

## Frequently Asked Questions – Sellers

### **My local branch is closed to the public, are you still open for business?**

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.

Please be assured as there are any notable changes in this situation, we will keep you fully informed.

### **How do I contact you while your High St branch is closed to the public?**

You can contact us on the usual branch contact telephone number or email address – please visit our website for your local branch contact details.

### **My property is on the market, how are you promoting it?**

The marketing of your property will continue as usual, making full use of Rightmove, Zoopla and our own website, with the only difference being that we are stricter on viewings taking place (ensuring that only one household visits your property at any one time and ensuring that face masks are worn at all times during viewings).

Should you wish to discuss your own personal circumstances, please contact us on the usual branch contact telephone number or email address – please visit our website for your local contact details.

### **How will you manage viewings safely, at this time?**

In accordance with Government guidelines regarding Coronavirus, to protect all our colleagues and customers, we will ensure that viewings are carried out in a Covid-secure way. We will not allow more than one household to visit a property at any one time and will ask all clients and staff viewing properties to wear face coverings.

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

### **My property is on the market and I would like to reduce the price**

You can reduce the price of your property at any time, please contact us on the usual branch contact telephone number or email address – please visit our website for your local branch contact details.

### **I have agreed an offer on my property, can you still progress my sale?**

Our Panel lawyers will continue to progress your sale, however please be aware that this process is likely to take longer than normal. If you are not using one of our panel lawyers you will need to speak to your Solicitor to find out their current policy on this as many Solicitors have a reduced work force and are working from home, therefore may not be able to progress your sale as usual. Sales are currently taking on average 16 – 20 weeks from solicitors being instructed to completion.

Your personal situation, including your chain, will be in a unique position 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 your sale to ensure we continue to comply.

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Continued from overleaf

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**If our chain collapses, how will you manage this?**

Using all our experience we will ensure where there is a chain that we try to maintain regular contact with all parties involved and do our absolute best to ensure your chain does not collapse.

However, due to these unprecedented times there is a possibility that situations may arise out of our control that could result in a break in your chain. Please be assured should this happen, we will contact you and continue to act in your best interests at all times deciding between us how best to proceed to suit your individual circumstances.

**How do I pass the keys to my purchaser 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 organising key handovers at our branches in a Covid-secure way, via appointment.