

FAQ'S FOR ANYONE IN THE PROPERTY MARKET DURING THE COVID-19 CORONAVIRUS PANDEMIC:

ARE WILKINSON GRANT OPEN FOR BUSINESS?

Yes. Following the Government's announcement confirming the re-opening of the English Housing Market on 13th May 2020, and following clear guidance on important public health information and working safely, to assist those wishing to move home, we are doing our utmost to ensure that moving home and key activities around this, such as marketing and viewing property, can happen safely.

HOW WILL ESTATE AGENTS CHANGE THE WAY THEY DO BUSINESS?

Agents will use an appointments system for all meetings with clients, following Government guidelines and observing social distancing. They are unable to arrange any 'Open House' or block viewings. The Government has also advised agents to encourage flexibility on moving dates, and to ensure that keys are appropriately cleaned before handover. Agents are not allowed to drive clients to appointments.

CAN I SELL OR LET MY PROPERTY?

Yes, you can actively market your property For Sale or To Let. Do please contact our Moving Advice Team.

WHO WILL BE ALLOWED TO VISIT MY PROPERTY ONCE IT IS ON THE MARKET?

Prospective buyers or tenants, estate agents, domestic energy assessors (to carry out an EPC), surveyors and valuers, and removal workers.

IF I WANT TO AGREE TO A VIEWING BEING CARRIED OUT AT MY PROPERTY, WHAT SAFETY PRECAUTIONS DOES THE GOVERNMENT ADVISE THAT I TAKE?

You should open all internal doors and some large windows; sanitise surfaces, such as door handles, before and after each viewing. Please vacate your property during the while viewing. We will ensure that the viewing is kept brief and there is minimal contact with any surfaces, and all the viewers wear PPE – face masks and gloves, as will the Wilkinson Grant negotiators.

AM I ABLE TO VIEW A PROPERTY I AM INTERESTED IN?

Yes. Anyone can arrange a viewing that does not pose a direct risk of transmitting Covid-19 and who is not self-isolating. The government suggests that those who are shielding or vulnerable should seek medical advice and carefully consider their circumstances before going ahead with a move. The Government guidance is that you should first do a virtual viewing, and be considering making an offer on the property before requesting a physical viewing

HOW DO I ARRANGE A VIEWING?

'Phone or email Wilkinson Grant. Once you have done a virtual viewing, and are considering making an offer on the property, we can arrange a physical viewing. We will ask you to complete a Health Assessment, and provide evidence you are in a position to proceed financially.

DO I NEED TO WEAR PPE ON A VIEWING?

You should expect to provide and wear your own PPE – face mask and gloves, and sanitise your hands – and not to touch surfaces or shake hands etc., as will a Wilkinson Grant negotiator. Please do not prolong face-to-face contact for longer than necessary, and always observe social distancing. Please note that if more than two viewers arrive at the property, the vendor or Wilkinson Grant reserve the right to refuse access.

CAN I BRING A BUILDER , SURVEYOR OR SPECIALIST TO THE VIEWING?

You cannot – they should view separately – perhaps doing a WhatsApp/Facetime or 'phone call with you whilst at the property. You can wait close-by the property but not within the grounds, and speak to your specialist about matters. They should expect to provide and wear their own PPE - face mask and gloves, and their hands – and not to touch surfaces or shake hands etc., and observe social distancing.

HOW DO I ARRANGE AN EPC/ DOMESTIC ENERGY ASSESSOR TO VISIT MY PROPERTY?

We can put you in touch with one, with whom we deal regularly. They will observe social distancing and are asked to provide and wear their own PPE - face mask and gloves, and sanitise their hands – and not to touch surfaces (except where necessary) or shake hands etc.

CAN I ARRANGE A SURVEY OR MORTGAGE VALUATION?

Yes you can, but similar to a viewing, they should expect to provide and wear their own PPE - face mask and gloves, and sanitise their hands – and not to touch surfaces or shake hands etc., whilst observing social distancing.

ARE DEVELOPERS ALLOWED TO OPEN SHOW HOMES?

Yes, developers can, following the government guidance and social distancing policy.

CAN I STILL GET A MORTGAGE?

Yes, you can. Please speak to one of our Moving Advice Team who can recommend a local independent mortgage broker to you.

I'VE PUT AN OFFER IN ON A PROPERTY – WHAT HAPPENS NOW?

We're fully available to support you with buying or renting. We will keep you updated with progress via email and 'phone.

CAN I USE A REMOVALS FIRM AND COMPLETE MY PURCHASE?

Guidance is in place for removal companies to work with PPE and social distancing measures in place, and the government suggests household members should do as much of their own packing as possible. You can go ahead and complete your purchase and move home, following the Government guidelines.