAFETY FIRST
OUR COVID-19 HEALTH & SAFETY MEASURES



FINE  COUNTRY

1. PEOPLE

We will check on the health of the people working for us. We will have a one-to-one with each member of our team to establish they are 'healthy' to return to work and complete a 'health assessment' form with each of them.



High risk individuals and those over the age of 60 will be requested to remain working from home as per the applicable alert level. As part of our morning meeting, we will carry out regular daily check-ins within our team to ensure no health conditions have changed. Measures will be put in place to ensure that the minimum distances for social distancing are adhered to.

2. OUR OFFICES

When our teams return, we will accommodate a minimum of 1.5 metre social distancing rule, this may mean fewer desks or work stations to allow this to happen.

Offices will mark out the floor space to allow any customers or visitors to keep to the 1.5 metre rule and offices will limit the number of visitors into the premises any one time.

We intend to keep face-to-face contact to a minimum and where possible, our staff will work side-by-side with a minimum 1.5 metre distance between them, rather than facing each other.

As our offices will have been empty for several weeks they will require a good deep clean. We will arrange this before any staff return and cover all areas including kitchens, staff rooms, toilets, fridges, microwaves etc.

We have purchased an ample supply of hand-gel, anti-bacterial wipes and sprays, soap, tissues. We will always make sure that these are readily available on each desk for staff, visitors and customers to use. We will also encourage staff to wash their hands with hot water and soap more frequently than before and make sure supplies are stocked up in wash rooms, along with disposable towels, - offices are encouraged to follow suit and not use cloth or repeat-use materials for hand drying.

We will be monitoring our front doors with limited entry allowed, so that we can control the number of visitors within each branch, this will provide extra assurance to both our team and anyone visiting.

Our business owners will lead by example and keep social distancing measures in place all the time. This includes when they are conducting morning meetings, preparing refreshments and visits to the lavatories.



3. VALUATIONS

Real estate is a 'people' business and requires interaction with sellers, buyers, applicants, landlords, tenants, and contractors to name but a few. How can we provide a safe environment for all concerned?



We will continue to investigate our offer in terms of digital valuation and viewing options. This enables us to complete a valuation in accordance with the seller's instructions, virtually.

Where a face-to-face meeting is required and allowed by Government, we will use a health assessment form to assess any risk associated with each individual visit and confirm that we have also carried out an assessment of our team member visiting you. Remember, this is a two-way process so please make sure you disclose to us any symptoms when we ask you, in the same way that we would ensure that anyone we send to your property is free from such symptoms. This is designed to reassure everyone involved. All staff have been advised not to attend a valuation appointment if they are feeling unwell.

Where we do conduct a valuation, we will respectfully avoid any handshaking or physical contact, keeping our minimum 1.5 metre distance, and our masks on. We will use face masks as recommended by the government. We will demonstrate all our marketing via digital resources rather than leaving any paper documents at your property, all of which will be followed up by messenger or email. This goes against the 'grain' for us, but we will keep any face-to-face contact to a minimum and respectfully decline any coffees or refreshments you may be kind enough to offer. We will explain to you the actions our firm are taking to reduce the risk of spreading Coronavirus – reassuring you is paramount to us.

When we return to our vehicles after each appointment, we will use hand gel to give our hands a good wash, and also wipe down any equipment we have used during the visit. When we arrive back at the office, we will be sure to wash our hands with soap and hot water before we do anything else. We will introduce signs around the office to ensure there are plenty of reminders.

Where we receive an instruction to sell a property, we acknowledge that all other aspects of our legal obligations are still in force.

4. VIEWINGS

We will arrange full viewings, only once we are allowed and where the buyer is genuinely interested in the property.

We will always carry out the health-check on all viewers intending to visit the property.

We will ensure we find out who will be attending the viewing and limit the number of people to no more than two at any one time. Where possible we would ask the owner(s) and their family to vacate the property for the duration of the appointment.

If the property is occupied, we will check on the health of the seller and all those in residence before arranging the appointment.

Where a physical viewing does takes place, we will respectfully avoid any handshaking or physical contact and remember to keep our 1.5 metre distance. We will wear protective gloves and avoid any paper documents.

We will use face masks as recommended by the government and of course we will do so, if these are mandatory. ***As our agents will be wearing protective gloves, only the agent will be permitted to open doors to show potential buyers and tenants the rooms and storage etc.***

When we return to our vehicles after each appointment, we will use hand gel to give our hands a good wash. We will also wipe down any equipment we have used during the visit. If the property is vacant and we are using a key, we will wipe the key when it is taken from the key cabinet, wipe it after the viewing and again before it is placed back in the key cabinet.

We will never travel in the same car as anyone else, always meeting viewers at the property.



5. FICA

We are still required to FICA to confirm the identity of sellers and buyers, and landlords and tenants. This should be completed before a business relationship commences.



This will be done via email. You will need to have your copies of the required documentation certified and then supply as evidence of identity.

6. PROPERTY MANAGEMENT

Interim inspections – we will be using technology such as Face Time, Zoom or similar to achieve these. We will make clear notes of what we have seen, just as we would with a manual recording of an inspection.

It is important to ensure the health and safety of tenants. Contractors may continue to visit properties to undertake maintenance and repair, but we will first complete our health assessment with the contractor. Contractors will visit in accordance with the applicable COVID-19 alert level safety measures.

End of tenancy check out – we will be completing a virtual check-out, making sure that we have a copy of inventory and check-in reports available, and using these to cross reference any points. We will obtain our landlord and tenant's consent for using this method.

Where any face-to-face visit must take place on the property, we will ensure a health assessment form is completed prior to the visit taking place. We will wear protective gloves, avoid any physical contact and on returning to our vehicle, we will safely dispose of our gloves and use hand-gel to give our hands a good wash. Any equipment we have used during the visit will be wiped clean.

Where a tenant is required to visit our office, we will ensure that full 1.5 metre social distancing is observed and if possible, use a designated desk behind a protective screen. If keys are issued, we will always wash our hands once this has happened and where keys are received back, wipe and sanitize the keys and wash our hands.

We will avoid taking any cash payments from tenants where possible. Protective gloves will be worn if cash payment is the only option.

For new tenancies, as a precaution we will operate a 'three-day void period' between previous tenants vacating and new tenants taking up residence. This is based on results from research that has found the Coronavirus is still be detectable on surfaces for up to 72 hours.



7. CONCLUSION

It is our sole intention to safely return to work, servicing our clients with health and safety as our primary concern. We will continue to review this policy to ensure it remains stringent. We thank you for doing business with us and appreciate you working with us under these new ways of operating, during this unusual period.



Please note that individual offices may apply more stringent controls based on their own risk assessments and geographical locations. Measures will be adapted and are based on the alert levels as gazetted by the South African Government and may be subject to change without prior notice.

Links for further information:

<https://sacoronavirus.co.za/>

<https://www.who.int/>