

Sales and Lettings Phase 1: 1 st June – 30 th June	
Advice to sellers and agents	<ul style="list-style-type: none"> • Advice and copy of this plan to be provided to all current families, representatives and estate agents currently involved in buying, selling or renting properties within any MHA scheme in advance of agreeing any date for a viewing.
Notifications of a vacancy	<ul style="list-style-type: none"> • Resident / family or representative given written notice as per lease / tenancy agreement. In writing /by email as per usual procedure. • Where required pre-termination property inspection to be completed, by appointment and subject to risk assessment • Moving out to be risk assessed and agreed with Manager. NB maybe delayed beyond usual notice period if active Covid-19 cases at the scheme.
Applications	<ul style="list-style-type: none"> • New applications for housing can be accepted, following usual procedures/local policy for the scheme.
Viewings	<ul style="list-style-type: none"> • Not to be undertaken at sites with active Covid-19 cases • Risk Assessment to be undertaken and / or reviewed before proceeding with viewings or any sales / lettings activities • All viewings strictly only by pre-arranged appointment with the Manager, anyone arriving without an appointment will be asked to leave the premises • All persons entering scheme required to use a face mask, a suitable mask will be provided to all visitors who do not provide their own (Where MHA provide mask, manager will also provide guidance sheet on usage and disposal) • All visitors must wash their hands with soap and water if possible or if not, with hand sanitiser on entering the building. Manager will provide directions to nearest public washroom where available. • On arrival all visitors to verbally confirm that they have no symptoms and have not knowingly been in contact with anyone with symptoms or confirmed covid-19. • Wherever possible, alternative entrance and exits to be used to reduce unnecessary footfall through scheme. • Manager to accompany visiting party to the apartment, visitors to wait outside while Manager opens doors and windows, turning on lights. Viewers will be reminded to avoid all contact with surfaces, not use toilets etc. Manager to remain outside until viewing complete, then re-enter to turn all off and secure property before leaving. • Online viewings only of communal areas, most communal areas closed during current restrictions • Where property occupied, existing residents to exit and remain outside during the viewing • Maximum 2 people from the same household per property to accompany estate agent and no children (under 16 years) permitted in the scheme • Only 1 viewing per property within 24 hours

	<ul style="list-style-type: none"> • All door handles and surfaces to be cleaned and sanitised at the end of viewing. For leasehold properties this is the responsibility of the leaseholder or their representative. It is recommended that a supply of anti-bac wipes are kept at the property for this purpose. • Social distancing to be maintained at all times • Estate agents must adhere to latest government guidelines (www.gov.uk)
Assessments /offers	<ul style="list-style-type: none"> • Supporting documents. to be emailed • Care / Affordability Assessment to be done via video calls (Zoom / WhatsApp etc.) • References and credit checks as normal
Tenancy Sign-ups	<ul style="list-style-type: none"> • Risk Assessment (as per viewings) before proceeding with sign ups • To be conducted in scheme by appointment only • All hygiene and entrance requirements as per viewings above to be applied • Maintain Social Distancing and ensure hygiene safeguards in place
Support	<ul style="list-style-type: none"> • Telephone support may be provided as required during sales / lettings process as usual • Referrals to specialist organisations as usual where needed
Moving in	<ul style="list-style-type: none"> • Date and moving window must be agreed in advance with Manager • Incoming resident to be advised if any known active Covid cases at the scheme • Access route, lifts / stairs to be used to be set out in advance • Risk assessment to be completed • All other residents to be advised in advance of the move and where appropriate, requested to remain within their homes (and if possible away from communal corridors) during the moving window • Only a maximum of 2 people allowed per apartment to facilitate the moving in. This includes the removal company, family and friends. No children (under 16 years) permitted in the scheme.
The early days	<ul style="list-style-type: none"> • All new residents required to self-isolate within own apartment for 14 days from moving in. • All families and representatives to be made aware that scheme is open to essential visitors only • From moving in, resident to follow local lockdown protocols – to be provided and carefully explained by the manager.
Review	<ul style="list-style-type: none"> • These arrangements will be reviewed in line with any changes to Government advice and any arising situations at any specific scheme • If no changes as above, this plan must be reviewed and communicated no later than 30th June 2020