

Guidance for viewings of new build shared ownership homes

The health and safety of our staff and customers is very important to us. Therefore all viewings will be available **by prior appointment ONLY** and will be agreed only for those customers who have had a successful initial financial assessment confirming affordability.

Once a viewing has been booked with our sales staff you will be sent information on how we will be conducting the viewing and details of the measures we have in place, which are designed to protect both Newlon staff and our customers. In general these are:

- We will arrange an appointment for a maximum of two members of the same household.
- Social distancing will be maintained when allowing access and throughout the viewing.
- All doors will be opened prior to arrival of the customer, internal doors will be left of open with the use of door stops.
- Where a property does not allow for both customers and staff members to enter because of its space restrictions, staff members will wait outside while you view to maintain social distancing.
- We will stagger viewing times to maximise safety.
- All shared surfaces will be cleaned between viewings.
- We will wear gloves and have these available for customers.
- We will provide anti-bacterial hand sanitiser and/or antibacterial hand wipes for your use upon entry and exit.
- Our sales team members will wear face coverings during viewings.

What you should do

- Observe social distancing guidelines and maintain a 2 metre distance where possible.
- Ideally bring your own personal protective equipment (although we will have face coverings and latex gloves available) if required.
- Avoid opening windows, kitchen cabinets and white goods etc.
- Take any used PPE with you and dispose of safely.
- If you have an appointment booked and notice you are experiencing any symptoms of coronavirus - please cancel the appointment and follow the latest NHS guidance <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

For further information please see <https://www.gov.uk/coronavirus>.

If you have any further queries please email the sales team at sales@newlon.org.uk.