



## Viewings in Tenanted properties

- Parks are committed to ensuring the safety of all parties and therefore if any tenants are shielding and/or are high risk or showing symptoms of coronavirus, We will not arrange any viewings to take place within your home whilst you are in situ.
- Parks are strongly encouraging Applicants to view properties virtually in the first instance and then only physically inspect properties which they have a strong interest limiting the need for people to visit tenanted properties.
- If viewings are to go ahead, Parks will call both Applicants and current tenants and confirm if anyone is showing symptoms or has been unwell on the day of the viewing.
- We are currently operating under an appointment only system for visits to our offices and when conducting viewings and will not be holding open house viewings. There is also a Limit of one person per viewing at any time and no children are permitted to attend.
- Parks staff can accompany physical viewings and will seek to maintain a minimum of 2 metres distance from others wherever possible. Parks have established a procedure to keep tenants safe on viewings and this includes adhering to social distancing measures, wearing PPE in the form of gloves and masks and are asking that anyone attending a viewing wear a face covering on their visits
- Should we arrange a viewing whilst a tenant is still living within a property, we ask if tenants can ensure all doors are left open at the time of the viewing to prevent anyone having to touch door handles etc when on the viewing.
- All viewings are limited to 15 minutes per viewing and there will be a 20-minute gap between any viewings taking place.



## Moving Home

- We encourage you to contact removal firms as early as possible in advance of your move.
- You and your household should also try and do as much of the packing yourself as possible. However, where this is not possible, you should speak to your removal firms in advance.
- We ask that, where possible, you clean your belongings, with standard domestic cleaning products before they are handled by others, including removal firms.
- Whilst the removers are in your home, you should ensure any internal doors are open and seek to minimise your contact with the crew, maintaining a distance of at least 2 metres where possible.
- All parties should wash their hands and avoid touching surfaces where possible to reduce the risk of transmitting the coronavirus.



- You should not provide refreshments, but you should ensure they have access to hand washing facilities, using separate towels or paper towels if possible, which should be washed or disposed of safely afterwards.
- Parks will only be carrying out check out inspections of properties 72 hours after keys are returned to our offices and therefore slight delays may apply to deposit returns.
- Parks will do their best to negotiate a new date to move where lets are due to move in and one of the parties falls ill with coronavirus or has to self-isolate.
- Parks are now able to attend check outs following government guidance however we have decided in the interest of staff safety – Checks outs will be carried out 72 hours following the return of keys to our offices. Therefore, it is important that any tenants arrange for their keys to be returned to us the day your tenancy is due to expiry to avoid further delays in deposit returns.



## Maintenance and Contractors visits

Under the government guidance parks are permitted to arrange essential works to take place within properties including arranging for safety and compliance such as EPCs, Gas Safeties and Electrical safeties. Essential works under the government guidelines are described as follows:

- If there is a problem with the fabric of your building, for example the roof is leaking
- If your boiler is broken, leaving you without heating or hot water
- If there is a plumbing issue, meaning you do not have washing or toilet facilities
- If your white goods such as fridge or washing machine have broken, meaning you are unable to wash clothes or store food safely
- If there is a security-critical problem, such as a broken window or external door
- If equipment a disabled person relies on requires installation or repair

Landlords are required to make every effort to abide by gas and electrical safety requirements, which continue to be of great importance for tenants' safety. In the event that the attendance by an engineer is required – we will arrange this with tenants by appointment with measures put in place to ensure physical contact is minimised, for example with residents staying in another room during the visit.

All parties viewing a property should wash their hands with soap and water (or hand sanitiser if not available) immediately after entering the properties, with internal doors opened and surfaces having been wiped down before they enter. Separate towels or paper towels should be used if possible and washed or disposed of safely after use.





## Inspections

- Under the government guidelines inspections are permitted on tenanted properties however Parks will take a view to temporarily suspend these until further notice unless there is an emergency requiring the attendance of a Parks member of staff
- Should an inspection be arranged – we have made arrangements to limit contact and ask that tenants if possible, leave their properties for the duration or restrict themselves to another room ensuring that the 2 meter guidelines are adhered to.
- Our staff will conduct the inspection with PPE (face Mask and gloves) and will wash their hands on entry to the property as a preventative measure.
- Inspections will be limited to 15 minutes where possible and the inspector will do their best to avoid touching anything within the property.
- We ask tenants to please ensure that all doors are open when the inspections are taking place to allow free flow through the property and remove the need of the inspector to open doors touch door handles etc.

