

Onward

living

PROPERTY VIEWING GUIDANCE

All of our properties are new build and uninhabited and therefore pose a lower risk than occupied properties. However, for the safety of all customers and staff we must follow government guidance on social distancing and carrying out property viewings.

All viewings will be by appointment only with 30 minutes allocated to each customer. This will leave sufficient time between viewings to ensure one viewing at a time and provide the Sales Advisor with enough time between viewings to prepare for the next appointment.

With that in mind, please arrive to your appointment on time and only attend the viewing with members of your own household (maximum 2 adults). We are sorry to say that children cannot attend.

To comply with the latest Government guidance, all our visitors will need to wear a face covering during their viewing.

When you arrive at the property, please follow these simple steps:

-  **1** Remain in your car and call the Sales Advisor on the mobile number provided.
-  **2** The Sales Advisor will come out of the property to allow you to enter at a safe distance and will remain outside for the duration of your viewing.
-  **3** When you enter the property please go straight to the kitchen where there will be a handwashing station available for you to wash your hands and dry them with paper towels.
-  **4** After washing your hands, you will be able to view the property at your leisure and take photographs if you wish. Please restrict your time in the property to no more than 30 minutes and avoid touching surfaces if possible.
-  **5** Before leaving the property, please wash your hands again.
-  **6** As you exit the property, please leave the front door open and call the Sales Advisor on the mobile number provided to let them know that your viewing is completed.
-  **7** If you have any questions about the property following your viewing, please raise these with the Sales Advisor over the phone or in an email after the viewing.

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