

Chartered Building Surveyors & Property Managers

Open for business: our coronavirus (COVID-19) mitigation plan

Looking after our clients and our team

Navas Associates is open for business. We are dedicated to looking after our clients, both by continuing to provide an excellent surveying service and by taking every precaution to limit the spread of coronavirus (COVID-19). We are committed to protecting the health of our clients and our team. As such, we have put a number of measures in place that are designed to minimise the risk of spreading the virus.

Before your survey

- At the time of booking, you will be asked if anyone at the inspection property is self-isolating or has any symptoms associated with coronavirus (a fever, a new & persistent cough or flu-like symptoms). If there is deemed to be a risk, the survey will be postponed to a later date.
- Our staff are self-monitoring daily for any signs or symptoms of coronavirus and will isolate immediately if they have any concerns. In this case, surveys will be rearranged with an alternative surveyor whenever possible, or postponed to a later date
- With regards to commercial properties we would aim to coordinate the survey activity by carrying out inspections at times when areas of the property/premises are vacant or not in use and liaise with facilities managers /building owners to mitigate contact with occupiers during the survey , this can include inspecting properties out of hours or during weekends.

During your survey

- If there is anyone in the property at the time of the survey, the surveyor will ask if anyone at the inspection property is self-isolating or has any symptoms associated with coronavirus (a fever, a new & persistent cough or flu-like symptoms). If there is deemed to be a risk, the survey will be postponed to a later date.
- When on site, our surveyors maintain strict personal hygiene, using hand sanitizers, wipes and soap & water at regular intervals and before and after touching surfaces. Surfaces that are touched are wiped down afterwards to reduce risk still further.
- Our surveyors have been asked to decline handshakes and to maintain a distance of at least 2m from others where practical and feasible.

After your survey

We are encouraging everyone to avoid face-to-face meetings whenever possible. This means that we may suggest a phone call or web-based meeting (via Zoom or other media) to discuss survey findings, rather than meeting you on site.

Our aim is to work with you, your staff and suppliers to assist everyone in maintaining business continuity wherever possible. We are continuing to monitor the situation and our policy will be updated in line with government recommendations. Any changes will be posted here.



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If you have any questions, concerns or suggestions please do call us on 07411 729980 or email us on Surveyors@navasassociates.co.uk

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