

# A guide for...

## Our Sellers when preparing for and conducting Property Viewings

As you are aware the Government have issued stringent guidelines to ensure the safety of all concerned when conducting property viewings. Below is a guide of what the Government expects sellers to do prior to a viewing taking place along with information that you need to make us aware of. We have also attached the guidance that we send to all applicants so you know what is required of them. Please advise the applicant that you are unable to carry out the viewing if the applicant is not adhering to this guidance.

- If you, or a member of your household experience any symptoms of COVID-19 please let us know immediately and we will postpone any viewings arranged.
- Whilst not compulsory we are advising our viewing team to wear a mask or face covering and you may wish to consider doing the same. If you wish for applicants to wear a mask please let us know and we will make this a requirement of the viewing taking place.
- Before the viewing please ensure that your house has been cleaned and that you have wiped all door handles and left all doors open and also opened windows to help with ventilation. If we are conducting the viewing on your behalf please vacate the property during the viewing, sitting in the garden or car is fine if you do not wish to actually leave the vicinity.
- On Entry you must ask the applicant(s) to either wash their hands or use sanitiser which you will need to provide – we are advising applicants at booking stage – no more than 2 to attend and must be from the same household.
- If you are conducting the viewing please open any doors as required and ask the applicant not to touch any surfaces.
- We have been advised to keep the viewing as short as possible and avoid lengthy discussion inside the property. With this in mind we are aiming to have 15 minute viewing appointments – ending in the garden or outside the premises where questions can be asked. Again we suggest that you follow a similar format.
- We will not be handing out paper brochures – instead all brochures will be emailed – where available before the appointment commences.
- 2 metre social distance guidelines are to be adhered to at all times

I appreciate that this is very different to how viewings have been conducted previously and hope that you understand and appreciate the reasons why we have to conduct appointments in this way.

Regards,  
The Poole Townsend Property Team

For more information please call  
our property department on...

**0800 389 2939**



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