

# PROPERTY VIEWINGS DURING THE COVID-19 OUTBREAK

## GUIDANCE FOR CURRENT TENANTS

At Strutt & Parker we are committed to ensuring the safety of our staff and tenants alongside ensuring we continue to successfully rent property on behalf of our clients.

Property Viewings are a key part of a tenant's decision making process and, although we are encouraging potential tenants to conduct a thorough virtual viewing first, ultimately most will want to conduct a physical viewing too before making an offer.

We all have a part to play in making sure that property viewings are safe and secure for everyone involved. Below are some guidelines to help you prepare for a viewing of your property. These guidelines will also be sent to the potential applicant viewing the property:

### When we contact you to book a viewing

When we call you to book a viewing please let us know if anyone in your household has symptoms of Covid-19 or is self-isolating or shielding so we can schedule the appointment appropriately.

### Before the viewing

We will call you in advance of the viewing to confirm some details, on that call please:

- Confirm that nobody in your household has symptoms of Covid-19, is self-isolating or is shielding.
- Let us know if anyone in your household is in a clinically vulnerable group (ie. over 70) but has not been asked to shield do let us know that too and we can make arrangements to avoid face-to-face contact.
- Confirm if you would like to carry out the viewing directly with the potential tenant to minimise contact.

- The day of the viewing Please ensure the property is thoroughly cleaned using standard household cleaning products before and after the viewing, focusing on frequently touched areas such as door handles. Open all internal doors to minimise contact with door handles and open windows to ensure the property is well ventilated.
- If Strutt & Parker are conducting an accompanied viewing, identify a place outside the property (ie. the garden or your car) where you can wait for the duration of the viewing.

### What happens during the viewing?

When we arrive at the property we will call you to let you know we have arrived and will wait in the car until the viewer arrives. Our staff and the potential tenants will use face coverings and hand sanitiser.

Please maintain a two metre social distance throughout the appointment.

Our staff and potential tenants will be instructed not to touch anything in the property unless absolutely necessary. If anything is touched we will wipe this down with sanitising wipes immediately.

We will spend as little time as possible in the property whilst conducting the viewing and we will notify you at a two-metre distance or by phone when we have left the property.

**For more information about the government guidance on moving home during the Covid-19 outbreak please [click here](#). If you have any queries or concerns about these guidelines please don't hesitate to get in touch with us.**



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