

COVID-19 GUIDELINES: LANDLORD VISITS TO TENANT PROPERTIES

Sorbon Estates take the safety of our tenants, staff and tradesmen very seriously. These guidelines are provided to give a clear reassurance to both parties when coming into contact.

Booking an appointment

- Upon booking an appointment to attend the property you will be asked some simple questions in terms of your exposure and vulnerability to Covid-19.
- Depending on your answers, we will either book an appointment with you or advise you that we will call back within 2-3 weeks to reassess.
- **Please note that if there are legal requirements such as gas/electric safety tests or fire risk assessments, it is essential that we find a way to safely access your property to carry these out.**

Where estates or project managers are entering to inspect the property

- A risk assessment will be carried out before they enter. Once you are both happy that it is safe to enter, they will maintain social distancing and sanitise hands and surfaces touched.
- Please do not be offended if they greet you with a socially distanced wave rather than a handshake.
- Any conversations are to be conducted in as open plan a space as possible (preferably outside) and observe social distancing.
- If there is more than one person required to visit the premises, visitors will ensure that there is sufficient space to observe social distancing and if not, then each person will enter one at a time.
- Not all our teams are required to wear a facemask and gloves on site visits, but if you would prefer us to, please let us know on arranging the visit and we will ensure that these are worn.

Where maintenance operatives and tradesmen are entering to carry out work

- A risk assessment will be carried out before they enter. Once you are both happy that it is safe to enter, they will maintain social distancing and sanitise hands and surfaces touched.
- We ask that the area they need to work in is cleaned before arrival, tenants stay in separate areas of the property whilst the work is carried out and social distancing is adhered to.
- We have advised our operatives to decline your kind gestures of refreshments so please do not feel offended when these are turned down.
- Our maintenance operatives will wear appropriate PPE such as face masks and gloves at all times whilst in your property.