

Viewings during Covid-19

At this time of uncertainty, we have put in place a process to keep both our customers and our staff as safe as possible whilst conducting viewings. We are fortunate to live in a time where technology can be used to help us conduct viewings safely in the comfort of your own home.

If you think you have found your new home, your Sales Consultant will offer you a virtual viewing, this will be carried out online and by phone. They will talk you through the details of your potential new home, answer any questions you may have and support and guide you through the process of buying.

If you are happy with the virtual viewing, your Sales Consultant will make the necessary checks to ensure you are in a position to purchase, they will request that you send the relevant paperwork and you will be offered an opportunity to reserve, if you do not want to miss out.

PRIOR TO AN ON SITE VIEWING

Only when you are fully in a position to proceed, and if we have a home of your chosen house type available to view, we will then offer you an in-person viewing of your new home. In some cases, this may be the same house type but not the actual home you are interested in.

No less than 24 hours prior to the viewing we will send out a risk assessment for you to complete and send back by email, this will ask questions regarding any symptoms of Covid-19 you and any members of your household may have at this time. If there are household members with symptoms a viewing will not be allowed.

THE VIEWING

At the viewing, if your Sales Consultant suspects you are showing symptoms for the Covid-19 virus, they will not allow you access into the property.

- Your Sales Consultant will open the front door and all the internal doors prior to your arrival. They will then wait either in or next to their own car whilst you view;
- A wash station will be provided for you to wash and dry your hands, on entry and before you leave;
- A minimum of a 2 metre distance will be kept at all times;
- A maximum of 2 adults at any time;
- No children will be allowed into the property, unless this is a baby in arms, who is not to be put down at any point during the viewing;
- You will have a maximum of 30 minutes allocated for your viewing;
- Do not touch any worksurfaces, light switches, door handles, or open any cupboards;
- No toilet facilities will be available as these will not be sanitised ready for purchasers to use.

Directly after the viewing your sales consultant will phone you to discuss any questions you may have, and if you are happy, they will help you reserve your new home.

Thank you for your understanding and we look forward to helping you with your most important purchase, from the Together Homes Team

0300 330 5533
hello@mytogetherhome.co.uk
mytogetherhome.co.uk

together
homes