

COVID-19 Policy – Tenants

Introduction

Robert Bell and Company have carried out risk assessments and given careful thought to how we conduct business in a safe, responsible, and efficient manner. We would appreciate if you could read and adhere to the following policy to protect yourself, our staff and other relevant parties.

This policy is for Tenants of residential property and has been sent to you because an appointment to your rented property is required (an inspection, viewing, contractor to make repairs, etc.).

An assessment has already been taken place to confirm the appointment is necessary.

Our staff are familiar with the procedures and similar policies are being sent to the viewer or contractor or third parties involved so they are also aware.

Procedures

- You must notify us if you or any member of your household are showing any symptoms for COVID-19 or have been confirmed as *Clinically Extremely Vulnerable*.
- Prior to the appointment please ensure all relevant door handles and surfaces have been wiped down.
- Leave relevant internal doors open and windows open.
- Initially meet the person attending outside your front door to confirm how the appointment is to be handled and have any initial discussions required.
- Other members of your household especially children should, where possible, remain outside or in a separate room during the appointment.
- A maximum of 2 people should be attending.
- Those attending should avoid touching items in the house unless required.
- It is best to allow the person attending to carry out their internal inspection/work unattended with you remaining outside or in a separate room. Where this is not appropriate, you can accompany them but try to remain in separate rooms or adhere to strict social distancing of at least 2m apart.
- Conversation and discussions should be limited to outside before or after the inspection.
- It is not essential for you or the person attending to wear a face mask or other protective clothing but we do recommend it. You need to provide your own.
- After the appointment please wipe down all relevant door handles and surfaces.

You are asked to confirm this has been read by email and by doing so you are confirming that you or a member of your household are not showing any symptoms for COVID-19.