



# Procedures to be followed by a prospective tenant or buyer when visiting a property

We are conducting some in-person viewings, where we can physically show you a property. However, the safety of our staff, customers and the community remains the most important thing and, as such, we will be strictly adhering to the recommended safety guidelines for these visits.

Please ensure you read our detailed guide below prior to your appointment, this will provide you with a clear understanding of the steps we ask you to take to ensure your viewing will be carried out safely:

- There should be a maximum of two people present for any booked viewing
- We will not be able to carry out a viewing in person with anyone under the age of 18
- We are unable to offer transport to the viewing, so please make your own way to the property and try to avoid public transport
- For the duration of the viewing we request that you respect social distancing measures and remain two meters apart from us at all times
- We may be wearing PPE including masks and gloves for the viewing and we request that you do the same
- We will remove our shoes upon arrival in the property; we ask that you do the same or use shoe coverings
- If possible, please carry hand sanitiser and use before, during and after the appointment
- We politely ask that you do not touch anything at all during the appointment, and allow us to guide you through the property to protect the safety and well-being of all concerned
- We will try to limit viewings to a reasonable time (around 15-20 minutes, but this may vary in accordance to the size of the property)

You might notice that our team isn't dressed quite as they normally would be; we have asked our staff to wear smart, machine washable clothes rather than items that need dry cleaning. This is to ensure clothing items will not be worn more than once before being washed.

If you have any further questions or queries prior to viewing please contact us.

If you or any of your household shows symptoms of Covid-19 between the time of booking your appointment and your appointment being carried out please contact us.