



## Sales & Letting Viewing Procedure

**\*\*Please note, if you or any of your household have displayed symptoms of Covid-19 in the last 14 days then you will not be allowed to view a property or have your property viewed. You will be asked at the time the appointment is booked and on the day of the appointment to confirm\*\***

### VIEWERS

- Only 2 people may attend the viewing and only from the same household. Children under the age of 18 may not attend viewings.
- Make sure you have read the particulars, reviewed the location and looked at all the photos and floor plans online, before travelling.
- You must wear personal protective equipment this will have to be in place or else it will mean you are unable to view the property.
- Please arrive on time and not before the booked time allocated to you.
- Please stay in your car until a member of the Rendells team signals you to the front of the property in case there is another viewing prior to yours.
- At all times a 2m distance must be observed while the viewers see the property.
- A member of the Rendells team will show you into the property where you are required not to touch any surface, light switch, or door handle, as everything will be opened in advance.
- The viewing internally will be no longer than 15 minutes inside of the property.
- At the conclusion of the viewing please return to your vehicle before further discussion of the property.
- You will be called by a member of the Rendells team within 24 hours for your feedback and to answer any questions about the property.
- Should you like the property you can submit your offer by phoning or emailing the appropriate Rendells office.

### VENDORS – IN OCCUPANCY

- Prior to the viewing please spray all hand surfaces with antibacterial cleaner including all door handles and light switches.
- Please turn on all of the lights and open all of the doors so that these will not have to be touched during the visit.
- Please make access arrangements with the office and vacate the property in advance.
- Please ensure that the residence is vacant prior to the viewing to take place. If vendors are unable to be out of the property – i.e. infirm, disabled, etc., please move to a single room which will not be entered.
- At all times a 2m distance is observed while the viewers see the property.
- The viewing will be no longer than 15 minutes inside the property.
- At the conclusion of the viewing the viewer will return to his/her vehicle and raise questions about the property after with the appropriate Rendells office.
- Should the viewer wish to make an offer then this can be done over the phone or by email via the Rendells office.

## **VENDORS – EMPTY PROPERTY**

- A member of the Rendells team will arrive in advance of the appointment wearing our PPE including masks and gloves.
- We will turn on all of the lights and open all of the doors and windows so that these will not have to be touched during the visit by clients.
- All viewers will be wearing PPE and there will only be a maximum of 2 people at a time shown the property from the same household. Children under the age of 18 are not allowed to attend viewings.
- At all times a 2m distance is observed while the viewers see the property.
- The viewing will be no longer than 15 minutes inside the property.
- At the conclusion of the viewing the viewer will return to their vehicle and raise questions about the property after by calling or emailing the appropriate Rendells office.
- The accompanying member of Rendells staff will use wipes to clean down light switches and door handles after the viewer has left the property.
- Feedback about the viewing will be followed up with 24 hours.
- Should the viewer wish to make an offer then this can be done over the phone or by email via the Rendells office

**\*\*Please note that we reserve the right to refuse a viewing to anyone we deem to have symptoms on the day of the appointment\*\***