

HELPFUL INFORMATION FOR HOME OCCUPANTS - INSPECTING PROPERTIES COVID SAFE

For surveying firms the health and well-being of their colleagues, customers, home occupants and communities is a priority. Physical inspections will now take place; however, these will differ from the time before the pandemic was declared.

Typically the surveying firms will ask some important questions before booking the appointment. These may be:

- Is anyone in the household suffering from COVID symptoms?
- Is anyone self-isolating/shielding?

They may let the customer know the surveyor will be using Personal Protective Equipment (PPE). They may also ask questions regarding the property and its occupants beforehand. They may have specific requests of occupants, for example, asking that internal doors be opened.

Where it is agreeable for an inspection to take place the following steps will help ensure the inspection can proceed and be completed in a safe and timely manner.

- Surveyors have been issued with Personal Protective Equipment (PPE) and have been guided on how to safely inspect a property. They may arrive wearing this equipment, or don their PPE just prior to starting their inspection. They may sanitise their hands before or after entering the property.
- A distance of 2 metres must remain between the surveyor and anyone present in the home. This is to protect occupants and surveyors.

- Ideally it is best for any and all occupants to vacate the property for the short duration of the inspection. They could perhaps sit in a garden or communal area. Where this is not possible, all occupants should locate to a defined room, until the Surveyor needs to view that room, perhaps towards the end of the inspection.
- The surveyor needs to inspect the property internally and externally. Opening internal and external doors, or other access points, will prevent the need for the surveyor to touch additional surfaces.
- Any pets present may be distressed by a visitor to the home. It is therefore best if pets are restrained, or kept separately, to prevent contact with the surveyor.
- The surveyor will make every effort to contact you prior to the inspection. Should your circumstances change and it would not be appropriate for the inspection to proceed, do please let the firm of surveyors know. And if this changes just prior to the inspection please tell the surveyor before the inspection begins.

FOR MORE INFORMATION

Call: **01737 233297**

Lines are open Monday to Friday, 8.30am to 5.30pm

Email: **support@wearejust.co.uk**

Or visit our website for further information: **wearejust.co.uk**

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