

PROPERTY MANAGEMENT - INSPECTIONS & VISITS

Prior to any property inspection or visit, 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 property inspections or visits must be by appointment only and where deemed to be urgent or essential in nature in order to minimise social contact.
- When booking a property inspection or visit, 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 property inspection or visit 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, please 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 visit to bring their own face coverings and disposable gloves.
- We recommend that you vacate your property while safety checks, repairs, inspections 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, contractors 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 will seek not to touch any surfaces inside the property or any pets which may be present.
- If any surfaces are touched without gloves during a visit, the surfaces need to be cleaned with sanitiser or standard household cleaning products.

Safety measures, smoke alarms etc:

- To ensure your safety you must continue to check the operation of any safety alarms on a regular / weekly basis such as smoke alarms, heat detectors or carbon monoxide alarms.
- If a safety alarm fails, it must be reported to us as an urgent repair as soon as possible.

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

Thank you for your co-operation

January 2021