

Covid-19 guidance for viewings

This guidance is for those viewing Newlon Housing Trust properties. It is designed to protect both Newlon residents/applicants and staff from any risk of Covid-19 transmission when viewing vacant properties, in line with UK Government guidance.

Please follow the guidance below when viewing or signing up for a property. We will also follow these steps.

What should you do?

- Staff will not carry out a viewing with an applicant who has or suspects they have Covid-19 or if a vulnerable resident is shielding. On the day please ensure that you tell us in advance of the appointment if you have or suspect you have Covid-19. **You must tell us if this applies before we attend.**
- We ask that a 2m distance is kept from those who are carrying out the viewing with you.
- We ask that a maximum of 2 adults only attend any viewing and that no children attend.
- We ask you to wear gloves during the visit which we will provide, before putting these on, we will ask you to use hand sanitiser. This will minimise any risk for you and staff of infection. We will leave all internal doors and cupboard doors open to minimise contact with door handles. Please do not touch them.

What we will do

- We will maintain 2m separation where possible.
- We will leave all internal doors and cupboard doors open to minimise contact with door handles. Please do not touch them.
- We will wear gloves when touching anything within the property and will only touch items required as part of the visit. Face coverings may be worn but this is not compulsory.
- We will carry and use hand sanitiser before entering the property.
- If we attend and suspect there is a risk of Covid-19 transmission, we will leave the property until such time as the risk is no longer present.

After the viewing, if you accept the property, we will carry out the sign up online and ask you to provide documentation via email, once this is complete and the payment for a week in advance has been made, we will advise you how you can collect the keys to your new home.

Staff and contractors have the right to refuse a service if these conditions are not met; you have the right to refuse services if it they are not provided safely.

For further information please see:

<https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-240520.pdf>

If you have any questions please email lettings@newlon.org.uk or call 020 7613 8080.