

Guide to having your property valued during the COVID-19 crisis

Following the recent changes to the Coronavirus Legislation, we are now pleased to confirm that from the 13th May we will be able to provide you with a market appraisal from the comfort of your home again. The safety of our team and homeowners is paramount so we've put this guide in place to help give you confidence on our procedures.

It is key to note from the outset that our team within Newton Fallowell remain fully fit and well to conduct business and this is strictly checked daily to ensure the continual safety of the team and others.

We love to help homeowners maximise the value of their homes and we have implemented several different ways that they can do this, including virtual viewings and video valuations. We are pleased that we are now able to safely visit properties again. Our virtual viewings and video valuations are still available and are encouraged where a home visit may not be deemed possible.

You can book a valuation with us in the usual ways

Option 1 – Call your local office and speak with a friendly member of the team to arrange a suitable time for us to visit your home.

Option 2 – Email your local office and a local expert will get straight back to you to pick up the conversation further.

Option 3 – Use our Valuation Request button on our website –
www.newtonfallowell.co.uk/valuation

If you'd prefer a quick & instant idea on the value of your home without any visit to the property, you can use our instant valuation tool. www.newtonfallowell.co.uk/#valuation

On the day of the appointment

You will receive a telephone call from the team to discuss how you are feeling, please don't be offended by this as we are putting this in place to continually help everyone keep as safe as possible. You will be asked five questions and so these don't come as a surprise, we've detailed them below.

- 1) Are you, or any person, in your household currently self-isolating due to COVID-19?**
- 2) Are you, or any person, in your household showing any symptoms of COVID-19?**
- 3) Have you, or any person, in your household recovered from COVID-19?**
- 4) Have you, or any person, in your household been advised by the NHS that you are classed as a vulnerable person?**
- 5) Are you classed as an essential or key worker?**

At the appointment

Providing we are still able to visit you at the property, the valuer will arrive with you at the time confirmed wearing a fresh pair of gloves and will have a mask with them. They may not be wearing their mask at first as they have not been made mandatory by Government, however please let us know if you'd prefer us to wear one. We are more than happy too. Please don't be offended if our team choose to wear a mask and we would hope you respect their decision.

Before we arrive at the property we would ask that you open all internal doors to allow us to freely walk around the property, minimising the areas that we are required to touch.

The valuation appointment will be conducted as usual with a full walk around the property and a productive conversation afterwards. Our team will have lots of information with them that can be talked through including local comparable properties that we have used to help us arrive at our valuation along with ways to fully maximize the value of your home and our bespoke marketing strategy. This information can be left with you and the team will ask whether you would like to keep this.

Please help us to maintain social distancing requirements whilst we are in your home. We'll allow you to guide us to how and where you would like us to discuss the property further. Please don't be offended if our team decline a drink or a seat, it's not personal!

After the appointment

To help further protect you against any possible contamination then we would recommend that you fully clean down your home once we have left the property. We will make you aware of anything that we have inadvertently touched whilst at the property.

All correspondence with us before and after a valuation will be conducted via email to minimise the pressure on Royal Mail and the potential contamination through mail system. If you'd prefer a hard copy of anything then please let us know and we can arrange this with you directly.

We have based our guidance using recommendations from The Ministry of Housing, Communities & Local Government and the National Association of Estate Agents. Here are some useful links if you wanted to read more detailed information.

[Link to Government Guidance on Home Moving during the COVID-19 outbreak](#)

Our team are constantly adhering to social distancing requirements and we want to ensure that they are kept in the safest environment possible. To chat through anything in this guide or any queries that you may have then please contact the team directly.

Your Local Office Contact Details

Oakham Office | 01572 335005 | oakham@newtonfallowell.co.uk

Stamford Office | 01780 754530 | stamford@newtonfallowell.co.uk

Bourne Office | 01778 422567 | bourne@newtonfallowell.co.uk