

Ashcourt Student Accommodation House Viewing Policy

V1.0

Date: 29th September 2020

The purpose of this policy is to ensure the safety of our current tenants, potential future renters and our employees. This policy is in line with Government legislation and guidelines.

- Renters are encouraged to do their initial property searches online wherever possible. Initial viewings should also be done virtually, and in-person viewings should only take place when potential renters are seriously considering a property. Ashcourt have a great selection of property virtual tours and will ensure virtual viewings of properties are done in the first instance.
- If any member of either the household being viewed, or the group of potential renters undertaking the viewing is showing symptoms of COVID-19 or is self-isolating, then an in-person viewing should be delayed.
- All viewings will be by appointment only and no open house viewings will take place.
- Face masks / face coverings are compulsory on viewings. Viewers are required to bring their own masks with them. If you do not have a mask or face covering, you will not be able to view the property. Masks / face coverings must be as described in government guidance. If you are exempt from this requirement, this should be confirmed with Ashcourt before arrival. Anyone with concerns should contact Ashcourt in advance of their visit to discuss appropriate measures.
- Ashcourt staff accompanying viewings will be wearing gloves and face coverings.
- We would recommend current tenants vacate the property if possible whilst viewings are taking place in order to minimise unnecessary contact.
- One member of Ashcourt staff will accompany potential renters on the viewing and will follow social distancing guidance.
- Touch points should be minimised and doors should be wedged open where possible.
- The member of Ashcourt staff accompanying the viewing will have some antibacterial wipes and will wipe down any surfaces / door handles that have been touched.
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- Ashcourt advise tenants where possible to open windows and doors to allow air to circulate prior to arrival (this is government advice).
- All viewers will wear gloves on the viewing. Gloves will be provided by Ashcourt. Viewers are told not to touch anything.
- We will look to restrict the number of people present at the viewing in order to follow social distancing guidelines. (max 6 people at a time consisting of 5 prospective tenants and a member of staff)
- Ashcourt will temperature check all viewers prior to the viewing commencing and anyone with a high temperature will not be permitted to attend the viewing.

With government guidelines changing daily we will be monitoring any changes and will be updating this policy accordingly.