

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 as we will too.

What should you do?

- **You must not attend the viewing if** - you have been advised to self-isolate or you have symptoms and are awaiting a test result or you have tested positive for Covid-19.
- We ask that a **2 m 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.
- **You must bring and wear a clean face mask as well as gloves during the viewing.** Only medical evidence shown in advance of the viewing, exempting you from wearing a mask, will be accepted as a reason for not wearing a mask.
- **Please do not touch any door handles in the property.** We will leave all internal and cupboard doors open to minimise contact.

If you do not comply with these conditions you will not be permitted to view the property and it may result in the offer/invitation to view being withdrawn.

What we will do

- We will maintain **2 m separation** where possible.
- **We will leave all internal 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 will be worn.**
- **We will provide 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.**

Please note that staff and contractors have the right to refuse to carry out a service if these conditions are not met and you have the right to refuse a service if it is not provided safely.

After the viewing

If you accept the property you have viewed, we will carry out the sign up online and ask you to provide documentation via email. Once this is complete we will advise you how you can collect the keys to your new home.

Further information

<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.