

## Being Covid-19 Secure

### Protecting our clients and our staff

#### Home visits for informal valuation and house clearance

At Byrne's we are committed to continue providing a free of charge, verbal home valuation service for clients wishing to sell house contents at auction. To comply with the guidelines surrounding the Covid-19 pandemic we have had to make some changes to how we do this in order to minimise contact and make the spread of the virus less likely. Our new procedure is explained below:

- If possible the valuer will be afforded access by key to an empty property and will be able to spend more time at the property and move around freely.

*If this is not possible then*

- One person can attend at the property, but must not be in the same room as the valuer during the visit and the following will apply:
  - All internal doors will be open so that the valuer can freely move through the property.
  - Windows and external doors should be open, weather permitting, to allow increased ventilation.
  - The valuer will wear a face covering and gloves.
  - Any small items of high value, for instance silver and jewellery should be laid out ready for the valuer to look at.
  - It will also be useful for cupboards, cabinets, chests, wardrobes, drawers etc which contain general contents to be open so that their contents can be briefly looked over to confirm suitability for sale.
  - Garden sheds, garages, summerhouses or other outbuildings should also be open if the contents need to be cleared, and the same applies to cellars and attics.
- The valuer will make an audio recording of the visit which will include saleroom estimates for the principal items, an overview of the general contents, an indication of unsaleable items and an estimate of the time needed for the clearance. The valuer may also take photographs to aid with identification and valuation as appropriate.
- These notes will be forwarded to the client by e-mail and may also be used as a consignment note for transport teams and saleroom staff, amended as appropriate to allow for additions and omissions.
- Commission rates, clearance charges and other useful information will be sent at the same time.

**If the client or any member of their household shows symptoms of Covid-19 prior to the visit then they must inform Byrne's and the visit will be postponed. This applies to the valuer too.**