



Market Appraisal Procedure

Our office is now open and following the conclusion of our COVID-19 Risk Assessment, we are pleased to begin conducting in-person Market Appraisals. To ensure that all appointments are conducted safely and accordance with Government guidelines, we have in place enhanced safety measures and new protocols for our staff and customers. If you are looking to book a Market Appraisal for your property, we ask that you kindly respect the following procedure:

- If you would like to book a Market Appraisal, our team will ask you to confirm that neither you, nor anyone in your household, has had or been exposed to COVID-19 or is displaying any of the COVID-19 symptoms (high temperature, new or continuous cough, loss or change in to your sense of smell or taste). We will ask you to re-confirm this just prior to the appointment.
- A Bay Team Member will be carrying hand sanitizer and will sanitise their hands before entering your property. We ask that you do the same and kindly sanitise all door handles and touch points.
- A Bay Team Member will wear a face covering and we kindly request that you do the same.
- Please open all internal and external doors so that we can walk around your property without obstruction and reduce surface touching.
- Where possible, we request that only the legal owner(s) attend the appointment.
- Where possible, we would be grateful if the property can be vacant whilst we conduct the Market Appraisal. If this is not practicable, we would be grateful if you and any family members could remain in one room to help us maintain a two-metre social distance. We respectfully ask that we are not followed around your property. Instead, we can discuss the appraisal at the end, at safe social distance and preferably outside the property. If this is not practical, we can discuss the appraisal via a phone call or online meeting.

- If your property is tenanted, please request that all tenants vacate the property and leave internal doors open so that we can conduct a full appraisal. For the safety of our staff, please ask tenants to confirm that they have not been exposed to Covid19 or showing any symptoms. Please alert our staff prior to the appointment if there is anything they need to be aware of.

Thank you for your cooperation and helping to ensure your safety as well as that of our Team Members.