Property Viewing & Staff Safety Policy

Our commitment

The safety and wellbeing of our team is extremely important to us. We aim to accommodate prospective tenants and purchasers wherever reasonably possible while ensuring our staff can carry out viewings safely.

Standard viewing hours

Monday to Friday: 9.00am to 5.30pm.
Saturday: 10.00am to 2.00pm.
Viewing appointments are arranged within these hours, subject to availability and safety considerations.

Winter viewing arrangements

During the winter months, when daylight hours are reduced, our last viewing appointment will generally be at **4.30pm, subject to daylight conditions and property location**. Where it becomes dark earlier, appointments may need to finish sooner to minimise risks associated with lone working and attending properties after dark.

Exceptions

Exceptions may be considered for city-centre apartments and developments with suitable external lighting, secure access and a safe environment for staff. Lighting alone does not automatically make a viewing suitable: any exception must be assessed against the circumstances of the property and appointment.

Risk assessment and staff safety

Any exceptions will be subject to an appropriate risk assessment. Staff will not be expected to conduct a viewing where appropriate safety measures cannot be maintained. Lone-working arrangements, communication and check-in procedures should be followed in line with the agency's internal safety procedures.

Equal application

This policy applies equally to all members of staff, regardless of gender.