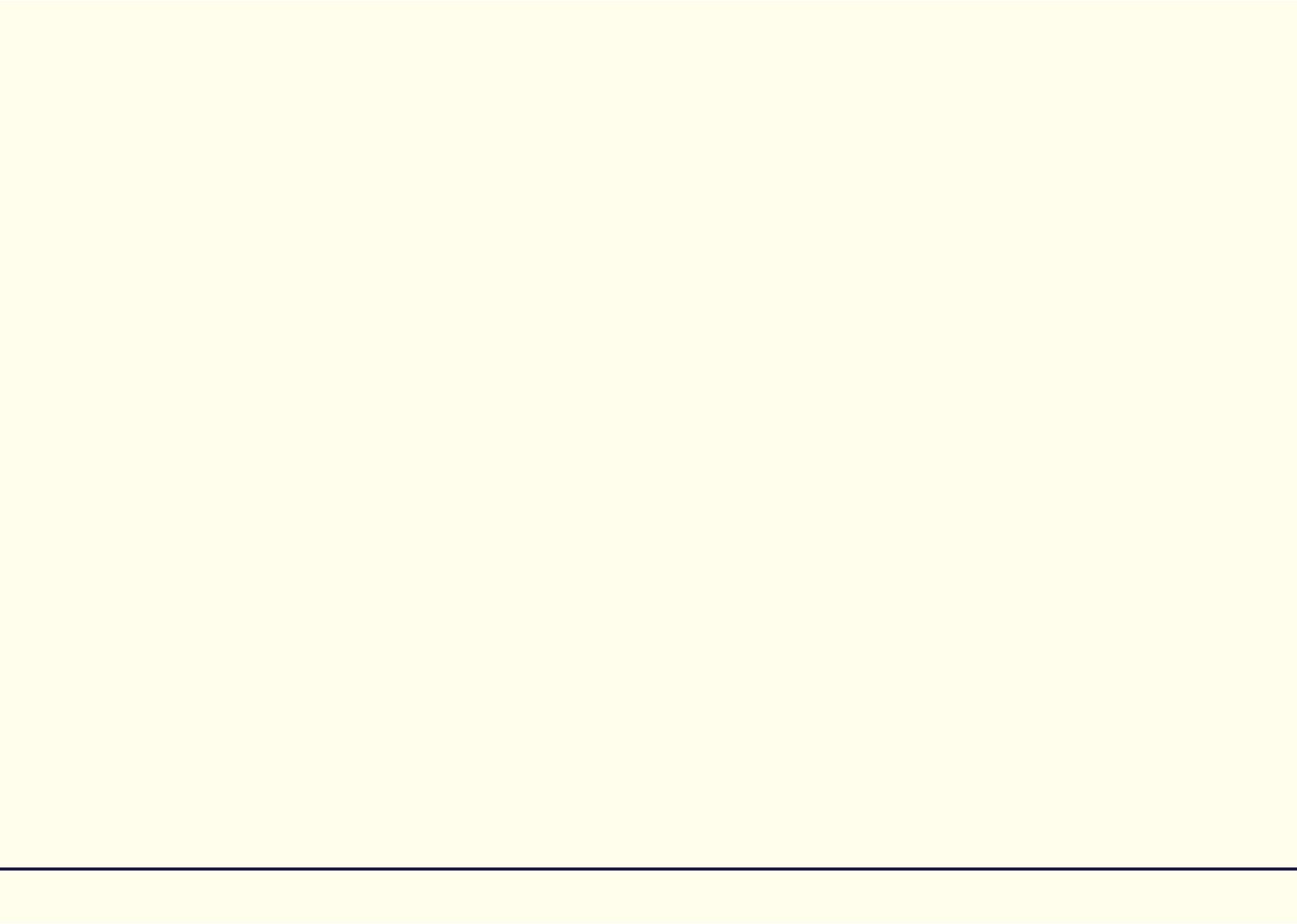




VIEWING GUIDES DURING COVID-19



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Buying or renting a house is still available even through this difficult time.

Since lockdown, it has been imperative that we follow government guidelines on when and how you can view a property.

This booklet will reassure you of the steps we are taking to provide safety both to yourself and others. This guide applies to the following two scenarios:

- Viewing a property for sale or to let
- Viewing a property which is occupied

Before viewing a property

In advance of a viewing we must confirm which two people from the same household (2 max no children) will be attending the viewing. Only these people may attend the viewing and they may be asked to confirm their identity with an ID Check. This is for contact tracing purposes only.

To give confidence to all parties present at the viewing that this guidance is being followed, and to help the staff manage the viewing in the most efficient way possible, you will be asked to complete three questions before your viewing.

- Has anyone in your household had COVID-19?
- Has anyone in your household displayed COVID-19 symptoms or have not yet completed a required period of household self-isolation?
- Are you in the high-risk category?

If the answer is YES to any of these questions, then we will not show you around the property at this time.

We will ask the same questions of the vendor or tenant who may be in occupation to ensure your safety. Again, if any occupant answers YES, the viewing will not be conducted.

You will then be asked to confirm your buying position and confirm your full name, address and contact details along with ID to verify.

Preparations for viewing a property

The government has recommended that viewers create their own 'viewing kit'
to get the most out of the viewings:



Anti-bacterial hand sanitiser.

This will ensure you can clean your hands both before and after the viewing.



A face mask

Must be worn, respecting the safety of the agent and current owner.



Disposable gloves

Must be worn as you may touch something accidentally or when inspecting something.



Bring something to write with

Be it a pen, pencil or your phone, you'll want to jot down the answers to your questions and make notes.



Your phone

Not only so you can contact the agent if you need to, but also so you can take photos or make notes.



A bottle of water

You won't be able to accept, or ask for one on a viewing so it is useful to have in your bag.



At the viewing

We will ask that all parties respect the recommendation to sanitise hands at the beginning of a viewing.

To give confidence to all parties present at the viewing that this guidance is being followed, and to help the Kal Sangra Shonki Brothers team manage the viewing in the most efficient way possible, the following steps must be followed:

1. The viewing must be carried out punctually, and the viewing must last no more than 10 minutes to allow time for the house to be prepared and to ensure that we are on time for our next appointment.
2. Only two people from the same household may attend the viewing (no children).
We may request your ID for verification.
3. Viewer must provide and wear their own face mask, gloves and hand sanitiser.
4. Viewers must not touch anything within the property.

Where the premises are occupied, the occupants will be asked to vacate the premises for the duration of the viewing wherever possible.





After the Viewing

Initial conversations about the property may take place outside (weather permitting) before the viewing commences. However, we recommend that you ask any questions at the end of the viewing when all parties can convene outside where social distancing is easier to adhere to. Any questions can also be followed up via telephone or video call afterwards.

We are required to keep a record of the individuals present at a viewing, the time and date in which it took place. This is so that, should we ever need to trace individuals who may have come into contact with a confirmed case of Covid-19, we can do so accurately.

For further information about the roles and responsibilities of those involved, please refer to the latest UK Government guidance on 'Home moving during the coronavirus (COVID-19) outbreak' (see link below). Whilst this information is principally set out for residential property, we are adopting the same procedures for commercial premises where relevant.

[gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak](https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak)



Sales viewings with seller in residence



Maintain a 2m distance from those on the viewing – we know this may be challenging, especially in smaller properties, but speak to your agent and together work out a route that makes the most sense for viewings to follow. If you ever forget what 2m looks like, imagine taking two long strides, or visualising the height of your front door!



Wash your hands regularly (and thoroughly) and avoid touching your face – we've all got the dry hands to prove it, but this remains one of the most important pieces of guidance right now to help prevent the spread of coronavirus and would recommend doing this both before and after each viewing.



Regularly clean items that are likely to be touched on viewings – Particularly door handles, doorbells, and window latches/locks.

Before the viewing

In line with government guidance, anyone experiencing coronavirus symptoms should be staying at home to help

prevent further spread of the disease. Viewings should not go ahead if any party is experiencing symptoms or has recently tested positive for coronavirus.

To give confidence to all parties present at the viewing that this guidance is being followed, and to help the agent manage the viewing in the most efficient way possible, you should be asked to answer a handful of questions before any viewings your agent has organised which should include:

- Has anyone in your household had COVID-19?
- Has anyone in your household displayed COVID-19 symptoms or not yet completed a required period of household self-isolation?
- Is anyone in your household in the high-risk category?

Ahead of each viewing, each prospective buyer will have also been asked to complete these questions, as will the agent if they will be present on the viewing. Do not be afraid to check with the agent that this has happened if you are concerned.

Preparing for the viewing

Most of us will give our homes a good, deep clean before opening the doors to prospective buyers, as part of wanting it to look its best and attract a buyer. Now is no different, so use it as an opportunity to give everything a good clean before viewings start.

As much as you will not want the strangers in your home touching door handles etc, they will feel the same. If your agent is doing the viewing on your behalf, they should be opening all doors, cupboards etc for those on the viewing. If you are doing the viewing, we advise you take the same approach as it will help you keep track of what you will need to clean afterwards.

To help minimise the number of people in your home at any one time, it may be required for you and your household to leave while the viewing is taking place.

We would recommend discussing this with your agent before any viewings so that, together, you can work out a sensible plan that works for everyone.

When preparing for a viewing, follow our checklist to help it go smoothly:

- Clean items and/or areas that are likely to be touched (i.e door handles, doorbells) with an antibacterial cleaner both before and after the viewing has taken place.

- Open windows to boost ventilation prior to the viewing taking place.
- Open internal doors, loft hatches, and anything else you think may be of interest, ahead of the viewing to minimise any unnecessary contact.
- If possible, provide hand sanitiser by your front door so that the agent and viewers can clean their hands when they enter and leave your home.
- Have a plan of where you can go while the viewing is taking place if you need to.

After the viewing

Once the viewing has finished, the agent may want to spend a couple of extra minutes with you, perhaps going through any feedback or comments with you. If you have an outdoor space that allows you to distance yourselves more easily, feel free to take the conversation outside, or ideally minimise physical meetings and book a follow-up video call.

We may have just found you a buyer, but do not be tempted to shake hands!

Once the agent has left, you will want to wipe down any door handles, cupboard doors, etc. that were touched on the viewing, with an antibacterial wipe or spray, and wash your hands.



Kal Sangra
SHONKI BROTHERS

www.shonkibrothers.com
info@shonkibrothers.com
0116 254 3373

Kal Sangra – Shonki Brothers Limited
85 Granby Street,
Leicester, LE1 6FB