

Staying safe procedure for visits to your property

Confirming visits

Anyone we book in to visit your home will be confirmed as showing no signs or symptoms of coronavirus within the past two weeks. This includes our staff and anyone they live with.

On the day we book a visit to your property, we will also check with you whether yourself or members of the household are displaying symptoms or have the illness.

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

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

Staying safe during a visit

We will endeavour to keep the time spent in your home to the minimum. Viewings in particular will be no longer than 15 minutes.

A maximum of three viewings will take place per day.

We will observe social distancing and seek to maintain a minimum of 2 metres distance where possible. We advise that you vacate the property whilst a viewing takes place with our accompanied viewer to minimise contact with those not in your own household.

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.

We will advise viewers their children should not be brought inside the property. If this is not practical, they will be asked to keep children by their side at all times and to stop them from touching anything.

We will wear gloves and use sanitiser, and where appropriate or if you'd prefer us to, we will wear a face mask.

Those viewing your property will be asked to bring and use their own PPE.

Instead of shaking hands we will greet you with a smile instead.

To help us avoid touching anything, we ask that you leave all internal doors open, and weather permitting, open windows to allow ventilation of rooms

Although we will wear gloves and make every effort to avoid touching any surfaces, we recommend you wipe down surfaces and door handles after our visit.