



## VIEWING POLICY

### **RESTRICTIONS WILL BE IN PLACE FOR APPROXIMATELY 12 MONTHS**

We take the health and well-being of our customers, staff and communities very seriously, therefore we are taking extra precautions when conducting viewings at our client's properties and we request you to assist us by reading through this document before your viewing.

Virtual viewings have proved to be extremely successful during the lockdown period and in accordance with Government guidance we will continue to encourage these in the first instance. However, we know that for many, physical viewings are necessary and will accommodate these in line with Government guidance and this policy.

- You will be offered a virtual viewing in first instance to ascertain if the property meets your requirements.
- Your viewing will be booked into the diary as normal with all of the usual personal detail taken.
- You will be sent a property video via email, and our normal follow up procedure will be followed with your feedback reported to our client.

**Only serious buyers and tenants will be permitted a physical viewing; therefore, we will pre-qualify you before arranging a physical viewing.**

If a physical viewing is to be arranged the following procedure will be adhered to -

**PINKERTONS ESTATE AGENTS WILL NOT CONDUCT ANY APPOINTMENTS AT A PROPERTY WHERE ANYONE LIVING IN THE PROPERTY IS EXHIBITING COVID-19 SYMPTOMS, HOWEVER MINOR.**

- On the morning of the physical viewing you must complete our Health Questionnaire online. Pinkertons will confirm the same with the occupier of the property.

At the viewing –

- You must wait in your car until the allocated appointment time.
- PPE (gloves and face masks) must be worn at all times by anyone inside the property and gloved hands sanitized before entering. *Should you arrive without the appropriate PPE, we will not take responsibility for providing same, however if we do provide PPE to you, we will not take responsibility for any reactions you may take to the equipment.*
- All viewings will be contactless. Occupiers will have been asked to leave cupboards and doors open and all lights switched on. You will be asked not to touch doors, surfaces and switches.
- Occupiers will be asked to wait outside the property to help us adhere to social distancing, however, we cannot take any responsibility if the occupier does not want to wait outside as it is their home.

- A maximum of two adults, who are from the same household, can view at any one time. If you do not currently live with the person who also wishes to view the property, two separate viewing appointments must be made.
- Children are not permitted to view properties.
- Your viewing must not last longer than 15 minutes. Should you wish to discuss the property with us, this can be done outside the property. Please note - In line with the Consumer Protection Regulations, you can make an additional viewing appointment should you wish to view the property for longer.
- We will not offer back to back viewings or open houses.
- After your viewing the property door handles and surfaces will be sanitised.

Government guidance states **WE MUST** sanitise handles and surfaces after each viewing therefore unless we are in receipt of a written notice from the occupier of the property that they wish to take this responsibility, all handles and surfaces will be wiped by us with antibacterial spray.

We will always take this responsibility for rental viewings.

*Please note that Pinkertons Estate Agents will not accept any liability should any damage be caused to fixtures and fittings resulting from the spray.*

Should you have any questions relating to our Viewing Policy, please contact our Bangor & North Down office on 02891 479393.