

MILNE MOSER

SOLICITORS + ESTATE AGENTS

Advice to Home-Movers During the Coronavirus Pandemic

Whilst letting agents have been given the green light to enable home moves, it is essential that government guidelines are followed, if we are to do so, safely. This is not just for safety of our staff, but for your safety, too.

Things to consider

Before deciding to move, you should consider the following:

- The home moving process has not returned to normality.
- You cannot move home if you have coronavirus or are self-isolating.
- You will be encouraged to be as flexible as possible during the period of the pandemic, move in dates may have to change if one party becomes infected or has to self-isolate.
- You will be required to comply with government health and safety guidance which can be found using the following link: <https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak#advice-to-industry>
- The government has advised that it may become necessary to pause all home moves for a short period of time to manage the spread of coronavirus.

How will things work?

Our offices

- ✓ Our offices remain closed to the public until further notice. In the meantime, we are working remotely and continuing to do business as usual.
- ✓ Identity checks and tenant referencing will be carried out online.
- ✓ Payments should be made by online banking wherever possible. We have card payment facilities that can be used by telephone, if necessary.
- ✓ Due to the risk of contamination, we do not presently accept cash payments.

Viewings

We are now permitted to enable viewings of available properties, subject to the following guidelines:

- ✓ Initial viewings of properties should be carried out virtually by visiting our website www.milnemoser.co.uk , Rightmove or On the Market.
- ✓ Physical viewings should only take place if you have a strong interest in the property and where you are seriously considering applying to rent a property.
- ✓ Physical viewings of a property are by appointment only.
- ✓ We will ask you whether you are showing symptoms or have been asked to self-isolate, before allowing a physical viewing of a property to take place.
- ✓ Where our staff are accompanying viewings, they will wear a face covering and follow social distancing rules.
- ✓ If your property is being viewed, we will open all the internal doors and turn on all lights, prior to the viewing.
- ✓ Before a viewing, we will wipe down surfaces, such as door handles and light switches, with standard household cleaning products.
- ✓ We will allow access to handwashing facilities and provide paper towels.
- ✓ During the viewing, social distancing rules will be followed.
- ✓ After a viewing, we will ensure all surfaces, such as door handles and light switches, are cleaned with standard household cleaning products and that towels are safely disposed.

Tenants

When viewing a property, you will be required to:

- ✓ Wash your hands/use hand sanitiser immediately after entering the property.
- ✓ Avoid touching surfaces where possible.
- ✓ Ensure that you restrict the number of people that accompany you are from your household and are kept to a minimum.
- ✓ If you need to have young children with you, try to keep them from touching surfaces and ensure they wash/sanitise their hands regularly.
- ✓ Follow social distancing rules at all times.

Moving Date

- ✓ Due to the risk of an ingoing or outgoing tenant becoming ill with coronavirus, it may be necessary to change a move-out or move-in date. The government expects all parties to be as flexible as possible in these circumstances.
- ✓ We will ensure that all sets of keys are sprayed with a standard domestic cleaning product and safely bagged before handing them to tenants.

Moving your belongings

We encourage tenants to:

- ✓ Contact removal firms as early as possible in advance of your move.
- ✓ Clarify what, if any, cancellation fees they will charge.
- ✓ Do as much of your own packing, as possible.
- ✓ Clean your belongings and all surfaces with standard domestic cleaning products before they are handled by others, including your removal firm.
- ✓ Your removal company should contact you in advance to check that no one in your household is showing symptoms of coronavirus or self-isolating.
- ✓ Whilst the removers are in your home, ensure that all internal doors are open.
- ✓ Seek to minimise contact with the removal crew, following social distancing rules.
- ✓ Wash your hands and avoid touching surfaces where possible.
- ✓ Although tempting, do not provide refreshments. The removal crew should bring their own.
- ✓ Ensure that you provide access to hand washing facilities, using separate towels or paper towels, which should be washed or disposed of safely, afterwards.
- ✓ Removers should wash their hands on entering your home.
- ✓ If you are vacating a property, all surfaces (including doorknobs and light switches) should be cleaned thoroughly with standard domestic cleaning products once the property has been cleared of all of your belongings.
- ✓ If you are moving into a property, clean all surfaces thoroughly with standard domestic cleaning products when you first enter the property.

Maintenance & Repairs

If possible, we will arrange for repairs to be carried out when a property is vacant. If this is not possible, and visits are required to an occupied property:

- ✓ We will liaise with the tenant to make a mutually convenient appointment for a tradesperson to attend.
- ✓ Social distancing rules must be followed.
- ✓ We will contact the tenant prior to the appointment to establish whether anyone in the household is showing symptoms of coronavirus or is self-isolating.
- ✓ We will contact the tradesperson to establish whether they are showing symptoms of coronavirus or are self-isolating.
- ✓ It may not be possible to attend to maintenance or repair issues whilst a tenant or someone in their household has coronavirus symptoms, is self-isolating or is shielding.

Inventories & Inspections

The government has confirmed that letting agents can now carry out inventory and inspection appointments.

- ✓ Due to the time it takes to carry out an inventory, we will seek consent from both landlord and tenant to carry these out before a tenant moves in or after a tenant moves out.
- ✓ We will seek to carry out periodic inspections and will require tenants to exercise social distancing rules when these are carried out.
- ✓ Before any appointments, we will call ahead to check whether the tenant or anyone in their household is showing symptoms of coronavirus or is self-isolating.
- ✓ If a tenant or anyone in their household has coronavirus, is self-isolating or is shielding, we will defer the appointment until a later date.

Milne Moser Property Limited

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