









COVID-19 Viewing and Handover Process

The following policy must be acknowledged and accepted by customers attending a viewing or handover of an ateb home.

<p>No persons can attend a viewing or handover of a property if they are currently testing positive for, or are exhibiting symptoms of, COVID-19.</p>	
<p>The viewing and handover of a property is by appointment only, which will be arranged by your Area Officer. If you need to cancel or change your appointment, contact your Area Officer or email hello@atebgroup.co.uk</p>	
<p>Please attend the viewing or handover appointment at the exact time we arranged with you. Please do not enter the property until your Area Officer attends and is able to talk you through the safe working processes we have put in place.</p>	
<p>A maximum number of two people, from the same household may attend a viewing or handover of the property. If possible, please do not bring children with you.</p>	
<p>Your Area Officer will observe social distancing measures and will wear the appropriate PPE during the viewing and handover process. You must also keep to social distancing rules during the viewing and handover process.</p>	
<p>Please note, you will not be able to use the toilet or hand washing facilities at the property. We will provide hand sanitizer and ask you to use this on arrival and on departure from the property.</p>	
<p>When viewing, please try not to touch any hard surfaces. We will open a variety of kitchen and cupboard doors before you arrive to save you doing so. The property is not being professionally cleaned between viewings and therefore it is important you follow the guidance given in this policy notice.</p>	
<p>When handing over the property to you, we will provide you with a 'new tenant information pack', containing useful information, the tenancy agreements and a pen you can use to sign both. You will keep one Tenancy Agreement and your Area Officer will safely collect the other from you.</p>	
<p>Following the viewing or the handover process, your Area Officer will contact you to answer any queries and will provide you with any further information before you either accept the offer, or after you have moved in to your new ateb home. Remember, we are here to help and want you to be happy in your new ateb home.</p>	