

COVID-19 CHECK IN PROTOCOL

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On May 13th 2020, the Secretary of State for Housing advised that people in England are free to move home.

The process will now be very different as those involved **MUST** adapt to practices and procedures to ensure that the risk of spread of coronavirus is reduced.

Once you have agreed to move home by signing a tenancy agreement, the tenant has entered into a legal binding contract to move.

We encourage all parties to be as flexible as possible at this time and be prepared to delay moves if needed, for example if someone becomes ill with coronavirus during the moving process or must self-isolate.

If tenants are particularly worried about the risk of infection, then speak to the professionals involved, the landlord, letting agent or removal company as they may be able to put in place extra measures for reassurance.

Move-In Day

Our inventory clerks will liaise with you regarding move-in day. Please advise us of the date and relevant time.

Our processes ensure that we will minimise risk by adhering to the 2 metre social-distancing rule, wearing a face covering and gloves. We will respect the tenants' safety and ours.

We can also carry out a *virtual* "move-in" with tenants who prefer this option. Keys will be handed over and we will guide tenants through the property using video technology.

When moving between properties, we recommend that all tenants in the household are made aware of the Covid-19 protocols.

Please kindly remind tenants that social-distancing is maintained at **ALL times**.

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Covid-19 Check Out Protocol for Tenants

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If you are particularly worried about the risk of infection, then we would advise speaking to the professionals involved, the landlord, letting agent or removal company as they may be able to put in place extra measures for reassurance.

We request that all parties adhere to the following guidance:-

When moving between properties, those within a household should try to do as much of the packing themselves as they can. Where this is not possible, they should speak to removal companies in advance. We encourage them to contact removal companies as early as possible in advance of their move.

We ask that, where possible, they clean their belongings, with standard domestic cleaning products before they are handled by others, including removal companies.

Whilst the removers are in the property, they must ensure all internal doors are open & seek to minimise contact with the removal personnel, maintaining social distancing of 2 metres where possible.

All parties must wash their hands & avoid touching surfaces where possible to reduce the risk of transmitting the coronavirus.

Tenants/Landlords should not provide refreshments but should ensure they have access to hand washing facilities, use of separate towels / paper towels if possible, which should be washed or disposed of safely afterwards.

Please remove ALL belongings from the property before vacating, as due to possible contamination, they may be removed & destroyed.

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After belongings have been packed

Tenants will be required to ensure the property is clean & properly presented for the next occupants(s).

Please refer to the original inventory/check-in report provided at the beginning of the tenancy.

Clean the property and all items within it using normal household disinfectant, after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.

Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished

Use a disposable cloth, to first clean hard surfaces with warm soapy water, then disinfect these surfaces with the cleaning products you would normally use

Pay particular attention to frequently touched areas and surfaces, such as bathrooms, toilets, kitchens, appliances, grab-rails in corridors, stairwells and door handles

Wash hands regularly with soap & water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning

Clean floors, windows, window sills and skirting boards thoroughly

Waste must be put in a plastic rubbish bag and tied when full. Please remove from the property and dispose of immediately.

If you require further information, please do not hesitate to contact us.