

KEEPING YOU AS SAFE AS HOUSES

WILKINSON GRANTED



PREPARING MY HOME TO BE VIEWED

Firstly – thank you for keeping your property actively on the market with us. We have been working remotely to maintain buyer interest and now have serious buyers returning to the market that may want to view your property, so how are we planning on doing this safely?

We will encourage buyers to use virtual viewings before visiting properties in person where possible, these can be pre-recorded or we can conduct them via an apps such as Facetime, Whatsapp and Zoom which will include yourself (you do not have to be on camera), us and the person that would like to view.

For serious buyers interested in making an offer we will conduct physical viewings – but there will be health & safety procedures prior to this taking place. If any member of either the household being viewed, or the household undertaking a viewing is showing symptoms of coronavirus or is self-isolating, then a physical viewing WILL be delayed. All viewings will only take place by appointment, will restrict viewers to a maximum of two people from a single household and a maximum of 15 minutes to view.

HEALTH & SAFETY FIRST

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.

To support this, we may ask you to assist us in conducting virtual viewings or visit to record a virtual viewing. This will help reduce the number people that need to visit before agreeing a sale on your property.

We will require the 'Coronavirus Health Assessment' online form to be completed by the viewers, yourself and our staff prior to showing anyone around.

Viewings will be conducted by appointment only and no 'open house' viewings will take place.

To prepare your property for viewing we ask that you open all the internal doors and some of the larger windows.

It has always been the case that viewings are best conducted without the owner present – we would ask you vacate your property when a viewing is being conducted – maybe just to the garden or for a brief walk.

When viewing a property, we will ensure everyone washes their hands and avoids touching surfaces where possible.

A maximum of 2 people from one household will be permitted to view.

A viewing will take a maximum of 15 minutes.

As your agents we would like to conduct your viewings to ensure your safety but whilst doing so will maintain social distancing of 2 metres. This will be odd for us all, to not shake hands but we hope you can understand.

Once the viewing has taken place, we advise you should ensure surfaces, such as door handles, are cleaned with standard household cleaning products.

We are asking all viewers to wear PPE – face masks and gloves; our staff will also be wearing PPE.

All feedback will be conducted by phone or outside and at a safe distance of 2 metres.

CHECKLIST

- Have you made virtual viewing available?
- Have you filled out and returned the 'Coronavirus Health Assessment'?
- Are all internal doors and some windows open?
- Have you disinfected any surfaces?

If you have any questions on the above or anything else about selling or buying a property in the current climate please feel free to contact our team, we are here to help and support you.