

Staying safe procedure for viewings

Confirming a viewing

When we speak to you to book a viewing we will always ask if you and members of your household have been showing Covid-19 symptoms or had the illness in the past 14 days.

We ask the same health screening questions to everyone who is going to be present, including the homeowner/landlord and John German staff.

Viewings will only be arranged when we confirm everyone is symptom-free. If you or members of your household develop symptoms or contract the illness after the viewing is confirmed, we ask that you contact us to postpone the appointment.

An email will be sent to you and the property owner/landlord outlining our staying safe procedures so everyone understands how to stay safe during the visit.

Staying safe during a viewing

You must wear gloves and use hand sanitiser on entering and leaving the property. A face covering may also be needed for when 2-metre social distancing is not possible, or when the person in the property has requested you wear one. We ask you to bring your own gloves, hand sanitiser and face covering.

We will wear gloves and use sanitiser, and where appropriate, we will wear a face mask.

Viewings will be no longer than 15 minutes.

We will observe social distancing and seek to maintain a minimum of 2 metres distance where possible. We advise the owners to vacate the property whilst a viewing takes place with our accompanied viewer.

The owner / landlord / our Accompanied Viewer will be asked to make sure all the doors and, where possible, windows are left open so you can avoid touching anything inside the property including door handles.

In all circumstances, physical viewings are limited to members of the same household and to only those that absolutely have to be there. Ideally no more than two members of the household together with our accompanied viewer.

Ideally no children should be inside the property during the viewing, however, if this is not possible, please ensure they stay with you and avoid touching anything.

Instead of shaking hands we will greet you with a smile!