

LOOKING AFTER OUR TENANTS DURING COVID19

Here at Trigg & Co we recognise that being entrusted with the letting of a clients' property is a major responsibility. We take that responsibility very seriously alongside our duty to look after our staff and provide them with a safe and secure working environment.

Covid19 has brought huge challenges for society as a whole and the property industry has been severely affected. Now that the Government has allowed letting agents to get back to work, we would like to share our 'best working practices' with you so that you know exactly how we will be operating and looking after you and our team. The Government has published guidance for agents to follow. We have done everything we can to be fully compliant with this guidance – and go beyond. We will do our utmost not to put anyone at risk.

It's not quite 'business as usual' but prospective tenants are now permitted to visit and view properties on the market. Agents can bring new properties to let to the market and removal companies can get people physically moved. All of this needs to be done whilst maintaining social distancing and in accordance with strict Government Guidelines in place to ensure that agents, tradespeople and the public work safely and avoid transmission of Covid19.

It is important that everyone knows how to stay alert, contain the virus and save lives. Wash your hands frequently and wherever possible stay at least 2 metres apart from all people who are not members of your household. Everyone involved in the moving process must follow social distancing. **It goes without saying that people who have coronavirus or are self-isolating with their family member should not leave their home to either move home, or undertake property viewings.**

These are our fundamental principles and pledges to you:-

❖ Vulnerable people or those shielding

- ✓ Trigg & Co will actively ask every landlord client and every tenant whether they are people who are shielding or otherwise vulnerable with the increased risks presented by coronavirus. We will prioritise helping landlords and tenants in this group.

❖ Viewings

- ✓ Initial viewings will be done virtually wherever this is possible – we will only be proposing physical viewings for those properties tenants are most likely to want to move into. We will be asking you for information about your circumstances, timescales and financial standing before you view.
- ✓ All physical viewings will be limited to members of the same household. Open house viewings will never take place.
- ✓ All viewings will take place **by appointment** and only involve members of a single household.

- ✓ When physically viewing properties, where possible, tenants will be instructed to avoid touching surfaces, wash hands regularly, and bring their own hand sanitiser. The number of people on a viewing will be minimised to those from the immediate household that absolutely have to be there.
- ✓ We open all internal doors prior to the viewing and ensure surfaces, such as door handles, are cleaned after each viewing with standard household cleaning products. We will allow access to handwashing facilities and provide separate paper towels for our staff and the prospective tenants.
- ✓ If you are at the property, we will ask you to vacate whilst viewings are taking place.
- ✓ When we accompany tenants on a viewing we will follow social distancing rules wherever possible.

❖ **Move In/Move Out**

- ✓ All check-in and check-outs will take place **by appointment** only and involve only one member of our staff. They will have protective equipment available including gloves, mask and hand sanitiser.
- ✓ All documentation can be sent and signed electronically to minimise contact and appointment time.
- ✓ Cleaning and cleanliness at check in and check out will be of particular importance. We can arrange for specialist cleaning contractors, including disinfectant 'fogging', to visit and clean the property before, during and at the end of a tenancy.
- ✓ We will not be arranging check out and check in on the same day and will be asking landlords to leave a suitable gap between tenancies.
- ✓ We will follow social distancing rules wherever possible.

❖ **Tradespeople, Maintenance and Inspections**

- ✓ Our priority is to keep our landlord's and tenants safe.
- ✓ We will take exactly the safety steps and precautions for periodic inspections, repairs and maintenance, check-in and check-out as we do for property visits by our own staff.
- ✓ All inspection visits to the property will be by prior appointment.
- ✓ Where repairs and maintenance are required, our trusted tradespeople will be told to follow the government guidance and remain 2 metres apart from the tenants at all times. They will contact you in advance to check that no member of the household is showing symptoms of coronavirus or self-isolating. If they are, works will be delayed.
- ✓ Tradespeople will wash their hands on entering the property using separate towels or paper towels which need to be washed or disposed of safely after use.

Trust in Trigg. Local people. Local reputation.