

Applicants wishing to View a Property

Introduction

All viewings must have been pre-arranged, and will be restricted to 15 minutes.

Viewings can only be provided to a maximum of 2 adults from the same household (no children or pets), subject to the following **Health Qualification**.

1. *That no one wishing to view, has had a temperature or any other COVID-19 symptoms in the last 10 days, or who is currently self-isolating.*
2. *That no one wishing to view has come into contact with anyone who has contracted Coronavirus within the last 10 days.*

Meeting at the Viewing

On arrival at the address, you will see the David Andrew Estates Property Consultant waiting outside the property.

From a distance of more than 3 metres you will make yourself known to them.

YOU MUST WEAR A MASK (OVER YOUR NOSE AND MOUTH)

The Viewing

The DAE representative will open all the internal doors in the premises whilst you wait outside.

The DAE representative will then allow you to enter the property. They will follow you in, keeping 2-3 metres distance. Please take special care whilst going into and out of rooms to try and maintain 2-3 metres social distancing with our staff.

YOU MUST NOT touch any surfaces, door handles cupboards etc. during the viewing.

When you have finished the viewing, the DAE representative will wipe down, with antiseptic wipes, any surface that you have inadvertently touched. *Please make them aware of these*

You will then leave first allowing the DAE representative to close up the premises.

Questions and Feedback

The DAE representative will contact you to answer any questions and have a proper chat to further assist.

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If for any reason the DAE representative does not feel that you are complying with these procedures or feels at risk, they have the right not to allow entry or cease the viewing at any time.

Property Owners and Occupiers

Introduction

All viewings **WILL BE** pre-arranged. **DO NOT** allow anyone to enter your property that is not accompanied by one of our agents. To reduce the numbers of viewings we will be carrying out virtual and video viewings where possible to qualify anyone wishing to view as potentially very serious first.

Each viewing appointment will be limited to 15 minutes. We will restrict the number of viewings we will conduct each day. Viewings will only be provided to a maximum of 2 adults from the same household (no children or pets), PLEASE READ our COVID-19 procedure for “Applicants wishing to view” to familiarise yourself with the precautions we are putting in place for your home.

You must confirm the below **Health Qualification** prior to any viewings.

1. *That no one residing or who has visited the property within the last 10 days has had a temperature or any other COVID-19 symptoms in the last 10 days, or who is currently self-isolating.*
2. *That no one residing or who has visited the property within the last 10 days has come into contact with someone who has contracted coronavirus.*

Before the Viewing

We ask that you vacate your property whilst viewings are taking place, in order to minimise your contact with those not in your household. You can sit in the garden or go for a walk – we will call you when we leave.

We ask that you leave all the internal doors, curtains and blinds within the property open to restrict the need for anyone to touch any door handles. When the viewer arrives at the property they will be met by a DAE representative waiting outside the property.

We, and anybody entering your property will be wearing a mask. We will ask that anybody viewing does not touch any surfaces, however should they do so, we will be wiping these down as we will your door handles.

As Agents we want to ensure that we have taken all precautions possible.

The Viewing

Please see our COVID-19 procedure for “Applicants wishing to view”. At the end of the appointment the DAE representative will close up the property and inform you the viewing has ended.

Questions and Feedback

The DAE representative will contact you to answer any questions and have a proper chat to further assist.

If for any reason the DAE representative does not feel that you or the viewer are complying with these procedures or feels at risk, they have the right not to allow entry or cease the viewing at any time.

Carrying Out Market Appraisals/Valuations

Introduction

Before we can book an appointment, you must confirm the following **Health Qualification**.

1. That no one residing or who has visited the property within the last 14 days has had a temperature or any other COVID-10 symptoms in the last 14 days, or who is currently self-isolating.
2. That no one residing or who has visited the property within the last 10 days has come into contact with someone who has contracted Coronavirus.

Subject to this we will organise a date and time to visit your home.

At the appointment, our valuer will put on NEW gloves and a face mask outside your home. We ask that you do the same.

Preparation Before and During our Visit

Before we enter the property to carry out our market appraisal/valuation, in order to minimise touch points, we ask that you please open all doors – including any large cupboards, such as under the stairs (*not kitchen cupboards*) and other relevant storage spaces'. Please also provide access to any outside space and garages.

We ask that all members of the household remain outside the property while we look round. Our appraisal inspection should not take long. We will need to walk around the entire property, take room measurements, make notes, and where appropriate take photos. Depending on the size of the property the whole process should take between 10 and 20 minutes.

If it is impossible or impractical for you to be outside or leave your home, please see the “Safe Social-Distancing within a home” procedure overleaf.

Feedback following the Market Appraisal/Valuation

So we spend as little time as possible in close contact, we will not discuss our opinion on price or our marketing plan in the property (*although if there is a large outside space available it may be possible to do so at a 3m distance*). We will call or video call you after the appointment to go through in detail our opinion on the value and to talk through your marketing options.

We hope that you will proceed with us, and when you do, it is likely that you will require an EPC for the property. We will also advise on having a virtual video tour and floor plan prepared and having professional photos taken.

In most cases they can all be undertaken at the same time by our in house team. However because of the high demand we will sometimes need two separate people to attend the property. We will arrange for these visits to happen one after the other to minimise any disruption. These visits will be undertaken using the same procedure as for carrying out the market appraisal/valuation.

We would ask for your patience and understanding when arranging these appointments.

Safe Social-Distancing within a home procedure

As per the Governments guidelines we require our valuer to stay a minimum of 2-3m away from anyone else at all times.

To ensure we are adopting these social distancing arrangements, we ask that while we carry out our market appraisal inspection, everyone in the household should leave the property. Wait outside, or even go for a walk – we will call you when we are finished.

There will be circumstances when it is impossible for you or a member of your household to leave the property. In such a case please stay in one room, while we look around all the others. When we have finished looking around, we will indicate to you when it is safe to come out and transfer to another room whilst we finish the inspection.

Our valuer will be wearing a new face mask and gloves. Please do the same.

Please revert to the main procedure for all other points.

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If for any reason the DAE representative does not feel that you are complying with these procedures or feels at risk, they have the right to cease the visit at any time.

Photographer Visits

Introduction

David Andrew Photographers continue to undertake property visits in line with all PHE recommendations and following the below guidance.

Visits will only take place if the photographer is well and has no symptoms of COVID-19 and photographers will be wearing PPE, washing hands regularly and following PHE Guidance.

Before we can book an appointment, you must confirm the following **Health Qualification**.

1. That no one residing or who has visited the property within the last 14 days has had a temperature or any other COVID-10 symptoms in the last 14 days, or who is currently self-isolating.
2. That no one residing or who has visited the property within the last 10 days has come into contact with someone who has contracted Coronavirus.

Where possible, for enhanced safety, our Photographers will be requesting that all members of a household leave the premises for the duration of a visit.

*In the event this is not possible please refer to **Safe Social-Distancing within a home procedure** on page 4.*

Preparation Before and During our Visit

The occupier should ensure the property has been cleaned and prepared suitably for the visit and understand that it will not be possible for us to move anything whilst in the property (including bins). *ie. If you do not want an item photographed/3D Scanned you must ensure it has been tidied away.*

Please open all internal doors and turn lights on to minimise touch points.

In Summary our Photographers will:

- Check whether any occupants are shielding, self-isolating or are experiencing symptoms of Covid-19
- Attend appointments without occupants present.
- Request the property be prepared for the visit and not move items.
- Wear PPE and follow PHE Guidance for Hand Washing
- Wipe Down Equipment after each Appointment.

If for any reason the Photographer does not feel that you are complying with these procedures or feels at risk, they have the right to cease the visit at any time.