

RUSSELL SIMPSON

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VIEWING PROTOCOL

This document is designed to summarise the strict protocol we ask our staff and customers to observe during viewings and social interaction. The health of our customers, staff and our role in protecting the wider community from infection and transmission of the Coronavirus is of paramount importance.

SOCIAL DISTANCING

- A minimum of 2 metres is always kept between people on viewings.
- No physical contact, such as shaking hands, is made.

NO TOUCH POLICY

- Unless in an unmodernised/derelict property, we ask all people viewing a property to remove their shoes.
- Hand sanitiser: we ask that all viewers use hand sanitiser before entering and after leaving a property (which we will provide).
- Gloves & Masks: we ask that all viewers wear gloves and masks for viewings (sourced by the viewer).
- Use of property bathrooms: we ask that those visiting a property plan their visit appropriately and do not use the property's facilities, namely bathrooms and loos.
- We ask that buyers viewing property do not touch any surfaces with their hands. Where required, a Russell Simpson member of staff can open, for example cupboards with gloves.

TIME LIMITATION ON VIEWINGS

- We seek to minimise the time spent in the property to reduce exposure. As such, we ask the viewings run no longer than 15 minutes.
- No more than 2x viewings per property, per day
- For any extended discussions we will ask that this takes place outside of the property.
- Initial viewings should be done virtually wherever possible.
- We recommend that you, the owner, vacate your property while viewings are taking place in order to minimise unnecessary contact.

NUMBER OF PEOPLE ON VIEWINGS

- All physical viewings where prospective buyers or renters will be entering the property should involve no more than 2 households inside the property at any one time. This includes any agent accompanying either party. Anyone in a support bubble with either household, however, will count as part of that household.

SHOWING SYMPTOMS

- If you have shown or been exposed to any COVID-19 symptoms in the last 14 days, please alert us immediately.