

# EXAMPLE EMAIL

## Active Buyers

Dear customer,

This email contains information on how we're adapting to the latest COVID-19 guidelines.

**Our offices are still open**, and – whilst visiting us is reserved for pre-booked appointments – we're still available as usual over the phone or via email.

Since we returned from the first lockdown, we've seen a big increase in enquiries and general activity, which has been great for the property market.

If you leave an answerphone message or send an email and don't hear back from us right away – don't panic. We're still 100% committed to providing a great service to our customers and we're committed to returning all calls and emails within 24 hours.

**We're still booking viewings too and we're doing everything possible to make sure that these can go ahead without worry, as the safety of our customers and our teams is our number one priority.**

If at any point over the next few weeks you would like to view a property, there are certain guidelines and protocols that we will need you to adhere to. By following these guidelines, it means that the property market can remain open, so we thank you in advance for doing so.

As we're committed to safe viewings, any viewers who turn up in breach of these guidelines will be turned away.

For all the details on our COVID guidelines for viewing a property, please visit the link provided and have a read through: [www.goodrichestates.co.uk/covid](http://www.goodrichestates.co.uk/covid)

Thank you for your patience during these next few weeks and we can assure you that we'll be doing everything we can to safely help you with your property search.

If you are unsure of any of the above or have any questions, please feel free to get in touch at any time.

We're here to help!

Yours sincerely,

**Your Name | Branch Manager**

