

ASTIN'S PROPERTY GROUP SERVICE UPDATE 5th JANUARY 2021

The Public Health Regulations which underpin the national lockdown have been laid. The Regulations specifically state that the following activities are allowed to continue: to undertake any of the following activities in connection with the purchase, sale, letting

or rental of a residential property—

- (i) visiting estate or letting agents, developer sales offices or show homes;
- (ii) viewing residential properties to look for a property to buy or to rent;
- (iii) preparing a residential property to move in;
- (iv) moving house;
- (v) visiting a residential property to undertake any activities required for the rental or sale of that property;

VIEWINGS:

We would ask that in the first instance you conduct a virtual viewing. These are currently available online for most of our properties and we are working hard to ensure they will be available for all in due course.

We are able to accommodate a RESTRICTED viewing service by appointment only. Viewings will be conducted by one of our Viewing Guides who will meet you at the property and show you around. In order to ensure the safety of all involved we would ask that the following points are adhered to:

1. Do not request a viewing if you have tested positive for Covid -19 or are displaying any Covid-19 symptoms or are feeling generally unwell. Please seek medical advice if this is the case.
2. Only ask to view if you are genuinely interested in the property AND are in a position to move forward. Should you have a property to sell, we ask that it is currently marketed. If it is not, Astin's would be happy to advise you accordingly with a free market appraisal.
3. A maximum of 2 people who must be from the same household will be permitted to view at the same time.
4. All parties are asked to thoroughly wash their hands with soap and water prior to arrival at the property. You will then be asked to apply hand sanitiser to your hands immediately before entry and upon leaving the property. Each party should bring their own sanitiser.
5. All parties must wear an appropriate face covering (PPE) for the duration of the viewing. The PPE is to be personally sourced by each applicant.
6. The touching of surfaces inside the property, including doors, windows and opening cupboards is to be avoided. Where possible internal doors and windows will be left open (by the vendor or viewing guide) prior to the commencement of the viewing.

7. We kindly ask that you check the governments advice on travel during lockdown, before requesting any viewing.

VALUATIONS:

1. We would request if the property to be valued is not currently vacant that all occupants exit the property for the duration of the appointment.
2. Where possible, internal doors and windows should be left open by the Vendor or occupants.
3. The timescale involved depends on the size of the property, but in general we would advise each appointment to be 45 minutes to an hour in duration.
4. If both parties can adhere to social distancing measures, there will be an opportunity to chat with our Residential Sales Manager about the property in general and the services we are able to provide during the valuation appointment itself. If this is not possible, these details can be discussed over the phone or by email at your convenience.
5. Alternatively, you may wish to request a 'desktop' valuation. This means that a member of our Residential Sales Team will not physically visit the property, but will provide you with a written valuation based on the information you provide (including photos and room measurements if possible).
6. All parties are asked to follow the hand washing and face covering protocols as set out above for viewings.

OFFERS:

You are free to make offers on any property as normal and we will put these to our Vendor client in the usual manner.

OFFICE HOURS:

Please note that our office continues to operate within our normal opening times, which are Mon – Fri 9am – 5pm and Sat 10am – 3pm. In order to maintain a Covid safe workplace, we are limiting access to our office. Please be assured that we will be able to take your calls and reply to your emails as usual. If you need to see us in person for any reason please email or call The 'A' Team to make an appointment.

Email: property@astin.co.uk

Tel: 01947 821122 Option 1