



COVID-19 Viewing Guidelines & Procedure



We have been working hard to put systems and procedures in place to keep you safe when visiting us.

To ensure we keep all of our staff safe, our show apartments will be open strictly by appointment only. It's really easy to book, simply email or call 020 8652 9854.

When booking an appointment, you will be asked a small number of questions regarding your current health and the health of those in your household. You should not visit us if you have experienced a high temperature, had a new continuous cough or have noticed a loss and / or change to your sense of smell or taste. If you have experienced any of these symptoms, you should contact the NHS 111 service for further advice.

When arriving at the development by car please park in one of the allocated bays provided. These will be clearly signposted. Follow the directional signage to the show apartments and press the appropriate button on the door entrance system. Our sales representative will then come and welcome you.

Upon entering the building, you will be asked to use our hand sanitiser station. We will talk you through the safety measures we have put in place to keep you safe during your visit.

If you would like to view the show apartments, disposable gloves will be made available and we would request that these are worn at all times.

When viewing the apartments, our sales representative will accompany you, but will adhere to 2m social distancing rules at all times. You will be requested not to open any doors or cabinets. These will be opened for you.

All of the show apartments will be well ventilated and cleaned after every appointment, ready for the next visitor.

Please do not hesitate to contact us should you have any further questions or queries. We would be delighted to discuss the matter with you and put you at ease.

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****PLEASE NOTE THAT VIEWINGS ARE ATTENDED AT THE VIEWERS OWN RISK AND THE OAKWOOD GROUP RESERVE THE RIGHT NOT TO PROCEED WITH A VIEWING APPOINTMENT SHOULD ANY OF THE POINTS OUTLINED ABOVE NOT BE ADHERED TO****
