# COVID-19 Risk Assessment for Valuers, Estate, Site and Letting Agents

# in Advance of Appointments for Viewing Residential Property

## Pre-Visit Confirmation

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | Confirmation by email or letter required to confirm that nobody in the household is self-isolating or shielding. Where self-isolation or shielding is taking place, no visit should be undertaken.  Where any individual is in the clinically vulnerable health group, prior arrangements should be made to avoid any face to face contact. In these circumstances, strict measures should be undertaken in respect of hand hygiene and the use of facemasks and/or disposable gloves.  The household have agreed to vacate the property, stay in one room or limit to one adult.  The household have agreed to comply with social distancing, hand hygiene protocols, keeping internal doors and windows open, keeping lights on (if necessary) cleaning arrangements and to the appointment outside of commuting hours.  The viewer has made an appointment after viewing the property online, is not speculative only, has agreed to attend from a single household (ideally limited to two adults), will attend without the use of public transport (if possible), will comply with social distancing, agrees to maintain hand hygiene, will not touch items or surfaces and agrees to the appointment outside of commuting hours. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |

## Hand-hygiene

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | Stringent handwashing to be undertaken for 20 seconds prior to visit and immediately thereafter.  No handshake policy to be maintained throughout visit.  Hands to be dried with disposable paper towels.  Gel sanitisers to be used where washing facilities are not available. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |

## Equipment

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | Agent advised to carry tissues to be used in the event of coughing or sneezing which are to be thrown in a bin after use.  In the event of an empty property or where there has been no confirmation of prior cleaning, where touching of doors, keys, entry system and equipment will be necessary, agent to be provided with disposable gloves.  Facemasks and disposable gloves to be used when entering a property with any potentially vulnerable individual where contact cannot be avoided. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |

## Cleaning

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | Household to be advised to keep windows and doors open before the visit to reduce the incidents of touching.  Household advised to clean areas of high use such as door handles, light switches and hallways using appropriate cleaning products and methods both before and after visit. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |

## Social Distancing

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | Reducing the number of persons on the viewing to comply with the two-meter (6.5 ft) gap.  Stagger viewings and do not permit open days or speculative visits to reduce the number of visitors on site.  Only single agent to accompany viewings.  Ensure that any other contractors on site are also maintained at a social distance.  If appropriate, consider the use of video and telephone instead of extensive or repeating site visits. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |

## Symptoms of Covid-19

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| **What are the potential hazards?** | **What are the potential control measures?** | |
| Steps to be taken on site visits to safeguard against the spread of Covid-19. | If anyone on the site visit becomes unwell with a new continuous cough or high temperature, they must be advised to go home and all those who have come into contact must be advised and action or precautions should be taken.  Reference to be made to Public Health England for further advice.  Any track / trace application to be updated. | |
| ***Action Date:*** |  |
| ***Person Responsible:*** |  |