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## **COVID-19 Allocations Advice and Information for the Housing Sector**

## **Purpose of Document**

As the housing sector in Scotland responds to the coronavirus outbreak it is essential that bringing empty properties into use is a national priority to ensure that we can continue to provide safe and secure accommodation to those in emergency housing need.

The purpose of this document is to provide information for local authorities, social landlords and private rented sector landlords to help them meet duties and legal requirements during the coronavirus pandemic. It is non statutory guidance and does not replace any existing guidance, however it aims to incorporate recently published public health advice with existing statutory duties.

It provides practical guidance for landlords, housing managers, service delivery staff, and contractors in how to safely continue void's processing work whilst providing secure and where possible settled accommodation for those experiencing or at risk of homelessness or those in unsuitable accommodation.

# 1. COVID-19 Housing and Homelessness Specific Measures

1.1. Since the outbreak of the pandemic in the UK, local authorities, social housing providers and private landlords have been required to respond quickly to a range of complex issues. To support this work, a range of guidance has been issued;

- The provision of emergency accommodation and [guidance](#) for rough sleepers to self-isolate and receive medical support.
- The provision of [guidance](#) for landlords to support those at risk of domestic abuse.
- The provision of [guidance](#) to support migrants with no recourse to public funds.
- The provision of a [framework](#) for supporting Gypsy/Travellers.
- The provision of [guidance](#) for landlords to conduct gas safety checks safely.
- The provision of [guidance](#) for private landlords and letting agents.
- The provision of [guidance](#) for social landlords.

1.2. In response to the current pandemic existing statutory duties to assess homelessness are being complimented by funding to third sector partners to provide safe and suitable temporary accommodation to those experiencing homelessness who are unable to self-isolate. Alongside specific measures to support vulnerable groups, local government anticipate that homelessness presentations from these groups may increase over the coming months as a result of pressures facing households. In such a scenario, short term, emergency accommodation in hotels, refuge or B&B's will not sufficiently meet the needs of those who have more complex support needs or face increased risks e.g. family groups, women and children experiencing domestic abuse, rough sleepers or prison leavers who will all require access to settled accommodation and support from local services. Housing services will also be facing pressures to provide settled accommodation to those tenants and households who were in temporary accommodation prior to the coronavirus outbreak. Ensuring an adequate supply of settled accommodation for those who are at risk of and have been made

homeless will require the prioritisation of bringing empty homes back into use wherever possible and safe to do so.

- 1.3. Current [legislation](#) made under the Coronavirus Act 2020 allow for individuals to travel to move home and for the gathering of more than two people to facilitate house moves during the emergency period where reasonably necessary. As part of existing duties upon local authorities and broader public health measures to limit the spread of COVID-19, safe and suitable temporary accommodation should be provided to those who are homeless, in unsuitable accommodation or at risk within their current accommodation.
- 1.4. Bringing voids back into use will help meet anticipated increased need for housing. To achieve this, it is recommended that local authorities, landlords, craft operatives, tradespeople and the local police divisions work together to facilitate the preparation of accommodation and support moves to place tenants into homes. To ensure minimum disruption whilst this work is carried out it is recommended that housing providers, via housing officers, issue a letter or email of comfort for the tenant and associated workforce on official headed paper stating that the move is essential and permissible under the Coronavirus Act. A contact number for the landlord should also be provided in case any further details of confirmation is required.
- 1.5. It is also recognised that current restrictions on movement, social distancing measures and reduced workforce numbers are presenting challenges for housing providers in processing empty properties. Where issues are unable to be resolved locally, national COVID resilience housing hubs are working closely with the Scottish Government to identify and prioritise sector responses.
- 1.6. In light of these issues, instilling a public health approach which supports, safeguards and protects staff and tenants is vital. This guidance outlines practical steps housing providers can take to ensure homes continue to be made available in a safe way which limits the spread of infection for tenants and staff.

## **2. Provision of accommodation**

- 2.1. Local authorities and social housing providers are already working together to bring empty properties into use for temporary and settled accommodation in response to coronavirus. This has been achieved by adapting existing protocols and partnership working arrangements to understand applicants' housing support needs, the duties that are relevant to these and the extension of existing partnership arrangements.
- 2.2. Where possible this should include continued provision of long-term strategies to provide settled accommodation in line with the applicant's (and, where applicable, their family's) needs as well as leasing empty properties for use as both temporary and settled accommodation.
- 2.3. In the private rented sector, the use of lease agreements may also be required between local authorities and private landlords when taking on offers of temporary accommodation from private landlords including hotel owners, owners of holiday lets or universities. Where practicable, decisions made by social landlords concerning the use of private sector accommodation should look to minimise future tenant moves.
- 2.4. There is a potential risk whereby using short term arrangements within the private sector e.g. student accommodation or hotels, will result in tenants facing subsequent moves within a short period of time. Decisions to use, and the content of private sector lease agreements will be decided locally by individual local authorities and housing partners. However, it will be important to establish how long properties will be made available under such arrangements to ensure tenants do not face further additional moves unnecessarily.
- 2.5. If local authorities are looking to access accommodation within the PRS it may be appropriate to email their landlord registration database or to contact letting agents directly with an appeal for empty accommodation. Owing to current restrictions on home moving landlords may be facing void periods and may be interested to lease properties via the local authority.

## **Practical Considerations**

### **Property Condition and Repair;**

- What state of repair is the property in and how can work be arranged to ensure it is to a safe and fit standard?
- What is the capacity of council workforce, local contractors, furniture removal firms and furniture supply companies?
- Are multiple visits by different workforce operatives required? If so a wait time of 72 hours alongside the use of appropriate PPE between visits will help minimise spread of the virus where previous occupants were known to have the virus.
- How can arrangements be put in place to conduct gas and electricity safety checks and legionella testing prior to occupancy and ensure new connections? Landlords are currently required to demonstrate best endeavours in conducting tests and keep a record of properties where it has not been possible and if these properties pose a risk based on knowledge of the property, previous records, any visual check of the property, and information from tenants or others.
- What furniture will be provided and how will this be supplied? (e.g. an emergency furniture pack or fully furnished property)?
- What is the process for exchanging keys between contractors, partner organisations or departments?
- Where are the keys to the property held, and are they accessible?
- How will new door locks be installed?
- What is the process for handing back the property to the landlord if it is a short-term lease?

### **Cleanliness and Sanitation;**

- Staff carrying out cleansing should also be provided with PPE proportionate to the risks presented.
- Both furnished and unfurnished properties should be left for at least 72 hours after last occupation before any cleaning work begins. Under most circumstances even without cleaning or disinfectant the amount of any infectious virus on any surface is likely to have decreased significantly by 72 hours. If there is evidence of blood or body fluid that has been spilt on soft furnishings, then the item should be discarded.
- Mattresses should be cleaned with detergent and disinfectant. When stripping beds or removing fabrics for cleaning do not shake items. Once removed items should be immediately bagged for transportation to reduce the risk of spreading infection to other surfaces. Dirty laundry should be bagged and kept sealed for 72 hours before cleaning - anything used to transport laundry should also be disinfected after each use.
- Ordinary commercial cleaning products containing disinfectants such as alcohol (70% ethanol) and chlorine releasing agents (sodium hypochlorite at 1,000 ppm av. cl.) are sufficient to remove infection from all surface types.

- Disposable cloths and mop heads should be used for cleaning and placed into a disposable bag which should be left tied up in a safe location for 72 hours before being put out for collection.
- Where possible storage areas and cupboards should be left open to encourage air circulation to all areas of the property whilst it is empty.
- Regular hand washing with soap by anybody visiting the property is recommended irrespective of how long a property has been left empty.
- If applicable, what provisions are in place for the cleaning of communal areas? Particular attention should be paid to frequently touched surfaces and equipment e.g. door/window handles, sink areas, appliances, telephones, tables and building entry systems. If furnished kitchen utensils, crockery and cutlery should also be cleaned.
- Where an unwell individual has slept or there is visible contamination with body fluids, then the need for additional PPE such as an apron and gloves should be considered. PPE should also be provided to any staff removing infected items from properties.
- Organisations should ensure staff have the space to allow for appropriate distancing of 2m between colleagues when working/moving around. Staff should ensure good ventilation by keeping windows and doors to small rooms open.
- Once a property has remained unoccupied for 72 hours and received a deep clean it will be ready for occupation. Anyone entering the property without cleaning should observe good hand hygiene.
- Is there an agreed process for when tenants move on and leave temporary accommodation during the crisis, including a process for cleaning the property?

### **3. Allocation of Properties**

3.1. In response to the coronavirus outbreak some social landlords, including local authorities and housing associations, have suspended allocations and mutual exchanges owing to many of the challenges already identified. However, delays to allocations risk the safety of some of our most vulnerable groups and will create a backlog within the housing sector which will slow progress towards a recovery. It is crucial to ensure empty properties continue to be allocated throughout this period wherever possible. Where issues are identified strong partnership working across the housing sector and government should aim to address these issues and find practical solutions.

3.2. Where practical barriers can be overcome, and safe working practices can be implemented, continuing to allocate properties will help meet the anticipated increase in housing need and save the lives for those at risk of infection or confinement e.g. victims of domestic abuse. The provision of safe and suitable accommodation to those facing homelessness should therefore be viewed as a key priority both as an immediate response to the outbreak and in the recovery period to follow.

3.3. Alongside pre-existing causes for homelessness presentations, the current pandemic has resulted in an increase of presentations from certain groups who need to self-isolate or maintain social distancing or are at increased risk or vulnerability at this time:

- People in shared or unsuitable temporary accommodation;
- Rough sleepers;
- Victims (and children) of domestic abuse;
- Asylum seekers, destitute migrants and those with no recourse to public funds
- Re-homing perpetrators of domestic abuse still living within the home;
- Prison leavers without access to suitable follow on accommodation;
- People moving from hospital settings with medical conditions affected by current housing circumstances or other institutions;



- People living under 'care of' arrangements;
- People living in overcrowded accommodation or those living in houses of multiple occupation who need to self-isolate;
- Upon advice from Police Scotland for serious Anti-Social Behaviour incidents.

3.4. Where voids arise, social and private sector landlords may consider leasing void properties for use as temporary accommodation. This may require developing protocols and partnership working arrangements between local authorities, RSLs and support services (e.g. women's aid) where not already in place. To adhere to social distancing guidance housing providers will be required to process applications, conduct risk assessments and support tenants via the telephone or email when allocating properties. Where possible utilising existing links tenants have with other services will help better understand support needs accounting for vulnerability or isolation tenants will be experiencing. Specialist providers will be liaising with their Social Health and Social Care Partnership to consider vulnerable referrals on a case by case basis.

## **Practical Considerations**

**Is the applicant ready and able to move and wanting to progress? (Appendix 1 provides a sample telephone questionnaire to aid assessment.)**

- What arrangements need to be provided to enable their move? There may be limited access to commercial removal services. Tenants and family members should be made aware of social distancing guidance during moving.
- Can applicants/tenants who need to source furniture including white goods do so through known contractors/charities? Are there services you can link them into to support with this?
- Can the applicant/tenant access the Crisis Grants or the Social Welfare Fund grant if required and eligible?
- Are housing benefits including Universal Credit and emergency payments in place? This may require opening a bank account.

**Can a safe contactless letting process be implemented? (Appendix 2 provides a model contactless letting protocol)**

- Does the tenant have access to a mobile phone with credit and an email account for correspondence?
- Is the client, or family members, displaying symptoms or self-isolating?
- Can safety checks be carried out prior to the property being let? If contractors are not available to carry out this work, then the property cannot be allocated.
- What type of gas/electricity meters are present in the property? Are you confident that power will be available to the tenant from day one?
- In the case of a furnished flat, an inventory of items will be required to share with the tenant.
- Identify a single point of contact to help them get through - housing associations may need to link up with third sector organisations that can provide this guidance e.g. Scottish Women's Aid, SACRO or SAMH.
- Is there a safe process for handing over keys?
- If applicable, what provisions are in place for the cleaning of communal areas (e.g. door handles, handrails, keypads)?
- Is the client categorised within the shielded group or vulnerable? What links can be made to local food bank delivery programmes, prescription collection services etc?



## **4. Homelessness Presentations**

4.1. People experiencing homelessness face significant challenges to protect themselves from COVID-19 infection. Being without stable accommodation makes both social distancing and self-isolation difficult and increases the risk of disease transmission for homeless people and the population more generally. Where practical barriers can be overcome, and safe working practices (including social distancing) can be implemented, continuing to allocate properties for those who are experiencing homelessness should be viewed as a key priority both as an immediate response to the outbreak and in the recovery period to follow.

4.2. Local Authorities have statutory obligations around homelessness and are required to provide accommodation for homeless people either by making use of council housing or by obtaining accommodation from other providers in the social rented or private sectors. Partner organisations, such as RSLs, also have a duty to support local authorities and comply with requests to provide this accommodation unless there is a good reason for not doing so. To help address the public health impacts of COVID-19 a primary focus at this time should be on providing support to local authorities so that they can meet their statutory obligations and assist people who are threatened with, or who are experiencing, homelessness. Private landlords also have a role to play within this and are encouraged to contact their local authority if they hold properties which could be made available for those at risk of or experiencing homelessness.

4.3. Ensuring an adequate supply of suitable and safe accommodation to meet the needs of people experiencing homelessness is a vital part of the wider effort that the housing sector is making to support social distancing, protect the NHS and assist those who are most vulnerable.

4.4. Local authorities are continuing to accept and assess homelessness applications during this stage of COVID 19. Individuals at risk of or experiencing homelessness should apply for help from local authority housing options officers. The immediate focus will be on providing people with access to emergency accommodation so that they can self-isolate and protect themselves from infection. Many people will

require temporary or transitional accommodation during the crisis. However, where required, this should be coupled with a longer-term strategy to provide settled accommodation and housing support. Local authorities will be best placed to understand local housing supplies, however partnership working with social and private landlords is encouraged to find routes into settled accommodation e.g. through converting temporary accommodation into settled tenancies within the private sector.

## Practical Considerations

### Tenant Support and wellbeing

- Does the applicant/tenant have a mobile telephone and or access email to enable them to receive information and support? Most providers are currently providing support via telephone. If not, how will the tenant get access to a phone and phone card, to access telephone support when in the property?
- Do staff working from home have access to relevant systems and technology to process and record relevant information e.g. capability to produce and share photos or live stream/pre-filmed video of the property with the applicant/tenant? Does the applicant have access to this technology?
- Can a digital tenancy agreement be explained and signed to meet legal requirements? Can the signing of the tenancy agreement be witnessed? A legal view on the validity of witnessing via video call would be required.
- Is there a joined-up service package to make sure the tenant has access to benefits and food?
- If there is a pre-payment meter, are there provisions in place for this to be topped-up if the occupant is self-isolating or unable to leave the home?
- What provisions are available to make the property comfortable e.g. carpets, curtains, cutlery, crockery, kettle, pans. The provision of a food parcel will also help those moving at short notice or those moving from emergency accommodation.
- Is there a process for checking in on the applicant/tenant before, during and after the move-in process?

*Support for those at risk during the COVID-19 outbreak is available via a national telephone number **0800 111 4000**. This will link tenants directly to local authorities to enable them to access food delivery and prescription services, social work services, benefit advice and emotional support. SAMH have an [information hub](#) that can help put people in touch with the right kind of support for them. Council Homeless Teams can continue to refer people into their specific services, e.g. Community Directions.*

## Useful Links

1. Scottish Government guidance on the Coronavirus (Scotland) Act contains information on the measures which have been put in place to ensure that renters in both the social and private rented sectors are protected while confined to their homes. Annex B: Sector Specific Guidance (page 11-13): <https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-stakeholders-on-the-coronavirus-scotland-act-2020/>
2. [Guidance on moving home in Scotland during COVID-19](#) is aimed at moving home involving the buying and selling of property, but similar considerations apply to people moving in other circumstances.
3. The MyGov website has also been updated to provide specific information on the new measures for social housing tenants and information if they are suffering from financial hardship: <https://www.mygov.scot/social-rental-rights/>
4. Guidance for homelessness settings and decontamination protocols: <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/>  
<https://www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-social-or-community-care-and-residential-settings/>  
<https://www.gov.scot/publications/coronavirus-covid-19-homelessness/>
5. Guidance regarding gas and electricity pre-payment meters: <https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply>
6. [Simon Community Scotland \(SCS\)](#), currently offers a 7 day street presence in Glasgow and Edinburgh, actively supporting people off the street and into emergency accommodation including the rapid access hotels funded by the Scottish Government. SCS is working in close partnership with health, housing and partner charities to enable people to move on including accessing the private rented sector. The organisation can redeploy staff to work closely with landlords supporting to make move on for people a success. SCS tenancy sustainment service operates across a number of Local Authorities and RSLs in the West of Scotland.
7. The Wise Group is the lead partner of [New Routes Mentoring](#), the national throughcare service for males serving short prison sentences across Scotland. When customers join New Routes Mentoring, they are asked to highlight their needs; if the customer is homeless, mentors contact the homelessness service in the area they are returning to. This is carried out pre-release on behalf of the customer and mentors also work with partners in non-statutory housing provision to minimise the risk of anyone leaving prison and being homeless.

**Appendix 1 – Sample Telephone Questionnaire (Amended example provided by the Wheatley Group- local housing providers should consider emerging needs and risks at time of assessment)**

Applicant Ref	
Applicant name	
Applicant address	
Email address	
Offer Address	
<b>Mandatory Questions</b>	
<b>Do you or any of your family have/ or have had in the last 10 days any of the following symptoms?</b>	<ul style="list-style-type: none"> <li>• High temperature</li> <li>• New or continuous cough</li> </ul> <p><i>If applicant answers yes to either of the above questions advise sign up cannot proceed. They should be informed that the accommodation will be available after period for infection has passed. the offer after COVID-19.</i></p>
<b>Are you or any of your household considered to be at high risk from coronavirus?</b>	<p>You may be at high risk from Coronavirus if you:</p> <ul style="list-style-type: none"> <li>• Have had an organ transplant</li> <li>• Are having certain types of cancer treatment</li> <li>• Have blood or bone marrow cancer such as leukaemia</li> <li>• Have a severe lung condition such as cystic fibrosis or severe asthma</li> <li>• Have a condition that makes you more likely to get infections</li> <li>• Are taking medicine that weakens your immune system</li> <li>• Are pregnant and have a serious heart condition</li> </ul> <p>(the above list is not exhaustive it was taken from NHS website, correct at 25<sup>th</sup> March 2020)</p> <p>If applicant answers yes to any of the above questions, advise current NHS advice is that they should not leave their home. They should be informed that the offer cannot proceed at this time. Confirm whether applicant wishes the</p>



	offer to proceed after current situation is reviewed.
<b>Are you or any of your household experiencing other risk factors?</b>	<p>Considerations may include;</p> <ul style="list-style-type: none"> <li>• Woman and children at risk of domestic abuse</li> <li>• Destitute Migrants or those with no recourse to public funds</li> <li>• Disabilities</li> <li>• Pre-existing health conditions</li> <li>• Care needs</li> </ul>
<b>Applicant response</b>	
<b>HOUSING OFFICER ACTION</b>	<p>If applicant wishes the property to be held, email [insert relevant contact details] confirming details of the void by completing COVID-19 TFF offer letter. The homeless team will pass the property to [insert relevant contact] temporary accommodation team for use at temporary accommodation</p>
<p>If applicant wishes to move and is not displaying COVID-19 or considered high risk, then applicant should be made aware that we need to understand whether or not they are in a position to move into the property. In order to do that we need to ask them a number of questions.</p>	
<p>Do you require help with a UC/HB application to pay for the rent?</p>	<p>Current DWP advice regarding new claims is:</p> <p>If someone needs to make a new claim to Universal Credit then they would make the claim as normal however ID verification (if it can't be done online) will be done using biometric questions over the phone so that people aren't attending the Jobcentre.</p> <p>The DWP will verify ID for as many cases as they can over the phone however there may be times where they have no option but to have someone in if the biometrics can't be done over the phone. Their business continuity approach is for it to be done on the phone wherever possible.</p> <p>The DWP have announced additional easements/support for those claiming benefits:</p> <ul style="list-style-type: none"> <li>• People will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended</li> </ul>

	<ul style="list-style-type: none"> <li>· Self-employed Universal Credit claimants will no longer be subject to the Minimum Income Floor while they are affected by the Coronavirus.</li> <li>· If you are diagnosed with or are staying at home on government advice due to coronavirus, you will be able to apply for Universal Credit and can receive up to a month's advance upfront without physically attending a jobcentre. Work search and work availability requirements will be removed to account for a period of sickness and DWP will review conditionality requirements to ensure they are reasonable</li> <li>· Fit notes will not be required for people who need to claim ESA or Universal Credit because of coronavirus</li> <li>· If you are a new Employment Support Allowance claimant who is diagnosed with or are staying at home on government advice due to coronavirus, your first payment will now include money for the first 7 days of your claim</li> <li>· Face-to-face assessments for all sickness and disability benefits will be temporarily suspended for 3 months from Tue 17 Mar</li> </ul> <p>Jobcentres remain open, and will continue to support people who are not able to use phones and online, including homeless people. Additionally all resource has been diverted to priority areas which are: getting claims processed, facilitating advances and making sure applicants are paid.</p>
<p><b>How will you furnish your home?</b></p>	<p>Make applicant aware if normal furniture provision service is available.</p> <p><b>Alternative support may be available via grants including;</b></p> <p><b>Crisis grants</b> aim to help people who are in crisis because of a disaster or an emergency. A decision to award a crisis grants will be made within one working day after the local authority has received all relevant information.</p>

	<p><b>A community care grant</b> aims to help people who may have to go into care unless they get some support to stay at home. Or if they are leaving any form of care and need help to set-up their own home. Under normal circumstances community care grants are processed within 15 days.</p> <p><b>Scottish Welfare fund.</b>  <i>[Insert local council – adapt to current status of Scottish Welfare Funds]</i></p>
<p><b>How will you move into the property?</b></p>	<p>Discuss the following points with applicant:</p> <ul style="list-style-type: none"> <li>• Arrangements for furniture removals</li> <li>• Arrangements for hiring vans (this may not be available)</li> <li>• Assistance to move while adhering to social distancing guidelines</li> <li>• Most support providers are now providing telephone only support services therefore will be unlikely that they will be able to assist with moving applicant into their home</li> <li>• How will you set up your new utilities – our understanding is that utilities companies have significantly reduced their services and in some cases are only offering life and limb services</li> </ul>
<p><b>Make applicant aware that they will be liable for rent from day one and general tenancy conditions that are expected of them, for example:</b></p> <ul style="list-style-type: none"> <li>• <i>before you leave the house unoccupied, you must check reasonably thoroughly that there is no risk of damage from fire, water or gas supplies in your house;</i></li> <li>• <i>you must tell us if you intend to go away, for more than four weeks and your house will be unoccupied during that time;</i></li> <li>• <i>if your house is going to be unoccupied for any length of time, and there is a risk of water pipes freezing when you are away, you must tell us before you leave.</i></li> </ul> <p><b>Are they willing to accept the liabilities associated with signing missive</b></p>	
<p><b>Housing officer Action</b></p>	<p><b>IF applicant is willing to move and is able accept the property. Arrange DOE and sign up</b></p> <p><b>If applicant cannot move but still wishes to move after restrictions for Covid-19 are lifted, advise applicant you will be in touch and confirm</b></p>

	<p>conversation in writing (where possible by email). Upload copy letter / email to applicant's MyHousing Application</p> <p>Email outcome of discussions to Homeless Team and they will arrange for property to be passed over to LA for temporary accommodation</p>
Date of accompanied viewing and DOE	<p>Discuss with applicant that viewing and DOE will take place on same date</p> <p>Agree provisional date of entry</p> <p><b>REMEMBER TO CHECK NEW HOME VISIT GUIDELINES</b></p>

**Appendix 2 – Indicative Contactless Letting Protocol based on a Welsh HA, produced by CIH Scotland**

Who	What are they doing?	Notes
Landlord arranging viewing	<ol style="list-style-type: none"> <li>1. Phone tenant to discuss offer, rent from day one and the Tenancy Agreement</li> <li>2. Ask a series of health and safety questions about COVID-19: e.g. How do you feel? Are your family isolating? Discuss the viewing and sign-up process due to COVID-19</li> <li>3. Agree sign-up appointment (allow lots of extra time for the appointment).</li> <li>4. Tell them you will not be in the property at the same time together to reduce risk both to them and to yourself regarding COVID-19.</li> <li>5. Advise the tenant they will need a mobile phone or device that you can contact them on whilst they are in the property. This is not optional, and it should be fully charged.</li> <li>6. Explain you will go in first and they should wait away from the property until you phone them to tell them to go in and view the home.</li> <li>7. If wanting to accept the property they will then sign papers and leave your copies at the property.</li> <li>8. Customer will then be required to leave the property after they sign so you can enter and retrieve your papers.</li> <li>9. They can then re-enter the property and their tenancy has commenced.</li> <li>10. Explain that any non-urgent snags (things that will not prevent them from moving in) picked up at the viewing will not be addressed until landlord is undertaking routine repairs again (currently only emergency repairs are being completed).</li> </ol>	
Landlord at the property	<ol style="list-style-type: none"> <li>1. Officer check of property &amp; paperwork.</li> <li>2. Ideally park within viewing distance of the property.</li> <li>3. Put on gloves.</li> <li>4. Enter property.</li> <li>5. Do walk about to check for snags &amp; issues.</li> <li>6. Take meter readings.</li> <li>7. Fill in forms ready for tenant to have/sign.</li> <li>8. DO NOT SIGN TENANCY AGREEMENT YET</li> <li>9. Leave forms/keys in three piles on the kitchen worktop and use post it notes to mark pages for signing:</li> <li>10. Tenancy agreements x 2 (note which page number(s) they are required to sign)</li> <li>11. Forms for tenant to keep</li> <li>12. Forms for tenant to sign and you take Plus</li> <li>13. Keys/fobs</li> <li>14. Pen</li> <li>15. Leave property (leave front door open).</li> <li>16. Wash hands with sanitiser.</li> <li>17. Ring tenant to say they can enter and should stay on phone whilst they do so.</li> </ol>	

Who	What are they doing?	Notes
Tenant at the property	<ol style="list-style-type: none"> <li>1. Enters property and views (with you on phone giving verbal update about rooms and them feeding back issues).</li> <li>2. If the tenant rejects the property, ask them the reason and explain wait times for new offers.</li> <li>3. If the tenant accepts then ask them to go to documents in the kitchen:               <ol style="list-style-type: none"> <li>a. Explain the tenancy agreement summary and answer questions.</li> <li>b. Ask the tenant to sign the tenancy agreement, key receipt/meter reading document etc.</li> <li>c. If UC claim/update is required, arrange support as required and remind them to update their online journal.</li> <li>d. Ask the tenant to temporarily leave property and allow you to enter.</li> </ol> </li> </ol>	
Landlord after the tenant viewing	<ol style="list-style-type: none"> <li>1. Return to property when tenant has temporarily left – wear gloves.</li> <li>2. Collect documents with signatures.</li> <li>3. Sign tenancy agreements and leave one copy for the tenant.</li> <li>4. Put all documents to be returned to the office in a big envelope that you have kept with you (the tenant should not have touched the envelope).</li> <li>5. Leave property.</li> <li>6. Wash hands/remove gloves.</li> <li>7. Phone &amp; tell tenant you have left the property and they can return.</li> <li>8. Wait at least 72 hours before handling the documents inside the envelope.</li> <li>9. Scan/take photo of signed/dated page of the tenancy agreement, key/meter readings documents</li> <li>10. Email over any snags to Voids Team/ Contractor.</li> </ol>	Landlord and tenant will have touched same paper work- putting docs in an envelope for at least 72 hours to reduce virus risk by the time it is unsealed.