

Terms of Face-to-Face Meetings

**To be completed by EVERY Vendors, Landlords, Applicants, Viewers, Tenants and Occupants.
This form is also to be used for meeting any member of the public face-to-face**

In accordance with Government guidelines:

People should use virtual viewings before visiting properties in person where possible, in order to minimise public health risks. If any member of either the household being viewed, or the household undertaking a viewing is showing symptoms of coronavirus or is self-isolating, then a physical viewing should be delayed. All viewings should take place by appointment and only involve members of a single household.

All vendors, landlords, applicants, viewers, tenants, occupants, and members of the public on face-to-face appointments **MUST** complete a satisfactory Coronavirus Health Assessment prior to arranging an in-person property viewing, valuation or meeting.

- We encourage people to do their property searching online. Physical viewings will only be conducted where buyers are proceedable and seriously considering making an offer on a property following the viewing of the virtual tour. This will help reduce the number of properties people need to visit before finding their future home.
- Viewings should be conducted by appointment only and no open house should take place.
- No back-to-back viewings should take place. There **MUST** be 10-15 minutes in between viewings to enable the sanitisation of surfaces.
- Agents should not drive clients to appointments.
- If your property is being viewed, you should open all the internal doors prior to the viewing.
- Upon entry and exit of the property, the agent and viewers **MUST** either wash their hands or use an appropriate hand sanitiser. All our agents will carry hand sanitiser with them.
- All parties must always wear an appropriate face covering. Our staff will always be wearing a face covering.
- Agents will ask you to restrict the number of people who accompany you on a viewing so that social distancing can be practised, and only those in your immediate household will be allowed to access the property. We ask that no more than two adults attend the viewing, and no children are permitted.
- You are not permitted to touch any surface at all whilst inside a property.
- As most people choose to do, we strongly advise occupants to vacate the property whilst viewings are taking place in order to minimise your contact with those not in your household.
- We expect agents to accompany clients on a viewing but follow social distancing rules wherever possible. Where viewings are unaccompanied, agents should make sure viewers and homeowners understand how they should conduct themselves following these guidelines.
- Once the viewing has taken place, the homeowner/occupant should ensure surfaces, such as door handles, are appropriately sanitised.
- Agents should ensure that any keys are appropriately cleaned before handover.

These terms are deemed accepted on completion of the attached Coronavirus Health Assessment form.

Your 'Coronavirus' Health-assessment

We are committed to ensuring we provide a safe environment for our employees and for all of our customers. We have taken several measures to protect against the spreading of COVID-19, which includes a health assessment on customers who have requested to meet us, or one of our clients.

We will do all we can to ensure we can fulfil your request in every way. All information which you complete will be treated in strict confidence and retained in accordance with our retention policy which can be found in our privacy policy at: www.tamlyns.co.uk

Your name	
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Purpose of contact (i.e., valuation, viewing a property, contractor etc.)	
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At the time of completing this assessment, please answer the following:

1	Are you, or any person, in your household currently self-isolating due to COVID-19?	Yes/No
2	Are you, or any person, in your household showing any symptoms of COVID-19?	Yes/No
3	Have you, or any person, in your household returned from a high-risk country within the last 14 days and therefore are in self-isolation?	Yes/No

Based on the information provided, we may need to re-assess how we communicate with you and agree a suitable way we can work together.

Working together, we can help prevent another outbreak of Coronavirus and we thank you for your co-operation.

Signed	
Dated	

People self-isolating or having tested positive for coronavirus

Viewing or moving home is not appropriate whilst you pose a direct risk of transmitting coronavirus.

People who have coronavirus or are self-isolating with their family member should not leave their home to either move home or undertake property viewings.