

## MARKET APPRAISALS & VIEWINGS

Prior to any appraisal or viewing, it is necessary that you read and abide by the latest Government guidance on Coronavirus / Covid-19, which can be found online at: <https://www.gov.uk/coronavirus>

Government advice on moving home during the Coronavirus outbreak can be found online at: <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

We have also put in place the following protocols to protect the safety of our staff and customers which we ask you to read and follow.

### **Before arrival:**

- Physical viewings to be by appointment only and for a property you have a strong interest in - this is order to minimise social contact. We will endeavour to pre-qualify customers (this may include affordability criteria) to ensure only essential property visits take place.
- When booking a market appraisal or viewing, checks to be made as to whether any person or member of their household is showing any signs of illness (or has done in the last 14 days) and if so, for how long.
- When arranging a market appraisal or viewing, we will explain how the visit will operate e.g. ensuring all parties are aware of the 2 metre social distancing requirements and how the property should be presented i.e. with doors / windows open and how an existing occupier may wish to move to outdoors during a visit.
- Any property visits to be postponed if you, we, or a viewer(s) feel unwell or have been experiencing Coronavirus / Covid-19 symptoms within the last 14 days. If necessary, inform us by telephone or email.
- We will travel to a property / customer's home using our own transport in order to limit social interaction.
- A maximum of two people (from the same household) plus ourselves to be present at the visit for market appraisals / viewings.
- Internal doors should be opened and surfaces, such as door handles, cleaned before (and after) each visit using standard household cleaning products.

### **During the visit:**

- We will seek to limit all property visits to 15 minutes or less, however, this may not be possible on all visits such as safety checks, repairs or where the property is large.
- We will wear a face covering and/or disposable gloves (where appropriate) when visiting a property.
- We will ask anyone attending the property to bring their own face coverings and disposable gloves.
- We recommend that you vacate your property while viewings or visits are taking place in order to minimise unnecessary contact.

- If you live at the property and are unable to move outdoors when we or others attend, please let us know beforehand.
- If you live at the property, you should wear a face covering and/or disposable gloves if you will be present when we, viewers or others visit the property.
- Hands to be washed or sanitised immediately before / upon entering a property and again following the visit - hands should be washed thoroughly as soon as possible thereafter.
- All attending a visit to maintain 2 metre social distancing during the appointment with anyone present.
- Internal doors, windows and loft hatches (where possible) should be opened to allow for limited contact access to the property.
- We ask viewers not to touch any surfaces inside the property or any pets which may be present.
- If any surfaces are touched without gloves whilst we are present, we will endeavour to wipe clean the surface with sanitiser or standard household cleaning products.
- If any surfaces are touched without gloves during a visit, the surfaces need to be cleaned with sanitiser or standard household cleaning products.

#### **Property appraisals / instruction to market:**

In addition to the above, the following should be noted:

- Time permitted, we will make a note of the required information, details, room dimensions and photographs needed to market your property.
- If possible we will aim to obtain, check and record customer Proof of ID, residential home address and property ownership during our visit in order to comply with Anti-Money Laundering (AML) regulations - this will help to reduce ongoing contact and wherever possible the necessary documents should be left out for us to see.
- Paperwork and agreements may either be signed by appointment in our Office or online.
- If you are a landlord wishing to let a property then we must ask that any works required to complete a valid and safe letting are notified to us in advance and are completed satisfactorily at least 72 hours prior to a tenancy commencing.

**If you have any questions or concerns about the above, please contact us to discuss.**

Thank you for your co-operation.