



COVID 19 – Owner/Occupier guidelines for all visits to your property

The following etiquette must be adopted during valuations, appointments and viewings. As the owner/occupier of the property there are a number of measures you will need to implement to ensure we can safely undertake the appointment.

- If a Stags representative is conducting a viewing or inspection, all owners/occupiers of the property should remain outside the building.
- All viewings and inspections are made to a strict time schedule. They will be staggered with time between them to ensure that no parties meet each other. Ideally, the appointment should take no longer than 20 minutes. The Stags representative will be able to refuse entry if the viewer is late.
- The owner/occupier will be asked to clean the property as thoroughly as possible prior to the appointment with any door handles sanitised.
- The owner/occupier should leave all doors open and the property well ventilated.
- Wearing a face covering is optional and is not required by law.
- A maximum of two people (from one household) will be allowed to attend. No children will be permitted to visit.
- We will explain to the viewer/visitor they must avoid touching anything where possible during the appointment.
- The viewer/visitor will have been asked to use hand sanitiser before leaving their car. Social distancing during the viewing will be maintained at all times.
- For inventories of the property (lettings), Stags representatives will wear gloves.
- On meeting a visitor/viewer, please maintain Social Distancing.
- Do not hand out hard copies of property details.
- It is the owners responsibility to ensure all valuables are secure and out of sight.
- Stags are not providing visitors with PPE