

Covid-19 Policy

Raine and Co are continually monitoring the situation regarding COVID-19. We take the health and wellbeing of our colleagues and clients seriously and have implemented measures to minimise and prevent the spread of the virus in accordance with the Government and NHS guidance.

It is our intention to continue to operate during this difficult period and we have in place a number of additional measures to ensure that, as best we can, we shall continue to provide an uninterrupted service to our clients. Many of our staff may be working from home either for isolation or just to minimize the risk of being in the office, so where possible, if there is no urgency it would be best to make contact by email as it may not always be possible to answer every telephone call, please refer to the contact information on our websites.

It also may not be possible to continually staff all of our offices at all times and we may be implementing reduced hours so please contact the relevant office before making any journey to ensure you can be dealt with appropriately.

We shall for now continue to carry out property valuations, viewings and inspections but if you have a property to let or sell with us, or are a tenant, then please let us know immediately if you develop the symptoms of the virus so that we can help minimise the spread. We shall also be introducing 360 degree online viewings for many of our properties over the coming weeks.

Our aim is to continue to service all of our clients' needs and minimise inconvenience. As this is an unprecedented set of circumstances we will continue to monitor the situation. We will update our website and social media or contact our clients directly should we require to make changes to our service. Please do not hesitate to get in touch should you have any concerns.

Meantime we thank you for your co-operation and hope that you and your families remain healthy.

Sincerely,



Paul Raine