

Safety Advice for Viewings

Guidance for Vendors

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 potential buyers visiting your 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 buyers are seriously considering making an offer 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 buyer. 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 present your property ... Please let us know if you are feeling unwell, or showing any symptoms of Covid-19.

We will also be requesting that the potential buyer 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 they enter your 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.
- It is advised that you 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 your 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

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

Further visits

- If a buyer wishes to visit the property again, once you have agreed a sale, for example to measure up, the above advice on prioritising virtual visits, hygiene measures, maintaining social distancing at all times and mitigating contact should be followed where possible.
- If your purchaser 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 their 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.