

COVID 19 - Kivells Lettings Viewings & Inspections Guide

   @KivellsProperty

****No viewings or inspections will take place if any person/s is showing symptoms of coronavirus, self isolating or shielding or in contact with any person, however minor they may be.****

VIEWINGS

- Only 2 people may attend the viewing and only from the same household.
- Children under the age of 18 may not attend viewings.
- Make sure you have read the particulars, reviewed the location and looked at all the photos before travelling.
- Please do not get out of your car without wearing disposable gloves and a face mask.
- Failure to bring your own personal protective equipment will mean you are unable to view the property.
- Please arrive on time and not before the booked time allocated to you.
- Please stay in your car until a member of the Kivells team signals you to the front of the property in case there is another viewing prior to yours.
- A member of the Kivells team will show you into the property where you are asked not to touch any surface, light switch, or door handle, as everything will be opened in advance.
- The viewing internally will be no longer than 15 minutes inside of the property.
- At the conclusion of the viewing please return to your vehicle before further discussion of the property.
- You will be called by a member of the Kivells team within 24 hours for your feedback and to answer any questions about the property.
- Should you like the property you can submit your application form by email or post or returning them to your Kivells office through the letterbox.
- At all times a 2m distance is observed while the viewers see the property.

INSPECTIONS

- Prior to the visit, please spray all surfaces with antibacterial cleaner – including all door handles and light switches.
- Please turn on all lights and open all doors so that these do not have to be touched during the visit.
- If possible, please vacate the property in advance, and confirm that we can use our key for access.
- Please ensure that everyone has gone out of the property for the inspection to take place – however, if you are unable to be out of the property (i.e. infirm/disabled etc.), please move to a single room.
- If there are any issues you wish to bring to our attention, please discuss these on the phone prior to our visit so that we can be prepared to inspect them whilst at the property.
- The inspection should not take longer than 15 minutes.
- We will be wearing disposable gloves and a mask when we arrive.

For more information please visit www.gov.uk/coronavirus.

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