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**WARD JAMES ASSOCIATES LTD**

**CHARTERED SURVEORS**

**COVID-19 Protocol**

**Inspecting Residential Properties**

In accordance with current guidelines jointly produced by the Government and the RICS, we are implementing our COVID-10 Protocol which will help in keeping all parties safe and to minimise the risk of spread of COVID-19 while undertaken inspections of residential properties.

**General Matters**

* Our Surveyors are home based and will be travelling to and from inspections by private vehicle thereby avoiding the higher risks involved with using public transport.
* If a member of our survey team or anyone in their household displays symptoms of COVID-19, they will be asked to self-isolate straight way.
* Where an appointment has been made to inspect a property and prior the inspection our surveyor displays potential COVID-19 symptoms, we will cancel the appointment.
* Every attempt will be made to rearrange the inspection with another available surveyor either for the same time or for the earliest available slot. However, in such circumstances, you will appreciate that a delay may be unavoidable.

**Prior to the Appointment**

Before an inspection appointment can be made, we will need the householder(s)/vendor(s) to either:

* Sign at the end of this document and email it back to us, or
* Send an email clearly saying they accept the following conditions to us at:

surveyors@wardjames.co.uk

* That no one at the household is isolating with COVID-19 symptoms or has been advised to shield.
* That the householder(s)/vendor(s) are aware of social distancing and hygiene measures that are required for a safe home inspection and that they understand, agree to and are happy for us to attend the property on the basis set out in this protocol.
* If it is a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made to ensure that person or persons avoids face-to-face contact with the Surveyor, including when answering the door.

**Appointments with someone present:**

* That there will be handwashing facilities with soap and hot water available for our surveyor to use as required.
* Prior to the inspection all internal doors and cupboards should be opened to enable access without restriction. This includes meter cabinets, service cupboards, and the loft hatch extending any fitted loft ladders.
* Where weather permits, all external doors and windows to the property and any outbuildings are to be unlocked and left ajar both to allow adequate ventilation of the property for the duration of the inspection and so that they can be easily accessed where required.
* Upon our arrival and from a safe distance, we will confirm the householder(s)/vendor(s) understands the social distancing and hygiene measures that should be followed once the inspection has started to minimise risk for all.
* If the current householder is unable to vacate the property for the duration of our visit, then in line with current guidance, the number of people present at the property is to be kept to a minimum.
* It is important that our surveyor and any householder maintain a minimum of 2 metre distance from one another. This can be done by the householder(s)/vendor(s) nominating one room or space to be occupied while the other internal and external aspects of the property are inspected.
* Once these are complete, a simple room/space swap could be undertaken while keeping a 2 metre distance.
* During our inspection, our Surveyors will use fresh gloves and wear a clean face covering to avoid contamination. They will bring their own equipment, which should not be touched by any of the householder(s)/vendor(s) and will be removed at the end.
* At the end of our inspection we will either notify the householder(s)/vendor(s) if present, or call the mobile number of the householder(s)/vendor(s) or their selling agents so that they can return and secure the property.

**Vacant/Unoccupied Properties:**

* We will need written confirmation from the householder(s)/vendor(s) that no one will be present at the property on the day of the inspection.
* If no one is available to provide access, we can collect a cleaned set of keys from the selling agents while maintaining social distancing measures and return them at the end of our inspection.
* Alternatively, the selling agent or another representative can unlock the vacant property, while observing social distancing measures, leave us to conduct the inspection and then secure the property when we have finished.
* In either of the above two situations, it will be for the householder to clean their property following our inspection.
* If for any reason the householder(s)/vendor(s) cannot meet the above criteria, either before or during the inspection we wold be unable to proceed.

**Name(s) of householder(s)/vendor(s):**

**Address of property:**

**Vacant at least 3 days (confirm as appropriate): Y/N**