

EXAMPLE EMAIL

Vendors on the Market

Dear customer,

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

Firstly, we'd like to reassure you that **we're still open and will be continuing to work hard to find a buyer for your property.**

Visiting our offices is reserved for pre-booked appointments and we're 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.

We require that all viewers are symptom free and have not been with anybody displaying symptoms recently. We're also requesting they adhere to our COVID guidelines, which includes hand sanitising, wearing a mask and only two members of the same household turning up to the viewing appointment.

For more details on our COVID guidelines for our sellers and buyers, we recommend reading our latest update which you can find here: www.goodrichestates.co.uk/covid

So, whilst there's still plenty of uncertainty about what will happen to the property market over the next few weeks, based on what we've seen so far, we're confident that activity levels will remain high.

Thank you for your patience during these next few weeks and we can assure you that we'll be doing everything we can – safely – to find a great buyer for your property.

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

