

Gateway Physical Valuation Guidance Notes – November 2020

Surveyors will strictly follow the latest advice and guidance as set out by the UK Government, Public Health England (PHE), Public Health Wales (PHW) or Health Protection Scotland (HPS) and the RICS. The health and safety safeguarding of the property occupier(s) and the surveyor will be recognised and maintained at all times during the property inspection process.

Appointment Booking and Risk Assessment

The booking team will then confirm the following information:

Before we can undertake a property inspection, we need to inform you of the strict criteria and guidance we are using during the Covid-19 period.

They will confirm that the surveyor undertaking the inspection is not symptomatic and if this were to change then you would be notified, and the inspection postponed.

We have issued guidance to all our surveyors which explains the procedures that they must adopt during the inspection and all of them have been issued with Personal Protective Equipment (PPE) which they must wear whilst inside your property.

Are you happy for our surveyor to visit your property to carry out an internal inspection?

Could I please ask for confirmation from you that if the property has been occupied in the last 7 days:

As part of the initial risk assessment, the property occupier will be asked the following three questions;

- Nobody living in the household is Covid-19 symptomatic or has had symptoms in the last 48 hours
- Nobody is under a compulsory isolation order or awaiting results of testing for Covid-19
- No member of the household is considered medically vulnerable.

If yes to any of the above the booking will not be progressed and the case will be put on hold until safe to complete. The booking clerk will set a call back for after the date when the isolation period has ended.

The booking process will then establish the following property inspection protocols;

1. Is the occupier happy for the surveyor to visit and complete the physical survey inspection?
2. The booking clerk will confirm to the occupier that only fit and healthy surveyors will attend and will be wearing full PPE.
3. The booking team will confirm that Everyone in the property will need to leave for the duration of the internal inspection. If this is not possible please tell us now as this will prevent us from booking an appointment
4. The property must be ventilated for the duration of the inspection. Please open a window in each room and all internal doors upon the arrival of the surveyor.
5. The occupier to ensure all the internal doors (including meter, boiler and hot water cylinder cupboards) and the loft hatch are opened prior to inspection.
6. All pets should be removed or secured prior to inspection.
7. Social distancing rule (2 metres/6 foot) to be mutually respected at all times or the inspection may be aborted.

For all inspections:

The surveyor will use hand sanitiser upon arrival at the property and wear a protective face mask and goggles for the duration of the inspection.

The surveyor will wear new disposable gloves and new disposable over-shoes for the internal part of the inspection and safely dispose of them upon completion of the inspection.

For all HMO inspections, either the landlord or estate agents are present to manage the removal of the tenants from the property prior to inspection.

When the surveyor arrives at the property if the steps above are not followed then the inspection will be aborted.

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