

COVID-19 Practice Statement: Protocol for Surveys in homes.

This Practice Statement has been prepared to inform the service user of the distancing requirements that need to be adhered to in respect of all Rent Assessor surveys.

1. Before attending to the property in question, a pre-survey telephone call or video call will need to be held to discuss all matters related to the survey. Any discussions regarding the property are to be held during this pre-survey call rather than inside the premises.
2. The landlord will need to be made aware, ahead of a visit, that a 2m distance must be kept at all times during the survey.
3. LPS should ask whether any party is showing symptoms or has been asked to self-isolate before going ahead with any survey. No work should be carried out by a person who has coronavirus symptoms, however mild or anyone who has been asked to self-isolate.
4. Owners of the property need to make sure they understand which areas will be surveyed and ensure that all doors and access panels are open and surfaces have been cleaned with household cleaning products in line with public health advice.
5. During a visit, members of the household, landlords or agents should follow social distancing guidance, ideally by vacating the premises, or alternatively by staying 2 metres away wherever possible, for example by staying in another room. Where a distance of 2 metres is not possible, and the visit is within an enclosed space, all parties should wear a face covering.
6. All parties viewing a property should wash their hands with soap and water (or hand sanitiser if not available) immediately after entering the properties, with internal doors and cabinets having been opened beforehand and surfaces having been wiped down before they enter. Separate towels or paper towels should be used if possible and washed or disposed of safely after use.
7. Any busy areas across the household where people travel to, from or through, for example, stairs and corridors, should be identified and movement within these areas should be minimised.
8. If necessary, a post-survey telephone/video call can be held to discuss any issues related to the survey or property - these discussions should NOT be held onsite.