

Viewing Protocol 19.7.21

We are making some changes to our viewing procedures effective from Monday 19 July. This is against the background of our continuing aim to keep as safe as possible our customers and staff, the high and rising numbers of coronavirus cases, and latest Government recommendations.

We will continue to carry out viewings but, before doing so, we request that you undertake the following:-

- Review with us and have an understanding of all terms and costs.
- View all of the photos and videos (if available) on our website.
- Externally view the property first of all to confirm it is a suitable location for your purpose, or advise that you are aware of the property having seen it previously or are local.
- Ask us any other questions including about its size, layout, acceptable uses etc – sometimes it may not be possible to use a property for certain purposes, please advise us of your proposed use.
- Please provide with us all information that we request, it may seem like an interrogation at times, but it is to ensure that if a viewing is to be arranged as much due diligence has been undertaken beforehand.

Viewings will be undertaken as follows:-

- We ask everyone to please keep sanitising their hands and respecting personal distance.
- We advise that you enter the property alone, with any specific questions discussed outside.
- It may be safe or necessary to enter the property with our representative, in these situations although no longer a legal requirement, we think everyone is better protected when wearing a face covering, and we're encouraging all our staff and customers to wear theirs (unless excepted).
- We will continue to keep all parties contact information for contact tracing purposes.

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- Please do not attend the viewing if you or any of your colleagues are showing Covid-19 symptoms or have been in contact with someone showing symptoms. If symptoms start within the 14 day period following the viewing, please contact us immediately.

Many thanks for your co-operation and keep safe.

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