



Property Reporting Protocols

In order to carry out property reports and inspections safely and in accordance with current Government advice and guidance for reducing transmission of COVID-19; the following Property Reporting Protocols (PRP) should be referred to when completing property reports.

This is to maintain both your own safety and that of letting agents, the current tenants, subsequent tenants, visitors to the property as well as the wider public and or your own family.

These protocols are/should be aligned to your in-app checklist. Each protocol can be changed to align with your own service provision so the following information acts as guidance and prompts to help you consider the risks associated with attending properties during the current pandemic.

For guidance on how to change/update your checklist please refer to the help section:

<https://support.inventorybase.com/en/articles/1934748-setting-up-checklists>

Please Note: They do not override Government COVID-19 Secure guidance which should **always** be adhered to in the first instance. For up to date Government advice and guidance visit: <https://www.gov.uk/coronavirus>



Property Reporting Protocols

Protocol 1	Actions	Points to note/further info	
<p>Pre check if any tenants are self isolating, shielding or are displaying any symptoms of COVID-19, have received a positive diagnosis even if asymptomatic or have been advised to shield</p>	<p>When booking the call ask:</p> <ul style="list-style-type: none"> ● if the tenant is currently unwell ● if they have received a positive test result for COVID-19 ● if they are currently shielding either due to their age and or medical reasons 	<p>If the tenants answer yes to any of your questions then you should:</p> <ul style="list-style-type: none"> ● not proceed/book the appointment and or enter the property ● refer back to the client making the report request and advise that the report will need to be postponed until such time it is safe to enter the property ● rebook when the tenants are no longer unwell, shielding and or have been tested by a Government authority and can confirm/evidence that 	<p>For further information and guidance for protecting yourself and others: https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance</p>



Property Reporting Protocols

		<p>they are no longer infectious</p> <ul style="list-style-type: none">• seek to rebook the appointment when the tenants have left after i.e after 72 hours has elapsed since they vacated the property	
--	--	---	--



Property Reporting Protocols

Protocol 2	Actions	Points to note/further info
<p>Request that the property is suitably prepared for the visit to be conducted including cleaning down of handles and any surfaces that you may need to touch during the inspection such as sanitary ware, ovens, white goods</p> <p>Doors and windows to be opened for easy access (without compromising the security of the property) and ventilation</p>	<p>When booking the call advise:</p> <ul style="list-style-type: none"> ● there must be no other persons in the property during the visit/inspection ● all doors, windows must be opened to allow easy access/ventilation ● handles must be sanitised/cleaned down ● surfaces such as toilet seats, washing machine doors, appliance handles (ovens, microwaves) must be sanitised/cleaned ● gloves, face mask, overshoes will be in place prior to entering the property 	<p>If the tenants/occupants refuse to carry out the required protocol request you should:</p> <ul style="list-style-type: none"> ● advise that unless the protocols are agreed the property report/inspection cannot take place ● refer back to the agent/landlord advising them of the refusal and request further advice/guidance <p>For further information and guidance - COVID-19 and renting: guidance for landlords, tenants and local authorities: https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities</p>



Property Reporting Protocols

Protocol 3		Actions	Points to note/further info
Arrange for the safe (non contact) collection of keys/access remotes/ codes; sanitised and in an envelope	When booking the call advise: <ul style="list-style-type: none">• keys must be sanitised/appropriate anti bacterial wipe• ask keys to be placed in an envelope with a unique serial number for easy identification at pickup/return	Have a robust key pickup/return process in place to ensure the safety of both the clerk, tenants and managing agent/landlord Arrange for the pickup/return location to be somewhere safe if keys are to be left unattended for any period of time	



Property Reporting Protocols

Protocol 4		Actions	Points to note/further info
<p>Before entering, wear disposable gloves, shoe covers and a face mask remembering to change and dispose of them safely before each and every appointment</p>	<p>Ensure that you have appropriate PPE in stock to be able to fulfil your report requests; include:</p> <ul style="list-style-type: none"> • staff, self employed clerks, contractors and or seasonal works that you are responsible for 	<p>Refer to Government guidelines as to the type and specification of face masks required</p> <p>Most suppliers are experiencing significant delays in receiving PPE orders so factor that into your planning when accepting/booking appointments</p> <p>You should not take any unnecessary risks by not having all the equipment needed to carry out the appointment</p>	<p>For further information and guidance on PPE - https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe</p> <p>For further technical information - https://www.gov.uk/government/publications/technical-specifications-for-personal-protective-equipment-ppe</p> <p>For WHO advice/guidance: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-on-covid-19-and-masks</p>



Property Reporting Protocols

Protocol 5		Actions	Points to note/further info
Where possible; wash hands regularly and for no less than 20 continuous seconds	<p>Where practical; ensure that you have appropriate soap/water/clean towel so that you are only using your own items.</p> <p>Wash hands as soon as is practical to do so and if using hand sanitiser; rub it into your hands/wrists for at least 20 seconds to ensure full coverage</p>	If it is not practical to wash hands at the property; ensure you have/issue hand sanitiser and leave enough time between property visits to allow for breaks and use of washing facilities (where practical)	For further information and guidance on handwashing - https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/



Property Reporting Protocols

Protocol 6		Actions	Points to note/further info
Do not touch your face, eyes, nose or mouth during the visit/inspection	By using substitute behaviour such as the back of your wrist or arm when coughing/sneezing you are less likely to expose others to infection	Ensure that you: <ul style="list-style-type: none">• have tissues to cough/sneeze into• dispose used tissues safely and away from the property• wash/sanitise hands as soon as is practical	For further information and guidance; see protocols - 7/9



Property Reporting Protocols

Protocol 7		Actions	Points to note/further info
Use hand sanitiser before you enter the property, as you leave the property and before you touch your vehicle/mode of transport or access public transport	Hand sanitiser should be used when it is not practical to wash your hands. The should have 60-95% alcohol content to be effective so ensure that any gels are purchased from a reputable source/known brand	<p>Ensure that you have an appropriate amount of sanitiser available that is easy to carry/transport so you can use it before and after entering the property</p> <p>If unavailable you should:</p> <ul style="list-style-type: none"> • wash your hands as soon as is practically possible • adhere to governments guidance for effective hand washing practices 	<p>For further information and guidance: NHS - How to wash your hands - https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p>



Property Reporting Protocols

Protocol 8		Actions	Points to note/further info
Maintain a 2-metre distance to any persons present	You should ensure that there is no one present at the property during the report	<p>Advise during the booking process that the report will be 'non contact' and that the tenant/landlord is not permitted to be present during the check out.</p> <p>Ensure that there is a minimum of 72 hours between the occupants leaving and the report being carried out.</p>	<p>For further information and guidance on home moving - https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak</p>



Property Reporting Protocols

Protocol 9		Actions	Points to note/further info
Wipe down equipment including phones, battery packs, keys before touching any other surfaces	<p>Ensure that you have appropriate anti bacterial wipes and use before/after each property visit to minimise transmission</p> <p>Have a suitable receptacle in your equipment bag/vehicle to safely store used gloves, masks, overshoes, wipess, tissues</p>	<p>Ensure the safe disposal of used safety equipment:</p> <ol style="list-style-type: none"> 1. Should be put in a plastic rubbish bag and tied when full 2. The plastic bag should then be placed in a second bin bag and tied 3. It should then be stored for at least 72 hours before it can be put in with your normal household waste 	<p>For further information and guidance:</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p>