

Guidance for Viewers

Ahead of allowing you into a property for a viewing, we must adhere to the following guidelines, some of which are the responsibility of the agent and others of the occupier. We appreciate that these are burdensome but acknowledge that the Government guidance is in place to allow the property market to begin to support those wishing to move during the COVID-19 lock-down.

Ahead of the viewing we will ask you 4 questions to assess the risk of bringing viewers to the property. Our team member and those occupying the household will be asked the same questions. These are:

1. Are you or any member of your household displaying any of the symptoms associated with Coronavirus, namely a high temperature, a new persistent cough or shortness of breath?
2. Have you or any member of your household returned from a foreign country within the past 14 days?
3. Are you or any member of your household self-isolating?
4. Are you shielding yourself or any member of your household?

Answering yes to any of these questions will mean we will need to delay your viewing of the property until the risk factor is lowered.

You will also be asked these same questions on the day of the viewing.

You are asked to make your own way to the property and keep the number of people viewing to 2, and only if you are both from the same household. It is asked that children are not to attend unless absolutely necessary.

Personal Protective Equipment (PPE) is not currently required if social distancing rules can be followed, however, for your comfort, we will ask if you would like our team member to wear personal protective equipment; face covering and gloves.

The occupiers of the property will not be present within the property whilst your viewing takes place. They are allowed to wait outside the property if they wish.

You will be greeted outside the property, provided with sanitiser or asked to put on gloves, depending upon the preference of the occupier. We will take you on a tour of the property whilst adhering to social distancing guidelines and ask that you hold on to any questions in order to reduce the amount of time spent inside the property. We also ask, where possible, for you to please keep your hands in your pockets at all time during the viewing. We will then move back outside of the property to answer any questions that you may have in the fresh air, remove gloves and sanitise hands again.

We thank you for your patience, if you have any questions, please do not hesitate to contact us.