



## **COVID-19 Viewing Procedure**

We understand that Coronavirus (COVID-19) is resulting in a worrying and uncertain time. We at Prospera Homes thank you for your patience whilst we have reviewed and implemented a new procedure for viewings that is safest for both our customers and staff.

We have started to create virtual 360-degree video tours of our homes, so we ask that you do use these prior to booking a physical viewing. We also request that you complete your Help to Buy application and have received confirmation from one of the Sales Team at Prospera Homes that you are eligible for shared ownership first.

### **Viewing Guidelines:**

- ✚ Only those self-isolating in the same home can attend the viewing. If anyone else attends, we will be forced to cancel the viewing
- ✚ 20 minutes will be the maximum time allotted per viewing
- ✚ If attending a viewing, please observe a 2 meter social distancing at all times.
- ✚ The Sales Officer will provide hand wash facilities and/or hand sanitizer and anti-bac wipes which will be available within the property. We ask that you make use of these when entering the property
- ✚ Prior to the viewing, the Sales Officer will open up the property – including internal doors- which will minimize contact with door handles etc. The Sales Officer will then remain outside the property during your viewing
- ✚ Any questions can be asked outside of the property (with social distancing), or post-viewing via email or phone
- ✚ Toilets in the property will be unavailable for use
- ✚ No paperwork or brochures will be provided during viewings- any material you require will be sent electronically
- ✚ If you or any member of your household is showing physical symptoms of coronavirus either prior to, or during a viewing, then the viewing will be delayed
- ✚ Bins are provided in the kitchen for used anti-bac wipes only. Should you be wearing gloves or masks for the viewing, please take these away with you.

Our priority is always to ensure the safety of our customers and our staff, and we greatly appreciate your assistance in complying with the above to create the safest viewing environment possible.

