

This is vitally important customer information and we hope it allows you to plan ahead.

Covid continues to dominate our lives and we are keen to remain cautious, we kindly ask you to read and understand our guidance in order to protect our customers, the public and our workforce.

1. Please clean all surfaces in your home with anti- virus wipes in preparation for our teams arrival to carry out your move, this includes door handles. There is a serious risk of catching the virus in houses that are not suitably sanitized, whilst we want to be caring and understanding, our teams may refuse to work where they consider the property to be a risk to their health. We can offer you a sanitizing service or cleaning service at an extra cost, please contact the office for details.
2. During any service we provide (including surveys), all customers must ensure they remain at least 2 metres from our teams, whilst always being available to be approached by our staff with questions relating to the operational side of your move and making sure we meet your needs.
3. It is difficult in the autumn and winter months to keep all your windows wide open for ventilation but now we are in the summer months we would appreciate opening windows and doors as wide as possible to allow air to flow through the property.
4. We will provide our teams with sanitizer and PPE. We would be grateful if you can provide sufficient amounts of soap, water, towels and / or hand sanitizer that is constantly and readily available throughout the operation.
5. Our teams have been vaccinated are testing daily at the moment and we are working hard to identify any symptoms and positive cases.
6. It is vitally important that everything is packed properly by you if you are choosing an owner packing service, any items not boxed properly may not be moved.
7. On the day we arrive at your property (whether it is for a survey or an operational move) we would ask that no more than two people in the property other than our staff, this will substantially reduce the risk of spread of the virus.
8. Please ensure there are no pets, children or vulnerable adults in the property at any time whilst any of our staff are present.
9. VERY IMPORTANT If you have tested positive under 10 days before your move date, we cannot attend your move and our terms and conditions will be adhered to.
10. If you are displaying symptoms (please check government website for the latest advice) please arrange a free test and notify us you are doing this if it is either less than 10 days prior to your move or within 10 days of your move completing.
11. We will provide floor protection and mattress covers to minimize the risk of virus getting onto surfaces.
12. If, after we have completed your move you or anyone in your household starts displaying symptoms of Covid 19 and test positive – please notify us immediately.
13. Once the removals service is completed, please clean all surfaces with anti-bacterial wipes again we offer a cleaning or sanitizing service for you.

Thank you in advance of your co-operation.

<https://www.gov.uk/coronavirus>