

## Coastal Housing Group: Viewings during the coronavirus (COVID-19) outbreak

We have put a number of measures in place and have changed our viewings process to comply with Welsh Government guidance.

Where possible viewings will be virtual.

If you or any member of your household has symptoms of Covid 19 or is required to isolate you cannot attend a viewing.

1. We require that people wear **face coverings** when entering to view the property, including hallways and internal landing areas (unless you have an exemption).
2. Please bring **hand sanitizer** to the viewing and use it frequently throughout the viewing.
3. Staff will be **cleaning** common touch point areas within the properties including light switches, door handles and bannisters before and after a viewing inside the property and communal areas.
4. Please **do not touch** any other surfaces whilst inside the property. For example, worktops, kitchen cupboard, window sills, window handles.
5. **Only one person** from the household should attend the viewing and enter the property at any given time. You are welcome to take videos and photos whilst inside the property to show other family members. If you have any additional needs that require more than one person to attend this needs to be discussed when the appointment is made.

The property will be opened by the member of staff for you to look around the property on your own. The staff member will wait outside, and the amount of time in the property must be kept to a minimum.

Any discussion relating to accepting the property will then take place outside or by telephone.

We need to take the names and contact details of people attending the viewing and will hold this information for 21 days after the viewing has taken place should they be needed for track and trace purposes.