

315 Vicarage Farm Road,
Hounslow, Middlesex,
TW5 0DR



Dear Clients,

Blue estate agents are very much aware of the ever-changing situation and of the growing concerns around Coronavirus (Covid-19). Our number one priority is the health and wellbeing of our employees, clients and visitors to our firm.

Whilst the proportion of affected people remains low and we want to try and adopt a business as usual approach, we want to make our customers aware of some of the precautionary measures we have put in place to keep our staff, customers and their families healthy.

The sales and lettings industry rely heavily on face-to-face interactions, we meet new applicants in our office, we take them to view properties, often meeting with the owners or landlords. Once a transaction is proceeding, we meet many times throughout the process and, for lettings, those interactions will continue throughout the tenancy with property inspections and maintenance appointments. It's important, therefore, that we are taking the appropriate measures to not only keep our staff safe but to be able to continue doing business with our clients, vendors, buyers, landlords, and tenants.

We shall be closely following the NHS guidance, confirming whether the person we are meeting has travelled to a heavily infected country, or whether they are aware of being in contact with an infected person. In these cases, we will have to ask for the appointment to be re-scheduled, if we cannot find a safe alternative.

- * In accordance with Government advice - Staff will not shake hands with clients until further notice. We don't mean to be rude and we are happy to offer an elbow-bump in greeting!
- * All staff have been provided with hand sanitizer to keep with them and use at all times.
- * All staff have been provided with guidance for effective handwashing and again are encouraged to wash their hands regularly and thoroughly.
- * We have increased the cleaning frequency of surfaces within the offices with particular attention being paid to handles and touch points.

We will offer virtual tours of our properties using Facetime on our mobile phones so that viewings can still commence on vacant properties or when homeowners or tenants are out of the house.

For our fully managed properties, we will do our best to ensure that maintenance issues are dealt with, however, you must expect a longer turn-around and accept that we will be doing everything possible to handle your issue promptly. It may be a case that we have to deliver alternative electric heaters or water heaters if we are unable to fix an issue due to self-quarantine or engineer shortage.

We will continue to monitor closely public information and adopt any necessary guidelines provided by the government in the best interests of our staff, customers and their families.

If you have any concerns or queries regarding COVID-19 then more information can be found at - NHS ONLINE