

# Yeates

A local family firm since 1910

## **Covid-19 removal procedures**

The health and safety of our staff and customers is our priority. According to government guidance dated the 24<sup>th</sup> February 2022 you are no longer legally required to self-isolate if you test positive for COVID-19. However, the guidance advises people who test positive to stay at home and avoid contact with others, with this in mind we request that all customers observe the following.

### **1. Pre-move survey**

Prior to the arrival of our surveyor;

- you must confirm that nobody in your household has symptoms of Covid-19 or has tested positive. If there is we would suggest postponing or booking a video survey as an alternative. If you would like our surveyor to wear a mask during the visit, please let us know in advance.

### **2. Removal – preparation and move day**

In advance of your move you must inform us if anyone in the household has symptoms of Covid-19 or has tested positive. We will still carry out your move, however, we will request that you adhere to the following measures:

- Ensure the person who has symptoms, or has tested positive, is not present and you appoint another family member or representative of the family to oversee the move.
- Clean your home in advance of the arrival of our staff. This means wiping handles, surfaces, furniture and goods that will be handled by our removal team.
- Open windows and doors to maximise ventilation.
- Try to restrict attendance to one member of your household.

Equally, as a firm we will do our best to ensure that our staff are not symptomatic before entering your home and carrying out your removal.

We reserve the right to cancel or postpone a removal due to COVID-19 related situations beyond our control as per the caveat included in your quote.

If you would like to discuss any aspect of your removal or you have any queries about these procedures please contact us on 01275 877900.

Thank you for your co-operation

17.03.22