

### **Guidance for Office Appointments and Property Inspections**

This guidance takes into account [UK Government guidance to the public](#) and [UK Government guidance to the industry](#), in relation to the Coronavirus outbreak. All parties are urged to read and follow this guidance. In certain respects, we have clarified or added to this guidance for the protection of the parties involved as a matter of company policy and as set out below.

Our priority is the safety of our staff, clients and all others with whom they may come into contact: to prevent the spread of COVID-19. These guidelines are mandatory and should be followed closely. As a company we advise our staff and clients that if they become aware that these are not being followed, they should terminate the appointment or inspection immediately.

#### **Our Offices**

In line with industry best practice, our offices are open but, on an appointment only basis and when all other methods of communication have been exhausted. Visitors to our offices are required to wear a face covering, sanitise upon entry and exit, and respect strict social distancing rules. Our toilet facilities are not open to the public.

#### **Property Inspections**

1. All inspections are to be strictly by appointment only.
2. Before any physical viewing or inspection takes place; all reasonable efforts should be taken for the party involved to view a virtual tour. This is aimed at reducing the number of viewings and so that the viewer can eliminate any properties that are unsuitable and only visit properties in which they have a serious interest.
3. No more than two people from the same household may view a property at the same time. Strictly no children will be permitted on viewings. Only one person may conduct the viewing be it Vendor/Landlord/Agent.
4. Strict social distancing rules must be observed, and all parties should wear a face mask/covering.
5. Hands must be washed in accordance with [Government guidance](#) or sanitised with approved hand sanitiser gel before and after the inspection. Hand gel will be provided to our staff where we as agents conduct the inspection/viewing. Visitors will be expected to bring their own hand sanitising gel and any PPE equipment they wish to use, although we request property owners make available hand washing facilities and paper towels to visitors.
6. The owner or agent is to ensure that doors are left open prior to the viewing to reduce/eliminate the viewer needing to touch any surfaces. As far as possible they should wipe down door handles and any surfaces that may be touched with sterilising wipes or soap and water before and after the inspection. Visitors will be asked not to touch surfaces wherever possible.
7. We will not allow back to back or multiple viewings. Our staff will be limited to undertaking three viewings per day and we encourage Vendors doing their own viewings to limit themselves to a similar number.
8. No party will be pressured into allowing/attending a viewing (including tenants of rented properties) and all parties will be asked to sign a health declaration confirming that neither they nor anyone in their household has COVID-19 symptoms and requiring them to divulge circumstances where they may have come into contact with infected persons within the last 14 days. We will encourage everyone to download and use the government tracing app when it is available.