

Guide to viewing a property during the COVID-19 crisis

Following the recent changes to the Coronavirus Legislation on Wednesday 13th May, it is now fully acceptable to view properties in person providing that necessary social distancing precautions are taken into account. We want to make sure our viewers, sellers and team are kept fully safe when visiting other people's homes and ask that you take note of the below information to help us achieve this.

It is key to note from the outset that our team within Newton Fallowell remain fully fit and well to conduct business and this is strictly checked daily to ensure the continual safety of the team and others.

If you are looking to arrange to see one or more of our properties then the best way to contact us is on the office telephone number, that way we can fully discuss your requirements, position and properties you want to view. Once arranged to see a property, you will receive an email confirmation as standard to confirm the visit time.

On the day of the appointment

You will receive a telephone call from the team to discuss how you are feeling, please don't be offended by this as we are putting this in place to continually help everyone keep as safe as possible. You will be asked five questions and so these don't come as a surprise, we've detailed them below.

- 1) Are you, or any person, in your household currently self-isolating due to COVID-19?**
- 2) Are you, or any person, in your household showing any symptoms of COVID-19?**
- 3) Have you, or any person, in your household recovered from COVID-19?**
- 4) Have you, or any person, in your household been advised by the NHS that you are classed as a vulnerable person?**
- 5) Are you classed as an essential or key worker?**

If the seller is allowing you into the property, we will ask the same questions of them too. The answers can be shared between viewer & seller to provide confidence before the viewing goes ahead.

At the viewing with the seller

Arrive at the property at the arranged time, please bring hand sanitizer with you and use this before entering the property. We would strongly encourage you to wear gloves whilst inside the property along with any face mask if you choose to do so.

To minimise the risk of contamination, we are limiting the number of people viewing a property to a maximum of 2 at any one time and must be from the same household. We would ask that any children are left at home or parents visit the property individually whilst children remain in the car. We hope you'll understand that this is necessary to help minimise the potential touch points in the property.

Please keep at least 2 meters between yourself and the seller at any time and try not to touch anything. The sellers have been asked to open all internal doors to allow you free access around the property. If you do mistakenly touch something, please let the seller know so they can adequately clean the area once you have left.

At the viewing with us showing you around

A member of the Newton Fallowell team will arrive at the property prior to you arranged viewing. They will open up all doors within the property where possible and sanitize all touchpoints, whilst wearing gloves and a mask.

Please arrive at the property at the arranged time, please bring hand sanitizer with you and use this before entering the property. We would strongly encourage you to wear gloves whilst inside the property along with any face mask if you choose to do so. When you have arrived, our team will introduce themselves from a distance of 2m and allow you into the property. The accompanying agent will wait outside whilst you view the property.

To minimise the risk of contamination, we are limiting the number of people viewing a property to a maximum of 2 at any one time and must be from the same household. We would ask that any children are left at home or parents visit the property individually whilst children remain in the car. We hope you'll understand that this is necessary to help minimise the potential touch points in the property.

Please keep at least 2 metres between yourself and the agent at any time and try not to touch anything. We will try to open all internal doors to allow you free access around the property, however if you do mistakenly touch something, please let us know straight away so we can adequately clean the area once you have left.

We have based our guidance using recommendations from The Ministry of Housing, Communities & Local Government and the National Association of Estate Agents. Here are some useful links if you wanted to read more detailed information.

[Link to Government Guidance on Home Moving during the COVID-19 outbreak](#)

Our team are constantly adhering to social distancing requirements and we want to ensure that they are kept in the safest environment possible. To chat through anything in this guide or any queries that you may have then please contact the team directly.

Your Local Office Contact Details

Oakham Office | 01572 335005 | oakham@newtonfallowell.co.uk

Stamford Office | 01780 754530 | stamford@newtonfallowell.co.uk

Bourne Office | 01778 422567 | bourne@newtonfallowell.co.uk