



## **Covid-19 Viewings Policy**

- We will ask clients to view properties virtually in the first instance and then only physically inspect properties which they have a strong interest in. Clients should be in a position to offer and able to proceed i.e. have secured buyer on their own property or be chain free.
- Prior to the viewing we will ask whether any party in the seller or viewer household is showing Covid symptoms or has been asked to self-isolate in the last 14 days before going ahead with any viewing, or visits to our offices.
- If symptoms develop before the appointment clients must undertake to inform us promptly and cancel the appointment
- Viewings should last for no more than 15 minutes inside the house
- No more than 2 viewers may attend an appointment and they must be from the same household. No children may attend the viewing.
- We cannot drive clients to appointments.
- We may accompany physical viewings and all parties agree to maintain a minimum of 2 metres distance from others wherever possible. Where social distancing is not possible and the visit is within an enclosed space, all parties should consider wearing a face covering in line with government guidance.
- Please avoid touching any surfaces during the viewing and avoid all contact with others – no hand shaking etc
- Where we do not accompany the visit, we will make sure that both the viewer and sellers clearly understand how the viewing should be conducted safely.
- If your property is being viewed, you should open all the internal doors prior to the viewing, and allow access to handwashing facilities and ideally separate towels/paper towels.
- Sellers may wish to vacate the property – stay in the garden or in another room (consider/remove valuables)
- All parties viewing a property should wash their hands with soap and water (or hand sanitiser if not available) immediately on entering the property and asap after leaving. Separate towels or paper towels should be used if possible and washed or disposed of safely after use.
- Once the viewing has taken place, the homeowner should ensure surfaces, such as door handles, are cleaned with standard household cleaning products and towels disposed of safely or washed as appropriate.

Link to Government Guidelines

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak#advice-to-the-public>