

Viewing Policy

13 May 2020

The British Government has announced that estate agents may now recommence with the viewing of properties for sale and let. Batcheller Monkhouse remain committed to ensuring the safety and continued health of all clients, staff and customers. Below is our policy for attending viewings:

Prior to the viewing

- All prospective viewers will complete a questionnaire on their current state of health
- All staff will be monitored each day to ensure continued health
- Viewers will be asked to keep to strict social distancing (2m) guidelines and to wear gloves and masks
- No more than two viewers at one time will be allowed and must be from the same household
- Appointments will be kept to suitable timescales to ensure no crossing over of viewers.

During the viewing

- Attending staff will wear gloves and masks. Spare gloves will be held in case a viewer does not have any
- Contact with surfaces will be kept to an absolute minimum
- Social distancing will always be observed
- Extended conversation regarding the property will held outside to avoid extended stay within the property.

How you can help

- Please ensure that you vacate the property or keep an appropriate distance within the garden
- Please leave as many doors open as possible to ensure minimum surface contacts
- Please leave lights on as you see fit – these will be left on at the end of viewing.

Finally, we will only carry out viewings where you are happy for us to do so. Video tour options are available and we are able to discuss this with you further. Should you have any concerns or questions please do not hesitate to contact us.