

# Sales Viewing Policy/Procedure

## Covid-19



### 1.0 Introduction

- 1.1 This Policy outlines our approach to carrying out viewings in show homes, marketing suites and void properties. This Policy applies to new build homes for sale:
  - Open Market Sale
  - Shared Ownership
  - London Living Rent
- 1.2 We encourage Sales staff to be responsible for their own health and safety and that of their customers viewing the homes.
- 1.3 The terms 'we', 'our' and 'us' mean Optivo.

### 2.0 Viewing a Property

- 2.1 In line with the partial relaxation of the lock down restrictions announced by the Government, we are once again able to provide customers with opportunity to visit our developments to view a property for sale. The operation of these viewings is the responsibility of us and we need to be satisfied that appropriate procedures are in place to minimise the risk to us and customers. These requirements are covered in this document and include the need to maintain social distancing, enhanced cleaning, the use of face coverings, the importance of personal hygiene and the control of people entering the properties.
- 2.2 Staff should only carry out a viewing where they are comfortable to do so and can travel to the site safely. Public transport should be avoided. No staff who are considered to be clinically vulnerable should be expected to return to work and should continue to perform their duties from home. No movement of staff is permitted between sites.
- 2.3 Prior to allowing our staff to carry out a viewing a risk assessment must be carried out by us, documented and saved on file. The risk assessment must confirm that:
  - We have carried out a COVID-19 risk assessment by asking customers 3 key questions: Are they experiencing any symptoms, have they been in contact with anyone who is displaying symptoms, have they been isolating due to symptoms
  - We have cleaning, handwashing and hygiene procedures in line with guidance
  - We have taken all reasonable steps to help people view the property from home
  - We have taken all reasonable steps to maintain a 2m distance in the workplace
  - Where people cannot be 2m apart, we have done everything practical to manage transmission risk
- 2.4 Should any staff member at any time present with any Covid-19 symptoms they should return home immediately. The presence of symptoms should then be reported to your line manager and Jane Williams (Head of Sales & Marketing) – and the result of any tests should also be reported.

### **3.0 Viewing Procedure**

- 3.1 We must provide our customers with a floor plan of the property they are viewing
- 3.2 Full clean and sanitisation of property prior to the viewing
- 3.3 Adequate PPE in place for Sales Consultants and Customers – to include as a minimum:
  - a. Hand sanitiser to be provided on entry to the property
  - b. Adequate antibacterial wipes for staff to wipe all surfaces such as worktops, door handles, etc. One set per member of staff
  - c. Face coverings should be worn by all involved during customer visits
  - d. Washrooms to be used by staff only. No public or construction staff use
- 3.4 Sales Consultants to be allowed to conduct viewings on the basis they are happy to do so and once the above points are satisfied.
- 3.5 Sales Consultants to self-isolate immediately if any symptoms are experienced and inform their immediate Line Manager.

### **4.0 Sales Consultant Daily Duties**

- 4.1 One person to be responsible for opening and closing the property, switching on the lights and opening all the internal doors. These surfaces must then be wiped down with anti-bacterial wipes / spray;
- 4.2 Staff will be required to wash their hands at regular intervals throughout the day, including when entering and leaving the marketing suite and after every viewing;
- 4.3 All surfaces including door handles, light switches, etc to be cleaned immediately after use;

### **5.0 Customer Journey and Viewings**

- 5.1 Viewings will be by appointment only and all customers must be taken through the customer journey at the time of booking;
- 5.2 Customer must be asked as to their individual health and health of others in their household prior to the viewing and again on arrival;
- 5.3 Parties of no more than two persons (from the same household) allowed on pre-booked viewings and all parties made aware that face coverings must be worn;
- 5.4 No children or vulnerable persons will be allowed on a viewing;
- 5.5 All customers made aware of the regular cleaning procedures in place for their health and safety;
- 5.6 Customers must also be made aware that the washroom will not be available for their use and we will be unable to provide any refreshments;
- 5.7 Adequate time slots allocated per viewing to ensure no cross-over and to allow time for pre- and post-cleaning;
- 5.8 Marketing collateral to be emailed where possible. Hard copies to be prepacked in bags/ envelopes in advance of viewings with at least two days before they are handled – only to be distributed if digital format is not possible;

- 5.9 On arrival the Sales Consultant should use the hand sanitiser at the entrance;
- 5.10 The Sales Consultant must also wear face coverings during the viewing;
- 5.11 During the viewing, the customer and Sales Consultant should maintain two meter social distancing at all times;
- 5.12 Sales Consultants must use lifts separately to customers or use stairs adhering to the two metre rules;
- 5.13 Shoes to be removed at apartment door entrance;
- 5.14 Touching of any surfaces including wardrobes, bathrooms, kitchen appliances, etc. to be discouraged but wiped down with antibacterial wipes if touched afterwards;
- 5.15 Door handles and light switches, etc. to be wiped before leaving;
- 5.16 Keys to be cleaned with antibacterial wipes / sprays after use;
- 5.17 The Sales Consultant will inform the log daily which apartments have been visited to confirm cleaning thereafter.

## **6.0 Review**

- 6.1 We will review this Policy to address legislative, regulatory, best practice, or operational issues.