

Keeping our staff and clients safe at alert level 3

Homebase is excited to be able to resume home staging services once we transition to covid-19 alert level 3 on **Tuesday 28-April**. However, our business, like many others, will need to operate without physical contact with our customers. What does this mean for our clients?



General

- The Homebase offices & warehouse will remain closed to clients
- We will use strict hygiene, cleaning & transportation protocols*
- Our movers & stagers will work in small teams & maintain physical distancing where possible
- We will keep a daily register of staff entering or leaving our warehouse & client sites that includes a health declaration



Consultations & Quotes

- Contactless consultations can be done via FaceTime calls where the client/agent can show us around the house or the areas to be staged
- Photos/videos of the property and/or areas to be staged along with floor plans & measurements can be emailed to us
- We can do in-home consultations either when the house is unoccupied, or with a single owner/agent where physical distancing can be maintained
- We can provide general quotes for standard-sized homes from our standard pricing schedule without the need to view the property



Installations & Pack-Ups

- We ask that clients/occupants are not present during installation/ pack-up
- All furniture & accessories will be thoroughly cleaned/ disinfected prior to installation & following collection
- Movers & stagers will comply with strict hygiene protocols including wearing PPE when travelling to & working on site
- Furniture will be sanitised & any surfaces touched will be disinfected prior to leaving the property
- Signage will be used to advise when Homebase staff are on site

*Further information about our hygiene, cleaning & transportation protocols can be provided on request