

## Covid-19 information

We are writing to you today to inform you of the measures we are putting in place to ensure we keep operations up and running.

With regard to viewings in occupied units, we are contacting the occupants prior to access in order to establish whether the occupants have recently travelled overseas or are in self-isolation. Please be assured, if for any of those reasons it is not possible to access the property on those days, viewings will be rescheduled for a later date once the self-isolation period has passed and we are able to access the property safely.

For non-occupied units, we have health and safety measures in place to protect the viewer and our colleagues. Should the Government put stricter measures and restrictions in place, we are in the process of working on video tours/viewings and remote working practices.

We are currently operating a 'Closed Door' policy at the office in order to protect our colleagues and keep operations as normal as possible for as long as possible. If your visit is not essential, please telephone or email us at [info@riverside-property.co.uk](mailto:info@riverside-property.co.uk). Should your visit be unavoidable, please observe the signs and respect the inhouse measures currently in place.

At this uncertain time we recommend that all our clients keep up to date with Government guidelines and contact their mortgage company to establish any rebates available from them.

Please be assured that our obligations to our client's health and safety in addition to professional obligations to you are paramount. If you have any concerns at all, please do not hesitate to contact us on 01482 322411 or email us at [info@riverside-property.co.uk](mailto:info@riverside-property.co.uk)

We expect that call volumes will be high as we deal with various enquiries, we thank you for your patience at this unprecedented time and wish you and yours all the very best in remaining safe and well.

Kindest regards

The Riverside Team