

## Connells Covid Secure Protocol – 5<sup>th</sup> November 2020

Surveyors will strictly follow the latest advice and guidance as set out by the UK Government, Public Health England (PHE), Public Health Wales (PHW) or Health Protection Scotland (HPS) and the RICS. The health and safety safeguarding of the property occupier(s) and the surveyor will be recognised and maintained at all times during the property inspection process.

### Appointment booking risk assessment

As part of the initial risk assessment, the property occupier will be asked the following three questions;

1. Are all members of the household happy for us to attend, does anyone have any concerns?
2. Is anyone in your household or anyone we are meeting at the property; Isolating, in quarantine/Showing symptoms, vulnerable, shielding, over 70, or has underlying health issues or pregnant?
3. If mobile for access provided - There will be a link to a short video clip explaining our COVID process and requirements that we need you to adhere to. We would appreciate you taking the time to watch this in preparation for our visit. <https://www.connells-surveyors.co.uk/when-we-visit-you>

If yes to number 2 above the booking will not be progressed and the case will be put on hold until safe to complete. The booking clerk will set a call back for after the date when the isolation period has ended.

Moving forward the booking process, video link, and surveyor call before the inspection, will advise of following property inspection protocols;

1. Only fit and healthy surveyors will attend and will be wearing full PPE.
2. The occupier will be asked to vacate the interior of the property during the valuation/survey and the valuer will confirm the likely time required to complete the inspection of the property.
3. If occupiers wish to remain in the property, they will be requested to remain in one room for the duration of the inspection, moving to an alternative room for the surveyor to then complete the inspection.
4. The occupier to maximise property ventilation prior to and during inspection by opening external windows and doors where possible.
5. The occupier to ensure all the internal doors (including meter, boiler and hot water cylinder cupboards) and the loft hatch are opened prior to inspection.
6. Social distancing rule (2 metres/6 foot) to be mutually respected at all times or the inspection may be aborted.

**The customer will be asked to contact Connells prior to the appointment date if health conditions in the household change between the initial booking conversation and the appointment date. The case will then be put on hold until safe to complete.**

## Pre inspection risk assessment

1. The surveyor will call the occupier approximately 15 minutes prior to or on arrival at the property.
2. The surveyor will re-confirm - Is anyone in your household or anyone we are meeting at the property; Isolating, in quarantine/Showing symptoms, vulnerable, shielding, over 70, or has underlying health issues or pregnant? If they report symptoms or confirm they or someone in the house is self-isolating the valuation will be aborted.
3. The surveyor will confirm with the occupier that the property has been prepared in accordance with the inspection protocols above and as confirmed during the booking process.
4. Failure to prepare the property in accordance with the protocol agreed may result in the inspection being aborted.

## HMO and Multi Unit Freehold Blocks only (in addition to the above)

1. HMO and MUFB valuations will only be undertaken if the landlord or agent unlocks the property ahead of the inspection. Access will be required to all rooms and/or flats.
2. The landlord or agent will be required to open all rooms or flats and ensure that the property is empty prior to the inspection. If fire doors are in situ these should be temporarily propped open.
3. If the surveyor discovers that any of the above requirements have not been followed they may not be able to complete the inspection and a **full abortive valuation fee will be charged**.

### **Note:**

**The above process will be subject to ongoing review and adapted where necessary in line with the latest Health and Safety advice provided by the UK Government, Public Health England (PHE), Public Health Wales (PHW) or Health Protection Scotland (HPS) and the RICS.**

5<sup>th</sup> November 2020