

COVID-19 POLICY

As lockdown starts to ease, NG Chartered Surveyors has been working hard to adapt our usual working methods in order to protect our staff, clients and the wider community.

We are continuing to operate a regime of limiting non-essential face to face meetings both within and outside the office. We can complete the majority of appointments via telephone, email or electronic means.

However, in view of the nature of the work we conduct, some face to face contact is often required. In these circumstances we are ensuring that we follow the safeguards and advice provided by the Government and as set out in the Royal Institution of Chartered Surveyors "Beyond COVID-19 - Inspections and visits for non-domestic properties (Version 2)".

This RICS guidance provides specific advice for Surveyors before, during and after property/site inspections.

The following are key points to adhere to:

1. Before any site inspections it is critical to ensure that the Surveyor attending requests confirmation that any person(s) who they may come into contact with, or anyone of their household, are not suffering from any symptoms conducive to Covid-19.
2. Maintain social distancing measures, in line with Government guidance, at all times.
3. The Surveyor should ensure they utilise Personal Protective Equipment (PPE) wherever possible during their appointment and dispose of it properly and responsibly thereafter.

4. The Surveyor should ensure they thoroughly wash their hands before and after they enter the property/site, including sanitising their hands, any associated equipment which they use, before and after their appointment, and thoroughly at the end of each working day.
5. Ensure any necessary documentation is provided electronically ahead of the visit, and any physical contact associated with the building is kept to an absolute minimum.

Our Surveyors have suitable PPE available and will implement these measures wherever possible, including wearing face masks, gloves and foot coverings, and utilising hand gel. Where possible, each appointment will be limited to one member of the NG team.

When completing inspections our Surveyors may request a copy of the "Staying Covid-19 Secure in 2020" certificate, which confirms that compliance of the Governments guidance on managing the risk of Covid-19 has been achieved within the building they are visiting. Our certificate is displayed within the entrance to our office.

Our Agency Team are currently issuing a form detailing specific safety criteria which must be adhered to by interested parties ahead of a commercial property viewing taking place.

Our Asset Management Department are working alongside owners and tenants, to ensure that multi-occupied properties which we manage are re-opened in line with the guidance. We are ensuring that the RICS "Beyond Covid-19 Reopening of Commercial Buildings" document is being met wherever possible.

In order for us to mitigate risk and ensure that our staff remain safe at our office, we are asking for people to refrain from calling into our office without prior notice as we are continuing to limit the number of persons on the premises at any one time.

If you do visit our office you will note specific signage which requests certain rules to be followed, namely utilising the hand sanitiser stations at the entrances to the building when you enter and leave and ensuring a 2 metre social distance is followed at all times. We are, at this time, unable to offer the use of our welfare facilities during your visit.

As the current climate is every changing, we take this opportunity to thank you for your continued patience and co-operation to ensure that we all remain as safe and healthy as possible.

We remain actively involved in monitoring the changes in government policy, and RICS advice, and reserve the right to update and amend our policy at regular intervals, in line with these changes.

If you have any queries relating to our policy, please direct these in the first instance to:

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