



Haslams Estate Agents  
Viewing Policy  
May 2020

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Applicable to all departments.

We will offer you an initial video tour, if available, before a physical viewing is considered to reduce unnecessary face to face meetings.

If, after the video viewing has been shared, you would like a physical viewing, the guidelines below will apply:

#### Prior to the viewing:

- We will check if any occupiers or viewers are self-isolating, displaying any symptoms of Covid-19, or have recently received a positive diagnosis. Unfortunately, if any of the answers to these questions is 'yes' we will be unable to carry out the viewing.
- You will be asked if you have the ability to bring your own PPE, otherwise we can provide this to ensure that masks and gloves are worn by all.
- You will also be made aware that no more than two people from your household should attend the viewing.
- You will be told to wait for our arrival before approaching the property if we are accompanying the viewing.
- We will email you the property particulars prior to the viewing.
- The viewing confirmation email will contain guidance on social distancing at viewings, reinforcing our verbal instructions.
- No multiple viewings can be booked: there must be a 15-30 minute space between each appointment, depending on the property size.
- For Sales viewings: we will ask if the seller would be comfortable showing you around or if they would like us to attend. This is to limit the number of people coming in contact with one another.

#### During the viewing:

- Where the property is vacant a member of Haslams staff will open some windows (where possible) to aid ventilation. These will then be closed prior to leaving.
- We will meet you at the property as opposed to driving you there in one of our company cars.
- We will ensure that all appropriate PPE is made available and worn (including gloves and masks).
- We will have no physical contact with you e.g. handshakes.
- We will remind you of the protocol and stay a minimum of 2m away.
- A maximum of two viewers from the same household can view at any one time.
- There will be a "no touch" policy for viewers, which Haslams will communicate at the earliest stage of booking a physical viewing, and again prior to undertaking the viewing.

- Haslams staff are discouraged from touching anything unless absolutely necessary and the area touched will be cleaned with antibacterial wipes after contact.

### Hygiene equipment use:

- We recommend you use your own PPE, however we can provide this if you are unable to source any.
- Disposable gloves must be worn by everyone at viewings and disposed of immediately after.
- Hand sanitiser will be used by Haslams staff after every viewing.
- Face masks should be worn by all during viewings.
- PPE should be disposed of in the bag provided if there is not a public bin near the property.

### Additional policy applicable to New Homes site viewings:

- Viewings at New Homes sites will be by appointment only to avoid several people arriving at once.
- Where there is a show home, we will ask you to look around by yourself if possible. You will be offered disposable gloves. Please also be aware that there is a “no touch” policy.
- Haslams will obtain and review policies from all developer clients, to ensure we are satisfied with their Health and Safety arrangements for our employees and customers.
- Our employees will follow any specific guidelines provided by the relevant developer.