

Information regarding how Viewings will be carried out for properties marketed by One Stop Property Solutions

14 May 2020

Information and advice for potential buyers/viewers

Prior to the viewing

- Prior to booking a viewing we will ask you (the potential buyer) the following:
 - ✓ Has anyone in your home had COVID-19?
 - ✓ Has anyone at your home displayed COVID-19 symptoms or not yet completed a required period of household self-isolation?
 - ✓ Do you or anyone in your family have any COVID-19 symptoms?
- We will only confirm the appointment once the above questions have been satisfied. If anything related to the above changes before the viewing appointment, you must inform us and must rearrange the appointment.
- Where we don't accompany the viewing, the vendor of the property will be given a guide on how to conduct the viewing safely, whilst maintaining the governments social distancing guidelines.

During the viewing

- Only adults (maximum of 2 people) from the same household can view a property at the same time. Young children should not be present during the viewing if at all possible, as it is hard to stop them touching surfaces.
- No open house viewings are being arranged currently.
- We encourage you to wear PPE – including masks and gloves. We ask that viewers provide their own PPE.
- To minimise contact and exposure, viewings duration should be kept to a maximum of 15 minutes.
- We ask you to use hand sanitiser before and after the viewing.
- We/vendors will avoid any physical contact whilst at the property, this includes handshaking.
- We remind you to keep 2m away from anyone from outside your household to ensure social distancing is adhered to.
- We ask you not touch any surfaces or doors – the vendor or viewings representative will have opened all doors and loft hatches prior to your arrival.

Information and advice for Vendors conducting viewings

Prior to the viewing

- Prior to booking a viewing we will have asked the potential buyer the following questions:
 - ✓ Has anyone in your home had COVID-19?
 - ✓ Has anyone at your home displayed COVID-19 symptoms or not yet completed a required period of household self-isolation?
 - ✓ Do you or anyone in your family have any COVID-19 symptoms?
- We will only confirm the appointment once the above questions have been satisfied. If anything related to the above changes before the viewing appointment, the potential buyer must inform us and the appointment will be rearranged for when it is safe to do so.

During the viewing

- Only adults (maximum of 2 people) from the same household can view a property at the same time. Young children should not be present during the viewing if at all possible, as it is hard to stop them touching surfaces.
- No open house viewings are being arranged currently.
- We encourage buyers and vendors to wear PPE – including masks and gloves. If you are uncomfortable with a potential buyer entering your home without PPE, please inform us, so we can ensure the potential buyer is aware of this.
- To minimise contact and exposure, viewings duration should be kept to a maximum of 15 minutes.
- We ask that the potential buyers use hand sanitiser before and after the viewing.
- We strongly recommend avoiding any physical contact during the viewing, this includes handshaking.
- We remind you to keep 2m away from anyone from outside your household to ensure social distancing is adhered to.
- We have asked the potential buyers not to touch any surfaces or door handles during the viewing.
- Where possible and appropriate, doors, loft hatches and main cupboards to be left open where appropriate, so potential buyers don't need to touch them. It is also good practice to switch on any lights that you feel necessary.
- If possible and you are comfortable with this, please remain outside of your house whilst the viewing takes place e.g. in the garden or your car.
- Please ensure pets and children are not in the property, or stay in one room and move to another room when the potential buyer needs to see the room they are in.
- Restrict access to w/c or wash facilities if possible. If used, please disinfect after use.
- Please clean door hands before and after each visit.

Signs and symptoms of COVID-19

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- dry cough
- sore throat
- difficulty in breathing
- tiredness
- fever

Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

How COVID-19 is spread

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (2 metres or less) with an infected person.

It is likely that the risk increases the longer someone has close contact with an infected person. Droplets produced when an infected person coughs or sneezes containing the virus are the main means of transmission.

Whenever possible, avoid touching your face.

There are two main routes by which people can spread COVID-19:

- infection can be spread to people who are nearby (within 2 metres) such that droplets could be inhaled into the lungs.
- it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face)