

Negotiators: How To Prepare To Enter Someone's Home

1. If you or anyone in your household is sick or showing any possible COVID-19 symptoms, or has been in contact with anyone who is sick or showing possible COVID-19 symptoms please do not conduct any viewings or valuations. Instead please notify your line manager so other arrangements can be made.
2. When booking an appointment it's important to ask the following questions:
 - Have you, any member of your household, or anyone you have had contact with, been diagnosed with coronavirus, experienced any possible symptoms of coronavirus or feel ill in any way?
 - Are you attending the viewing by walking, cycling or car? (If the viewer is attending by public transport you must ensure the viewing takes place during off-peak hours in order to avoid rush hour).
3. Please be aware when making the bookings that you will need to arrive at least 5 minutes early to check the property is safe. You should also allocate time after the viewing to answer the viewers questions (we recommend a minimum of 10 minutes) and you should also allocate additional time to make the property safe again after the viewing (wiping down surfaces and locking any windows).
4. We must provide a minimum of 24 hours' notice for access.
5. Once the booking has been pencilled in please notify all parties via email as soon as possible, ensure a link to the Government guidance is included and make sure to include the relevant guide:
 - Preparing For People Viewing Your Property must be sent to occupants (vendors or tenants depending upon whether it's a sale or rental).
 - Preparing For A Property Valuation must be sent to owners seeking a valuation.
 - Preparing To View A Property must be sent to anyone viewing a property.
6. In the same email please remind the viewers that appointments will be limited to two people from the same household only, plus a member of our staff and that each appointment will be kept to a maximum of 15mins.
7. Please make sure to bring clean gloves, a face mask, disinfectant wipes and hand sanitiser with you.
8. Please note we are not currently distributing paper, such as brochures or property packs. Please send the owner or viewer digital versions of these documents by email instead.
9. Where possible we will be asking occupiers to leave the property whilst the viewing takes place. If this is not possible then all occupants must stay in the garden or, if no outside space, they must stay in one room together. Please check this is being adhered to prior to the viewing.
10. Please ask occupants to open all internal doors prior to the viewing, if they have not done so please do so prior to the viewing commencing. Please ensure you are wearing clean gloves first.

11. Prior to the viewers arriving you must check the property is safe to view. The viewing must also be contactless, so please ensure that the occupants are out or are congregating in the garden or one room. Please ensure all internal doors are open, that any hatches or relevant cupboard doors are open, and that any windows, where safe to do so, are opened too. Please make sure to wear clean gloves when touching anything within the property and clean anything you do touch.
12. During the viewing please adhere to 2m social distancing, please be mindful of this in smaller properties - e.g. you do not need to enter a small bathroom you can just direct the viewers to view it.
12. Please wear a face mask for the entirety of the viewing.
13. All staff must wipe down surfaces and door handles, where appropriate, after each viewing.
14. Please use hand sanitiser before and after the viewings and please wear a pair of clean gloves whilst inside the property.

These measures are to keep you, our clients, our customers and the rest of our team safe. Thank you for your patience.

Please note:

If you feel unsafe on a viewing or valuation you must stop the valuation or viewing immediately and vacate the premises.

If you are accompanying people viewing the property and you feel it is unsafe for them, please stop the viewing immediately and vacate the premises with the viewers and secure the property.

If you feel that the people viewing the property are being unsafe towards you or are acting unsafely within the property, please stop the viewing immediately, vacate the premises with the viewers, remain at least 2m away from the viewers and, once the property is secure, if you feel safe to do so, notify the viewers why the viewing has ended and that you will speak to them again by telephone.

As soon as it is safe to do so please notify your line manager if you find yourself in any of the above situations.