

Safety Advice for Viewings

Guidance for Landlords/Tenants

If you are preparing for a viewing at your property, we want to help keep you safe. Please read the points below so we can stay safe and protect each other. Rest assured we are following all the Government's safety guidelines closely and also issuing safety advice to any new potential tenants visiting the property.



Pre- viewing

The Government guidelines are that we encourage people to do their property searching online wherever possible.

Initial viewings should be done virtually wherever this is possible and physical viewings should only be conducted where tenants are seriously considering making an application on a property.

We may ask you if you can provide a virtual viewing of your property by video (this can be taken on a mobile phone) so we can send out video viewings to interested parties in the first instance to reduce physical viewings at your property.

If we have arranged a physical viewing at your property, we will try to ensure, as far as possible, that this is for a serious new tenant. Prior to booking the viewing we will ask yourself and your viewer a series of questions around health/ household etc.

We will arrange a viewing at a pre-arranged agreed time. We are not able to hold Open viewings at the moment.

It's viewing day!

Exciting. Finally, you get to show the property.

Please let us know if you are feeling unwell, or showing any symptoms of Covid-19.

We will also be requesting that the new potential tenant also informs us on the day, should they be feeling unwell.

Viewings can always be rearranged. We must only carry out the viewing if all parties are feeling 100% well.

Before entering the property

- Where possible use a face mask, before the viewer enters. In addition, you must all maintain a minimum of 2 metres distance from others, wherever possible.
- As there is to be a maximum of 2 households, you must vacate the property while the viewing is conducted if a representative from RMS is accompanying the visitor. Even if this means going into the garden or outdoor space. The less contact the better.
- Plan where you will be before they come into the property. Please clean down any surfaces that are likely to be touched with anti-bacterial

cleaner and wash your hands.

- Please open internal doors and switch lights on in all rooms. This helps to minimise others touching door handles or light switches unnecessarily.
- Please open windows in as many rooms as you can to provide an air flow.
- Please provide kitchen roll or paper towels should anyone need to dry their hands after washing to avoid touching your towels.

During the viewing

- Wherever possible stay at least 2 metres apart from people who are not members of your household including any RMS staff, we must adhere to social distancing rules at all times.
- If your property is being viewed, you should ideally allow access to handwashing facilities and ideally separate towels/paper towels.

After the viewing

- Please ensure surfaces, such as door handles etc, are cleaned after each viewing with standard household cleaning products.
- Don't worry about shaking hands! We understand and thank you for keeping us all safe by avoiding doing so!

Further visits

- If a new tenant wishes to visit the property again, once an application has been agreed, for example to measure up etc the above advice on prioritising virtual visits, hygiene measures, maintaining social distancing at all times and mitigating contact should be followed where possible.
- If the tenant would like to arrange for tradespeople to carry out inspections, where possible these should be scheduled with one person visiting the property at any time. Where a tradesperson is visiting the property, social distancing must be maintained, both yourself and the tradesperson should wash your hands regularly and minimise contact as far as possible, for example by staying in another room. These visits should be carried out in line with Government [safer working guidance](#).

Thank you for following these steps, we hope your viewing was a successful one. We're here for you for the journey and we'll continue to help you along the way.



The Region's Leading Estate Agent*

*Region specified is Newcastle to Northumberland. Source Independent Research. Date Range: 01.01.2020 - 30.09.2020.