

# Viewing Policy

Information to keep buyers, sellers, tenants, landlords and agents safe:

**We will ask questions of our buyers, sellers, tenants, landlords and agents before any viewings:**

- “ Do you have, or have you had any COVID-19 symptoms such as a temperature, dry cough or shortness of breath? ”
- “ Is there any reason that you know of why this viewing should not take place? ”
- “ Are you or any member of your household in the "Clinically Vulnerable" or "Clinically Extremely Vulnerable" COVID-19 Categories? ”
- “ Are you now, or have you been self-isolating in the last four weeks? ”

After buyers or tenants have identified a property from their initial online research, the next step is that a virtual viewing takes place. Please speak to our agents about any properties that are of interest for more specific information. **Physical viewings should only be conducted where buyers and tenants are seriously considering making an offer on a property.** This will help reduce the number of properties people need to visit before finding their future home.

**In addition to the above please also note the following:**

- Viewings will be conducted by appointment only.
- All internal doors should be opened by the seller/ occupier (or the agent in the case of vacant properties) before the viewing.
- We encourage the sellers/occupiers to vacate the property while viewings are taking place to minimise contact between people from different households. Waiting in the garden is acceptable.
- Only people from the same household can view a property at the same time. Numbers should be limited to two people only. If more individuals than this need to see the property, or if any person will be below the age of 18, please discuss this with the agent at the time the appointment is booked.
- We ask the buyers or tenants not to touch anything at the property while at a viewing.
- In certain circumstances buyers or tenants may be asked to wear their own face coverings while inside the property. This will be at the request of the owner. We will not be able to supply face coverings for safety reasons.
- Buyers or tenants are asked to bring their own hand sanitiser to appointments, but the agent will have a supply at the property. Every buyer or tenant will be asked to sanitise their hands immediately before and after the viewing.
- Our agents will accompany viewings but will follow social distancing rules wherever possible. Where viewings are unaccompanied, agents should make sure viewers and homeowners understand how they could carry out a safe viewing.

**REMEMBER** Whether you are a new client, or someone we know really well you will always receive the same award-winning service from us however the safety of our clients, staff and the public will always be our number one priority.