

Safety and Wellbeing Charter

As part of our ongoing response to the COVID pandemic, we continually assess the risks associated with physical inspections on all property types.

Our pre-inspection **Booking process** and onsite **Dynamic Risk Assessments** are designed to help us identify and mitigate against the risks to householders and surveyors associated with property inspections.

Conditions for inspection

We must insist that for an appointment to proceed, **all properties must be vacant for the duration of the inspection**. This approach applies to all inspection types - valuations and surveys.

Dynamic Risk Assessment

On arrival at the property, our surveyor will carry out a Dynamic Risk Assessment and may ask you some questions to determine the safety and wellbeing of everyone at the property. If the surveyor identifies an unacceptable level of risk (e.g. a lack of social distancing), the inspection will be abandoned and rebooked for another date.

Before the inspection

Before each inspection, we will ask our surveyors and all householders to take a few extra precautions:



Our surveyor will contact you approximately 30 minutes before they arrive to confirm the appointment. You will be asked to confirm that the property will be vacated for the duration of the inspection



Before the surveyor arrives, ventilate the property by opening all the windows, if possible



To minimise the number of surfaces that will be touched:

- all internal and external door handles must be wiped clean
- all doors and loft hatches should be opened, including any under stairs cupboard and airing cupboard
- switch on the lights in all rooms.



Please keep any cats or dogs with you for the duration of the property inspection

During the inspection



When the surveyor arrives, you may be asked to vacate the property or remain in one room, observing the two metre social distancing rule at all times and to wear a face covering



Our surveyor will complete physical inspections wearing PPE or Personal Protective Equipment (a face mask and disposal gloves), will use hand wipes to clean equipment, and will use hand sanitiser throughout the day



The surveyor will carry out what we call a, 'dynamic or visual risk assessment' when they arrive and may stop the inspection if they feel there is any risk



The surveyor is likely to be in the property for around 30 minutes but may be with you for longer depending on the property attributes



Please allow time for the surveyor to prepare all PPE / equipment before the inspection and to clean and sanitise everything after the inspection



Please don't be offended but unfortunately, our surveyors cannot accept drinks during the inspection



Again, to minimise the number of surfaces touched, the surveyor won't close any doors when leaving your property but will let you know when they are leaving.