



Viewing Procedures & Requirements Under Government Covid-19 Guidance

We are required to ask everyone to adhere to strict procedures which include and not limited to the following measures:

- Where a video tour is available, they should view online in the first instance and only request physical viewings of properties they are seriously interested in offering on.
- If they have travelled or shown symptoms of Covid-19 within two weeks prior to the viewing it must be cancelled.
- Applicants should make their own way to the property and we are unable to offer transport. Where possible, and for their own safety, they should try and avoid public transport, especially at peak times.
- Physical viewings can only take place with other members of their household.
- They should try not to bring young children.
- We cannot shake hands when meeting.
- Before viewing, they will need to confirm they are not suffering any symptoms.
- They are asked to bring and wear face coverings/masks, shoe covers and apply hand sanitiser or wear disposable gloves before entering a property.
- They should try to avoid touching anything whilst in the property. Anything they touch will need to be wiped down.
- Occupiers of property are asked to ensure the property is well ventilated, with internal doors left open and also asked to vacate the property whilst the viewing is taking place.
- Viewings need to be as brief as possible keeping a social 2 metres distance from others and stay side by side rather than face to face.
- Any questions should be requested by email or telephone in order to keep the appointment as brief as possible.
- Wash or sanitise hands thoroughly after the viewing.

Market Appraisals

- We can offer video market appraisals and can value properties without physically visiting.
- If we do visit a property to value it, we will need to maintain a two metre distance and we use shoe covers, wear facemasks and disposable gloves throughout the appointment.
- Before we visit, the property should be well ventilated.
- Please confirm you have not shown symptoms of Covid-19 or have travelled within the last two weeks.
- We will not touch anything in the property unless absolutely necessary.
- We will keep the visit as brief as possible and will answer questions by email or telephone call.

Visiting Our Offices

- Although all of our offices are open for business, some staff will continue to work from home.
- We ask that you avoid coming to our offices unless absolutely necessary.
- If you do need to come into our offices, you will need to book an appointment.