

While the wellbeing of our colleagues and householders is always paramount during any property inspection, during the COVID-19 pandemic we will ask our surveyors and all householders to take extra precautions.

Here's what you can expect:



Before the inspection

Our surveyor will contact you approximately 30 minutes before they arrive to confirm the appointment. You may be asked some questions about the property and will be asked to confirm any change in circumstances since the appointment was made. For example:

- "Has anyone in the home had COVID-19 in the last 14 days?"
- "Has anyone at the property displayed COVID-19 symptoms or not yet completed a required period of household self-isolation?"
- "Do you or does anyone in your family have any COVID-19 symptoms?"
- "Is there someone in the property that could be/is in the high-risk category/shielding?" If the answer to any of these questions is 'yes', we will not be able to continue the inspection and will have to reschedule an appointment.



Before the surveyor arrives:

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



During the inspection

When the surveyor arrives, you will be asked to maintain the 2 metre social distancing rules.



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 halt the inspection if they feel there is any risk.



Where possible, you will be asked to wait in the garden or other communal area while the surveyor inspects the property. If it's not possible for you to wait in a garden or on a driveway, you will be asked to stay in a separate room until the surveyor has completed the inspection.



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.



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.



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