

# Viewing Promise

*visit the Square  
with confidence*



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**We understand that the prospect of finding a new home right now may be a little daunting. We thought it helpful to explain the measures that we have put in place with your safety in mind.**

**We have followed government and industry guidelines to prepare and support virtual (pre-recorded and live) and face to face viewings on our move in ready apartments as we actively welcome new residents' moves to the Square.**

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## **APPOINTMENT CONFIRMATION**

Once your appointment is requested, we shall be in touch by phone to discuss your home search needs. We will then select a few apartments that match your search and send videos and floor plans of these. A live virtual viewing may also be organised.

We will continue to offer virtual and/or video viewings in the first instance with floor plans and additional information to help you narrow down your selection.

When you are keen to proceed, we shall then organise your visit to the Square.

## **ARRIVAL AT THE SQUARE**

We have on site parking available for visitors should you prefer to drive to your appointment, just let us know with a little notice and we can organise this for you.

Alternatively, please head to Dolphin House Main Reception, towards the front of the building to register your arrival. You will notice social distancing signs throughout the development, and these are in place for your protection and peace of mind.

Please don't be offended if we gently remind you to support us in keeping our social distance during your visit.

At that point, if you have forgotten to bring your own face mask, we can provide these for you to wear during your appointment.

A member of the team (also in a face mask) will come and greet you to accompany you to the apartment.

## **TOUR OF THE SQUARE - ENHANCED SANITATION**

Your safety is paramount and we have put in place extra cleaning and enhanced sanitisation in high contact areas, such as metal surfaces, lift plates and buttons, door handles etc... with the use of anti-bacterial cleaning products plus PPE is available to you during your visit if you don't have a mask. We would be grateful that you bring your own where possible so that we are able to conserve our use of these products thereby supporting the NHS and those in desperate need of these supplies.

## **OUR APARTMENTS**

All apartments available to view have been professionally cleaned and are move in ready. All cleaning is carried out with anti-bacterial and disinfectant specialist cleaning products. Carpets are cleaned between tenancies and all soft furnishings such as headboards, sofas and chairs are steam cleaned. Even the keys to access the apartment are sanitised before and after every appointment and prior to collection on move day. We promise to only show you empty apartments so that we know exactly who has been in and out between appointments.

## **DURING THE VIEWING**

A team member will guide you to the apartment. You will be invited to take the lift to the apartment floor and then wait by the lift upon exit. The team member will go ahead to the apartment and open the front door, and invite you to enter and view the apartment on your own. We kindly ask that you do not touch anything in the apartment such as light switches, furniture, walls, appliances etc...

## **EXTRA INFO**

- *We can support physical viewings with a maximum of two people from the same household*
- *Prior to the viewing please confirm that your household members are not showing signs of having the virus and you will also be requested to confirm this again before the viewing proceeds*

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*Thank you in advance for your support in keeping us all safe with social distancing in place. We really hope that you enjoy your visit to the Square and if you have any questions before you arrive please do not hesitate to contact a team member who will do their best to help.*



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**Dolphin  
Square**

LIVE YOUR WAY