

Frequently Asked Questions – Buyers

How do I contact you when your High St branch is closed to the public?

In accordance with Government guidelines regarding Coronavirus, to protect our colleagues and our customers our branches are now operating on an appointment only basis in branch. Our teams continue to work for our customers in the branch, so you can still contact us by email or telephone and if required you can book an appointment to go into the branch – please visit our website for your local contact details.

Can I still view a property I'm interested in?

In accordance with Government guidelines regarding Coronavirus, to protect all our colleagues and customers, we are allowing viewings to take place with serious buyers, in a Covid-secure way. However, in order to view a property, you must wear a face covering, the viewing must not last longer than 15 minutes and we can only show around members of the same household at any one time.

Should you have any further questions please do not hesitate to contact us by email or telephone – please visit our website for your local contact details.

I had put an offer in on a property, what happens now?

The vendor of the property would be informed of any offers we receive, and should this be agreed, solicitors can be instructed to proceed with the sale provided we are able to verify your identity, however please be aware that this process is likely to take longer than normal. An average purchase at the moment is taking around 16 – 20 weeks from sale agreed to completion.

Your personal situation, including any chain, will be unique and we recommend that you maintain regular communication with your solicitor, who will keep you fully informed of the situation as it develops.

As Government guidelines are updated this may affect how we and your solicitor progress to ensure we continue to comply.

Should you have any further questions please do not hesitate to contact us by email or telephone – please visit our website for your local contact details.

Should I put my purchase on hold for now?

At this time there is no reason to put your property purchase on hold, although your solicitor may be working to more strict guidelines the closer you are to an exchange of contracts. Please contact your conveyancer for further clarification on this.

Can I still use a removal company and complete my purchase?

We would need to refer to the Government guidelines once a moving date had been agreed, however at present this is allowed.

How do I collect the keys to my new home if your branch is closed to the public?

We will contact you once a moving date has been agreed to make arrangements based on your personal situation, however we are still doing key handovers from our branches in a Covid-secure way, via appointment only.