

As part of our ongoing response to the COVID pandemic, we continually assess the risks associated with physical inspections on all property types.

Our pre-inspection **Booking process** and onsite **Dynamic Risk Assessments** are designed to help us identify and mitigate against the risks to householders and surveyors associated with property inspections.

Conditions for inspection

An inspection will only proceed if none of the property's occupants are displaying symptoms of COVID-19. This approach applies to all inspection types - valuations and surveys.

Dynamic Risk Assessment

On arrival at the property, our surveyor will carry out a Dynamic Risk Assessment and may ask you some questions to determine the safety and wellbeing of everyone at the property. If the surveyor identifies an unacceptable level of risk (e.g., a lack of social distancing), the inspection will be abandoned and rebooked for another date.

Before and during the inspection

Our surveyor will contact you approximately 30 minutes before they arrive to confirm the appointment. Before each inspection, we strongly recommend that our surveyors and all householders take a few extra precautions:



Please keep any cats or dogs with you for the duration of the property inspection, and open all doors and windows if possible



When the surveyor arrives, you may be asked to maintain social distancing while the inspection is being carried out



Our surveyor will be carrying PPE and sanitising products. If it makes you more comfortable, please ask the surveyor to wear a face covering for the duration of the inspection. Our surveyor may ask all occupants to do the same



The surveyor will carry out what we call a, 'dynamic or visual risk assessment' when they arrive and may stop the inspection if they feel there is any risk



The surveyor is likely to be in the property for around 30 minutes but may be with you for longer depending on the property attributes



Please allow time for the surveyor to prepare all PPE / equipment before the inspection and to clean and sanitise everything after the inspection



Please don't be offended but unfortunately, our surveyors cannot accept drinks during the inspection.