

# MILNE MOSER

## SOLICITORS + ESTATE AGENTS

### Advice to Home-Movers During the Coronavirus Pandemic

Whilst letting agents are still able 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 will re-open 19<sup>th</sup> July 2021. There will be a maximum number of clients in the office at any one time. We ask that a mask is worn, when entering our premises. There will be sanitisation stations located at our doorways, to be used on entry.
- ✓ Tenant referencing will be carried out online. ID Checks will be done for Tenants by appointment only and for new Landlords 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](http://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.
- ✓ Only your household plus one other household, can attend the viewing. We ask that this is kept to a maximum of 4 adults.
- ✓ If you need to have young children with you, try to keep them from touching surfaces and ensure they wash/sanitise their hands regularly.
- ✓ Please wait outside until our team have entered the property, wiped down and carried out a pre-viewing inspection.
- ✓ You will be asked either by a team member to sanitise or wash your hands prior to a viewing taking place. Items will be required to facilitate this if required. If you wish to bring your own gloves this is fine but they must be new and only used for the viewing to avoid any cross contamination.
- ✓ Our staff will have opened all doors where possible, wiped down with standard household cleaning products and turned on lights where required. We ask if you do touch anything to please let our staff member know so we can wipe the area down.
- ✓ Advice is to keep viewings as short as possible and for discussions to take place outdoors. To help with this we will be aiming to have a 15 minute appointment. These will end in the garden or outside where any questions can then be answered.
- ✓ During the viewing, social distance where possible.
- ✓ 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.

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- ✓ You should ensure that you restrict the number of people that accompany the appointment. We ask that this is limited to yourself and one other from either your household or you support bubble.
- ✓ If you need to have young children with you, try to keep them from touching surfaces and ensure they wash/sanitise their hands regularly.
- ✓ Please wait outside until our staff members invite you into the property.
- ✓ Always wear a face covering and follow social distancing where possible.

#### 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 where possible.
- ✓ 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.
- ✓ We will ask any contractors to wear a mask and social distance where possible.
- ✓ 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 or is self-isolating.

### 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 and wear a mask 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 or is self-isolating we will defer the appointment until a later date.

**Milne Moser Property Limited**

**19<sup>th</sup> July 2021**