

COVID-19 POLICY & FOR LETTING VIEWINGS

Property viewings can take place as long as there are no more than six people or sharers in the property at one time and anti-coronavirus measures are taken.

Where the property is a House of Multiple Occupancy, only one tenant, potential tenant and the agent can take part in the viewing. Or two potential tenants and the agent only. If there are any other tenants at the property when the viewing is taking place, it's advised to remain in your room or leave the property until the viewing has ended.

A face covering must be worn when meeting the letting agent, entering any household and throughout the viewing until the viewing has finished completely with the letting agent.

If the letting agent, or any member of either the household being viewed, or the household viewing, shows symptoms of COVID-19 or is self-isolating, then the property viewing should be delayed.

All in-person viewings are permitted as long as social distancing and all other safety precautions are observed.

Any cleaners or necessary repairs that need to be completed on-site will be done with social distancing and all other safety precautions.

Any suppliers including board and signage contractors, professional photographers or any third party that is required to enter a property will be following government guidelines.

Keys to a property should be appropriately cleaned before being handed over.

Government guidance - should be followed by everybody.

1. The most common symptoms of COVID-19 are recent onset of a new continuous cough or a high temperature or a loss of, or change in, normal sense of taste or smell (anosmia).
2. If you develop these symptoms, however mild, or you have received a positive coronavirus (COVID-19) test result, then you should immediately self-isolate stay at home for at least 10 days from when your symptoms started. If you live with others, all other household members who remain well must stay at home and not leave the house for 14 days.
3. Wash your hands more often than usual, for 20 seconds using soap and water or hand sanitiser, particularly after coughing, sneezing and blowing your nose, before you eat or handle food.

4. Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have a tissue, sneeze into the crook of your elbow, not into your hand. Dispose of tissues into a disposable rubbish bag and immediately wash your hands with soap and water for 20 seconds or use hand sanitiser.
5. You must wear a face covering by law in some public places unless you have a face covering exemption because of your age, health or another condition. You are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet. Social distancing, hand washing and covering coughs and sneezes, remain the most important measures to prevent the spread of COVID-19.

In the light of the continued spread of the coronavirus, we at **Smart Properties** are taking extra precautions to protect the health of our staff, clients, and tenants.

Accordingly, can you please let us know if any of the below statements applies to anyone who is planning on attending our upcoming viewings.

Please make it known to your letting agent if you have answered yes to any of the below listed questions:

1. They have had symptoms of coronavirus in the last 14 days including persistent cough, fever or loss of smell
2. They have been in close contact with someone who has been diagnosed with or suspect they may have contracted coronavirus
3. They arrived in the UK within the last 14 days from any country not on the UK travels corridors list, this will include transit in an airport in one of these locations: <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>
4. They have been in close contact with somebody who has visited one of the countries not on the UK travel corridors list within the last 14 days

If the answer to any of the above is **YES**, we would not be able to host the viewing for a period of 14 days after the relevant condition no longer applies.

Please note this is also the procedure for all Smart Properties employees. Therefore, we would like to ask that you please confirm prior to your visit that none of these conditions apply to anyone attending from your side.