

VIEWINGS

We are committed to trying to operate as “normal as possible” whilst continuing to help contain the spread of Coronavirus in the UK. We are carefully monitoring the advice that we receive from the UK government and we will endeavour to comply with the latest guidance.

Our duty of care

We have a duty of care to all of our staff, clients and prospective landlords/purchasers/tenants. This duty of care not only relates to our own premises but also when viewing properties. As part of this duty, we are following the government advice and doing everything in our power to help stop the spread of the virus.

Viewings

Until further notice, viewings will be restricted to 15 minutes and to a maximum of two persons from one household.

For property available to rent, upon a receipt of a request to view a property, we will email a virtual viewing/walk-around video of the property. If as a result of the virtual viewing the prospective tenant remains interested in the property, the prospective tenant(s) will be asked to submit a tenancy application(s). If the application(s) is accepted and a tenancy is agreed in principle, a viewing will then be facilitated under the requirements detailed.

Properties currently let/occupied cannot be viewed until the possession has been recovered and the property cleaned appropriately.

In regard to property available for sale. Upon a receipt of a request to view a property, we will request from the prospective purchaser their full name, address and all contact information. Once this has been received a virtual viewing will be provided in the first instance.

If as a result of the virtual viewing the prospective purchaser remains interested in the property, it is then possible to organise a physical viewing subject to requirements being met. These requirements will differ slightly depending on whether the property is occupied or vacant, but whether occupied or not, the following requirements apply to all types of viewing unless detailed to the contrary: -

- I. Prospective purchasers must be in a position to proceed [with a purchase] before making a request to view a property in person. This means they should either already have their property on the market, or have funding in place. We will politely ask that proof of this be provided before finalising any viewing.
This does not apply to prospective tenants.
- II. Viewings **CANNOT** take place, or will be **CANCELLED** where any member of; the household of the property being viewed (if occupied), the household undertaking the viewing, or the viewing representative are showing symptoms of COVID-19 are self-isolating.
- III. For all viewings, it is **REQUESTED** that all prospective purchasers/tenants, vendors and the viewing representative wear a face mask and gloves, and also that prospective purchasers **DO NOT** touch anything within a property.
- IV. Prospective purchasers/tenants must remain outside of the property, with the appropriate distance away from the front door until they are invited into the property. Thereafter, social distancing rules **MUST** apply wherever possible, **AT ALL TIMES**.
- V. If prospective purchasers and tenants do not follow our company policy we reserve the right to cancel the viewing at any time and may refuse to show applicants around properties in the future

VIEWING OF OCCUPIED PROPERTY

- Vendors should open all the internal doors prior to the viewing. Where possible it is recommended that sanitiser gel is provided and used, but if not possible, it is recommended access to handwashing facilities is made available with paper towels for drying. If paper towels are not available, hand towels can be provided although these should be immediately washed.
- We encourage the majority of [members of] the household to vacate their property whilst a viewing takes place in order to minimise the risk of contact. If the viewing is being accompanied by a viewing representative it may be possible for all members of the household to vacate the property. If this is not possible we would advise the homeowner remains in another room, garage or garden.
- For security the homeowner may wish to follow the applicants around the house, however social distancing rules must be followed at all times. We would also recommend that any valuables be safely locked/stored away before the viewing takes place, should you decide to allow the viewing to take place unaccompanied, without a representative present on your behalf.
- No person(s) other than immediate household members should be present at a viewing.
- Once the viewing has taken place, the homeowner should ensure all surfaces, such as door handles, are cleaned with standard household cleaning products and towels disposed of safely or washed as appropriate. The cleaning should take place before any other household members return to the property.

VIEWING OF VACANT PROPERTY (WHETHER VIEWING RELATES TO A SALE OR LETTING)

- Before the viewing commences, the viewing representative should open all the internal doors prior to the viewing. Where possible it is recommended that sanitiser gel is provided and used, but if not possible, it is recommended access to handwashing facilities be made available. Hand towels should then be washed.
- Where furnishings remain in situation, it is recommended that the viewing representative follows the prospective tenant/purchaser around the property, ensuring that they adhere to social distancing rules at all times.
- Once the viewing has taken place, the viewing representative should ensure surfaces, such as door handles, are cleaned with standard household cleaning products and towels disposed of safely or washed as appropriate.

