

# 10 steps to stay safe together

### Hello

We're looking forward to showing you around your potential new home. You'll need to bring a photo ID (such as a passport or driving license) with you on the day. We've put simple measures in place to keep you and our colleagues safe. To limit the risk of contamination, only the applicant(s) will be able to view the property.



We'll call you the day before our visit to check no one is shielding or has COVID symptoms. We'll also explain what will happen during the visit and the personal protective equipment (PPE) we'll be wearing



When you arrive, thank you for waiting outside the property. We'll come and meet you at the start of your appointment and talk you through the social distancing measures we have in place



If you have a mask, gloves or other personal protective equipment (PPE) you may choose to bring it with you for the visit. We'll be wearing a visible lanyard, gloves and a mask



Before we start the viewing, we'll both show each other our ID (we'll wear our catalyst badge) so we can confirm our identity whilst exercising social distancing



You'll have 15 minutes to view the property at your own leisure



During the viewing, please avoid as much as possible touching light switches, door handles, and cupboard doors, so we can limit the potential risk of contamination



We'll open the door to the property for you and will remain outside whilst you view the property



Once you've finished the viewing, we'll meet again at the original meeting point



We'll maintain social distancing whilst we talk together about the property and answer any of your questions



If you'd like to accept the property, you'll just have to contact the allocations team on the number in the letter you received previously

**Together we stay safe and protect our communities.**

To find out more about Covid-19 and our services, please visit [www.chg.org.uk/coronavirus](http://www.chg.org.uk/coronavirus)