

# PROPERTY VIEWINGS DURING THE COVID-19 OUTBREAK

## GUIDANCE FOR LANDLORDS

At Strutt & Parker we are as committed as ever to successfully renting your property. During the Covid-19 outbreak we are taking every precaution to ensure we can do this efficiently, whilst keeping you, your potential tenant and our staff safe.

Property Viewings are a key part of a tenant's decision-making process and, although we are encouraging 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 or your tenant (in the case of tenanted properties) prepare for a viewing of your property. These guidelines will also be sent to the occupier of the property:

### When we contact you to book a viewing

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

### Before the viewing

We will contact 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 required to quarantine.
- Let us know if anyone in your household is in a clinically vulnerable group (i.e. 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.
- The location of the boiler, gas meter, fuse box and any other practical information we might need to know about your property so we can avoid having to ask you questions when we visit.
- Confirm if you would like to carry out the viewing directly with the tenant to minimise contact.

### The day of the viewing

Please ensure your 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 your property (ie your garden or your car) where you can wait for the duration of the viewing.

### What happens during the viewing?

When we arrive at your 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 your 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 your property whilst conducting the viewing and will obtain feedback from the potential tenant outside the property.

We will notify you at a two-metre distance or by phone when we have left your property and give you any feedback from the potential tenant either outside your property or over the phone.

**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.**



#### Disclaimer

Strutt & Parker is a trading style of BNP Paribas Real Estate Advisory & Property Management UK Limited, a private limited company registered in England & Wales (with registered number 4176965) and whose registered office is at 5 Aldermanbury Square, London, EC2V 7BP ('Strutt & Parker'). We are a member of the Royal Institution of Chartered Surveyors (RICS) (with membership Number 007555) and subscribe to the RICS Clients Money Protection Scheme. Independent redress is provided by the Property Redress Scheme.