STAYING COVID-19 SECURE:

VIEWINGS POLICY

The Government has amended the COVID-19 regulations to make clear that people who wish to move may now do so. This guidance provides important information to ensure that moving home and key activities around this, such as viewing property, can happen safely.

Having studied the Government guidance we have developed appropriate policies for the benefit of staff and clients. Please familiarise yourself with the information below. If you have any questions at any stage please seek clarification from a member of our team who will be happy to help.

If the property you wish to view has a virtual viewing option available you will be asked to use this for your first viewing of the property. If after a virtual viewing you are still interested in the property the next step would be to arrange a physical viewing at the property. For this to take place you will need to be in a proceedable position. You may be asked for proof of funding such as a letter of mortgage approval from your bank or building society and to complete a Health Assessment form.

You may receive a call on the morning of the appointment to confirm both the time and that the Health Assessment is still accurate.

At your viewing whether conducted by maloco + associates as selling agents or by our clients the sellers, you should avoid touching surfaces, wash your hands with soap and water before entering the property or use alcohol-based hand sanitiser.
**HOSTED VIEWINGS –**

**Agent Hosted Viewing**

If maloco + associates are to conduct the viewing, property particulars will be sent to you prior to the appointment in order to avoid the need for physical printing, handling and the increased risk of transmission of the virus.

A maximum of 2 viewers is recommended per appointment. It is recommended that neither children or anyone over the age of 70 attend a viewing. If children do have to attend they must be supervised at all times and discouraged from touching surfaces.

Viewers are asked to bring to the viewing and to wear an appropriate face covering. If you do not have access to this equipment please let us know prior to the appointment.

Our agent will meet you at the property, which will either be unoccupied or vacated by the owners for the appointment to take place.

Upon arrival, please remain in your vehicle or a safe distance from the property until invited to proceed by our agent.

We are operating with a zero contact policy and all doors will have been left open throughout the property.

We ask that you maintain a distance of 2 metres throughout the viewing.

Viewings will take place swiftly and will conclude outside the property where a conversation can be had at a safe distance. You will be asked to take your PPE away with you for safe disposal.

You will be contacted the following day to discuss the next steps.

**Vendor Hosted Viewing**

Property particulars will be sent to you prior to the appointment in order to avoid the need for physical printing, handling and the increased risk of transmission of the virus.

A maximum of 2 viewers will be allowed per appointment. It is recommended that no one over the age of 70 attend a viewing.

Viewers are asked to wear a face covering. If you do not have access to this equipment please let us know prior to the appointment.

The vendor will endeavour to be awaiting your arrival and will open the front door to greet you to avoid the need to knock or ring the door-bell. If authorised by our client, we will provide you with their contact number in
order for you call and announce your arrival at the property. Please ensure that you stand back at least 2 metres from the entrance.

We are operating with a zero contact policy and all doors will be opened for you throughout the property.

We ask that you maintain a distance of 2 metres throughout the viewing.

Viewings will take place swiftly and will conclude outside the property where a conversation can be had at a safe distance. You will be asked to take your PPE away with you for safe disposal.

You will be contacted within 48 hours if you or your solicitor have not already called us to note interest or to discuss an offer. We will contact you in order that we can take your feedback and discuss the next steps.