



Viewing Protocol – Covid-19

Important information

In order to keep our customers and staff safe during the current Covid-19 pandemic our application process shall be conducted via phone and email:

- ✓ We will provide any documents that you need to read or be aware of as email attachments.
- ✓ You can scan or photograph any documents that we need from you and send these via email or WhatsApp.
- ✓ We will provide additional photos of each property on request.
- ✓ We will follow Government social distancing rules for purposes of viewing a property, signing tenancy documents and receipt of keys for your new home.

If you are displaying symptoms or have COVID19 you must contact us immediately as we will need to delay/cancel any appointments until your symptoms have gone. For further advice please click [here](https://www.nhs.uk/conditions/coronavirus-covid-19/)

Viewing a property

Once we have completed all of the necessary checks and you have provided all of the documents that we have requested, you will receive photos and a video of the actual property that you have placed an interest in. You will be given the option to accept the offer of the property without viewing it in person.

If you decide that you prefer to view the property in person you must let us know and:

- ✓ **We will contact you to arrange a time/date to meet an officer at the property. Please note only persons who will be living at the property will be able to attend the viewing (2 max)**
- ✓ **You will be asked to confirm if you have COVID19 or have any symptoms**
- ✓ **We will contact you again on the day of the viewing, one hour before your appointment to confirm your attendance and asked again to confirm if you are displaying any symptoms of COVID19**
- ✓ **We will arrive early at the property that you are viewing to open the doors, windows and wipe all surfaces and door handles in preparation for your viewing**
- ✓ **Before entering the property, the officer will ask you to confirm that you are not displaying any symptoms of COVID19**
- ✓ **You will be offered a PPE pack to use if required, complete with a bag for disposal. Hand sanitizer will also be available to use at the start and end of the viewing**
- ✓ **We will follow Government social distancing rules at all times**

If you have any concerns around any of the above information please speak to us on 01782 968566.