

# **JOINT SECTOR PROTOCOL FOR PROPERTY SERVICES PROVIDERS**





## CONDUCTING VIEWINGS/VALUATIONS/ INSPECTIONS FOR SECOND HAND DWELLINGS AND COMMERCIAL BUILDINGS

### ARRANGING AN INSPECTION

- » Agree an inspection or valuation appointment time with the prospective client.
- » Confirm whether prospective client is cocooning or in an at risk category and if so, identify any additional precautionary measures that may be required.
- » Confirm whether prospective client has returned from travel abroad or has had symptoms of COVID-19 over the last 14 days. If so the PSP should not commence to provide the property service for a minimum of at least 14 days.
- » Agree whether the property will be vacant at time of inspection/valuation.
- » Where the property is occupied, social distancing must be adhered to.
- » On entry and exit from the property, hands must be sanitised.

### What to Prepare Prior to Arranging Viewings

#### *Property owners/occupiers*

- » Confirm whether prospective client is cocooning or in an at risk category, and if so, identify any additional precautionary measures that may be required.
- » Confirm whether prospective client has returned from travel abroad or has had symptoms of COVID-19 over the last 14 days. If so the PSP should not commence to provide the property service for a minimum of at least 14 days.
- » Advise property owners/occupiers of the HSE guidelines and this protocol and request any particular in-house requirements they may have in advance.
- » Agree with the owners/occupiers that they will not be in the property at the time of viewing.
- » To mitigate against unnecessary physical interactions with clients/occupiers, ask to have access keys/fobs for the property placed in a secure location for collection.
- » Agree with owners/occupiers and note all touch points in the dwelling for the PSP to sanitise after viewing (e.g. door handles, light switches etc.)
- » Ask property owner(s)
  - to secure in the open position all doors to avoid viewers touching handles;
  - to open some windows to ventilate the property;
  - to turn on lights; and
  - to open all storage units. It is recommended that these remain in an open position to avoid contact with viewers.
- » Agree with owner/occupier the use of official Covid-19 signage at locations throughout the property to act as a useful reminder to viewers to follow the HSE rules.
- » Ensure hand sanitising facility at the entry point of the property.

## Viewers

- » Pre-booked private appointment viewings only.
- » Name and phone contact details of viewing party recorded in advance of viewing.
- » Maximum 2 people per party and no young children (under 16).
- » Time restricted appointments (15-minutes recommended) with sufficient time allowed between appointments to avoid any potential cross over of viewers.
- » Links to brochure and site plans sent by email to viewers ahead of viewing. HSE Covid-19 official instructions to be included in all correspondence.
- » Contact viewer(s) in advance to confirm booking and set out controls in place and that HSE Covid-19 official instructions must be adhered to during viewings. Viewers should also be advised:
  - not to park close to residents' cars or driveways by mounting the kerbs or close to an area where children are playing.
  - that they must not attend if displaying any COVID-19 symptoms, are self-isolating or have returned from overseas in the last 14 days.
  - that they should remain a reasonable distance from the property (e.g. remain in car) until given permission by PSP to enter.

## Commercial Buildings

- » Longer viewing times may be required for Commercial Buildings.
- » Undertake the viewing/inspection/valuation outside of normal business hours if at all possible, so as to limit interactions with occupants and have contact points for access arranged well in advance.
- » Consider where possible, the use of Virtual Technology ahead of viewings to pre-qualify viewers.
- » Where possible, address queries ahead of viewings e.g. (rates, service charges, floor plans, insurance etc.)

## During Viewing

- » PSP's should ask viewers to remain a reasonable distance from the property (e.g. remain in car) until given permission by PSP to enter.
- » Greet viewing party outside the property, at 2 metre spacing markers
- » No shaking hands or personal contact.
- » Viewing party is given access to the property and instructed to use hand sanitiser upon entry.
- » Remind viewers that toilets are not for public use.
- » For vacant property, particularly smaller units, agents may decide to wait at the entrance to allow viewers to walk around.
- » For occupied units, agents may decide to remain in the property whilst observing physical distancing (2 metre rule).
- » Reconvene with viewing party outside the property to answer questions, at 2 metre spacing markers.
- » Viewing party to be diverted to phone/video meeting if they have extensive questions.

## Post Viewing Tasks

- » As agreed with property owner/occupier the PSP will sanitise listed and agreed contact points.

## Preparation and Conducting of Auctions of Land

- » All brochures and property details should be available on-line and sent on request by email to interested parties.
- » Interested parties to an auction must register with the auctioneer prior to auction.
- » The auction room must be large enough to accommodate social distancing.
- » 2 metre yellow ground marking to highlight required social distance spacing outside auction room as queues may form. Possibility of staggering arrival time to the auction to be considered.
- » Social distancing must be adhered to at all times including entry and exit and the auctioneer must arrange numbers and distance spacing in the auction room to facilitate this.
- » Covid-19 signs must be placed in very visible positions.
- » Registered attendees only admitted.
- » Where hand paddles are in use, these must be sanitised before, between and after use.
- » Hand sanitiser must be available for use by all attendees before, during and after the auction.
- » Auctioneer must announce HSE guidelines to attendees before commencement of the auction.

## CLOSING OF SALE

- » In the event of a customer purchasing a property at auction, contract signing must be completed with social distancing taking place.
- » Payment should be by inter bank transfer.