

Covid-19 Guidance: Property Inspection Requirements

At the time of making the appointment, if the property is vacant, occupied or tenanted and an agent or a third party hold keys, then it should be politely explained that these cannot be collected and the valuer/surveyor will need to meet the keyholder at the property. This is to protect the surveyor, keyholder and staff from the risk of spreading Covid-19. It will also need to be determined, at this point, if the property is occupied or vacant.

On the day of inspection, the valuer/surveyor will ring the agent/keyholder as early as possible to confirm the appointment. The following will also need to be reconfirmed:

1. If the property is vacant, the agent/keyholder will bring the keys to the property prior to the inspection and open up all external doors and outbuildings. The agent/keyholder will wait outside while the inspection is undertaken and secure the property upon the valuers departure.
2. If the property is occupied the agent/keyholder will confirm that all occupants show no symptoms of Covid-19, are not self-isolating, or in the vulnerable group (if not the appointment will be cancelled). Prior to the valuers arrival the property should be thoroughly ventilated. On arrival at the property the agent/keyholder will then request all occupants to vacate the property, open all doors and access panels, and ensure social distancing is maintained while the inspection can be undertaken as quickly as possible. If appropriate social distancing can be achieved by all occupants, by moving to a single room at the subject property, prior to the valuers arrival and for the duration of the inspection, then this may be acceptable to negate the requirement for full vacating (the valuer will assess acceptability upon arrival).
3. If the property is multi occupied (HMO or flats), in addition to 2 (above), the agent/keyholder will ensure all fire doors, flat entrance doors are held open with wedges, communal corridors are lit and there are no obstacles to impede the inspection.

If there are objections or difficulties in the agent/keyholder being able to comply with the above, then the case will be placed on hold until mutually convenient arrangement can be made.

If the surveyor has to abort the inspection, due to the above requirements not being met, an abortive fee of 50% will be charged.

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