



**nolettinggo**  
inventory management

## **No Letting Go COVID-19 Procedures Following Government advice 13/05/2020**

On the 13<sup>th</sup> May 2020, the government updated their guidance on the housing market in England during the COVID-19, to enable people to move home.

Health and safety remains our main priority, and we have updated our processes, to reflect the latest advice. We continue to provide services with a “zero contact” policy in place, to protect the safety of both tenants and staff, and to help prevent the spread of the virus:-

### **Inventories**

It is unusual for us to conduct an inventory with a tenant present, so our zero contact policy will have very minimal impact on this service. Clerks will utilise hand sanitiser before entering the property. Door handles and surfaces will be wiped where contact has been made.

### **Inventory & Check-In's**

We are encouraging the use of our DigiSign service, which enables the tenant to check the inventory remotely, note any amendments and sign the inventory. Reminders will automatically be scheduled, and the inventory will be deemed accepted if the tenant does not reply within an agreed timeframe (normally 7-14 days). Please click here for further details of this service <https://www.nolettinggo.co.uk/service/#digisign-automated-check-in>.

Whilst we are providing a zero contact service, in agreed circumstances, we will provide a key handover at the property. Our clerk will sanitise the key and leave it in a safe location 2 metres away from the tenant.

### **Check-outs**

We will attend an empty property to conduct a check out once it has been unoccupied for at least 24 hours. Clerks will utilise hand sanitiser before entering the property. Door handles and surfaces will be wiped where contact has been made.

## **Property Visits**

We will start booking these jobs from the 1<sup>st</sup> June. We will make appointments directly with the tenant providing the agent has notified them and have consent. When booking an appointment we will check they are well before we attend, or if there is any self isolation/vulnerable persons in the property. This also provides the opportunity to confirm to the tenant the clerk's own situation in terms health and hygiene.

Whilst in the property we will request tenants to maintain a distance of 2 metres, and that clerks regularly wash hands throughout the day where possible and/or utilise hand sanitiser before and after entering a property. If it is not possible to maintain a safe distance the clerk will utilise a face mask. Clerks will clean and disinfect their own frequently touched objects such as keys, phone and tablet.

Leaving doors open will enable the clerk to minimise contact within the property.

## **Virtual Tours**

We can conduct these in an empty property once it has been unoccupied for a minimum of 24 hours. Clerks will utilise hand sanitiser before entering the property. Touching of door handles and surfaces will be kept to a minimum and any areas touched will be wiped.

## **Keys**

Clerks will sanitise keys upon collection, and again on drop off/handover, utilising their own products, and maintain a social distance of 2 metres. We would request that agent staff also sanitise keys.

We are requesting that agents stagger contractor bookings to ensure there is no cross over at properties.