



## Own Homes Ltd Covid-19 risk assessment and guidance in relation to viewings and inspections of property – June 2020

Based upon Government advice on moving home during the coronavirus (Covid-19) outbreak last updated on 13 May 2020

### ALWAYS

- Wash your hands frequently either with soap and water or use hand gel if your hands are already clean.
- Stay at least 2 meters apart from clients and colleagues.

### Vulnerable people or those shielding (those who have received a letter from their GP advising them they are in a vulnerable group)

- This group may need to move home. However, this should be balanced with the increased risks presented by coronavirus.
- This group may wish to seek medical advice before considering moving.
- Own Homes will ask clients if they have any medical conditions that we need to be made aware of.

### People self-isolating with their family or having tested positive for coronavirus

- Should not leave their home
- Should not move home or undertake property viewings.
- If there is a contractual commitment to move, this should be delayed until **ALL** members of the household end their self-isolation period.
- If there is an **URGENT** need to move – Own Homes will contact Public Health England / local public health teams for advice.

### Viewing appointment - applicant

- We encourage you to do your initial property search online.
- By appointment only.
- The number of people on a viewing should be minimised to those from your single household that absolutely have to be there. If you need to be accompanied by small children, you should try to keep them from touching surfaces and ensure they wash their hands regularly.

- You must bring your own antiseptic hand gel and sanitize hands before entry and having left the property.
- Avoid touching any surfaces.
- Own Homes will seek confirmation that you do not fall into a vulnerable category of persons, you are not shielded and have not had any symptoms of, or been associated with any persons showing symptoms within the last 14 days. If this changes from when the viewing is booked, you are requested to notify us as soon as possible.
- The 2m social distancing rule will need to be adhered to at all times.
- A copy of this guidance will be emailed to all viewers when confirming the appointment.

### **Viewing appointment – conducted by the owner**

- Allow us to provide a virtual tour or assist with a virtual viewing
- If conducting the viewing, ensure that all visiting the property have sanitised their hands upon entry.
- The number of people on a viewing should be minimised to those from your single household that absolutely have to be there. If you need to be accompanied by small children, you should try to keep them from touching surfaces and ensure they wash their hands regularly.
- Seller must open all internal doors in advance, so they do not have to be touched by those viewing.
- Ensure that all surfaces including door handles are cleaned before and after each viewing with standard household cleaning products and towels disposed of safely or washed as appropriate.
- Allow access to handwashing facilities and ideally separate towels / paper towels.
- Own Homes will seek confirmation that you do not fall into a vulnerable category of persons, you are not shielded and have not had any symptoms of, or been associated with any persons showing symptoms within the last 14 days. If this changes from when the viewing is booked, you are requested to notify us as soon as possible.
- The 2m social distancing rule will need to be adhered to at all times.
- A copy of this guidance will be emailed to all viewers when confirming the appointment.

### **Viewing appointment – conducted by Own Homes**

- By appointment only.
- Own Homes will not drive clients to appointments.
- Own Homes will carry hand sanitiser for their own use.
- Sellers must vacate the property during viewings.
- Own Homes will arrive 15 minutes before the viewing to ensure the property is prepared for viewing.
- Own Homes will ensure that all visiting the property have sanitised their hands upon entry.
- The number of people on a viewing should be minimised to those from your single household that absolutely have to be there. If you need to be accompanied by small children, you should try to keep them from touching surfaces and ensure they wash their hands regularly.
- Seller must open all internal doors in advance, so they do not have to be touched by those viewing.
- Ensure that all surfaces including door handles are cleaned before and after each viewing with standard household cleaning products and towels disposed of safely or washed as appropriate.
- Allow access to handwashing facilities and ideally separate towels / paper towels.
- Own Homes will ensure that any keys are appropriately cleaned before and after use.

- Own Homes will seek confirmation that you do not fall into a vulnerable category of persons, you are not shielded and have not had any symptoms of, or been associated with any persons showing symptoms within the last 14 days. If this changes from when the viewing is booked, you are requested to notify us as soon as possible.
- The 2m social distancing rule will need to be adhered to at all times.
- A copy of this guidance will be emailed to all viewers when confirming the appointment.

### **Appraising / Listing a property**

Own Homes will ask all sellers prior to any physical visit if any member of the household resident in the property is showing signs of Covid-19 or is self-isolating. If so, we will NOT visit. Where Tenants are resident, we will speak to them directly to ensure the medical situation is fully understood.

- We can visit a property in order to take photos / videos and details for particulars
- The same procedures apply for appraising / listing as for viewings in relation to hand sanitising, opening doors, pre and post cleaning and social distancing.

Whatever the circumstances maybe, if you would like advice regarding moving during these exceedingly difficult times, we would be delighted to speak with you.

Please be assured that we will continue to maintain a level of service you have come to expect from Own Homes Ltd.

Stephen Harris & Michael Notschild