

COVID-19 Risk Assessment - Customers Viewing and Completing Handover of Properties



Risk assessment completed by					Date risk assessment completed				
Description of the task/activity						Time the task/activity usually takes place			
<p>This risk assessment has been written as a generic template must be made property specific. Viewings must be remote where possible and a visit only conducted where this is not achievable.</p> <p>This risk assessment template is to support colleagues conducting viewings of either void properties with a view to letting them or for sale. It sits alongside all existing risk assessments and is designed to manage the exposure risks associated with COVID-19</p> <p>In line with Government advice, colleagues must stay alert and dynamically risk assess their working environment, taking immediate action to stay safe as needed, in addition this risk assessment is to be reviewed and updated weekly in line with Government advice.</p>						<p><i>Insert days or week and hours</i></p>			
People involved in the task/activity						Where the task/activity takes place			
Colleagues and customers						<i>Insert property location</i>			
Cause	Possible consequences	L (1-5)	S (1-5)	Risk level	Risk control measures	L (1-5)	S (1-5)	Revised risk level	
Competence of colleague	Risk of injury	3	3	9	Colleagues must be: <ul style="list-style-type: none"> • sufficiently experienced in carrying out the task assigned to them • understand the risks and be able to undertake a dynamic risk assessment if required • experienced enough to implement suitable control measures • competent to deal with circumstances that are new, unusual or beyond the scope of training, e.g. when to stop work and ask for advice from a supervisor 	2	3	6	

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Colleague lone working	Risk of injury	3	4	12	Colleagues must follow the guidance and measures detailed within their existing local lone working risk assessment	2	4	6
Travelling in your own vehicle to the property including vehicle breakdown	Risk of injury / COVID-19 exposure	3	5	15	<p>Colleagues must be satisfied that the vehicle has been maintained in a fit and safe condition</p> <p>Before setting off, the following checks must be undertaken;</p> <ul style="list-style-type: none"> • Ensure the brakes are in good working order • Ensure the car lights are working both at the front and the rear • Check the fluid levels in the vehicle ensuring that the correct amount of screen wash has been added • Wiper blades must be in good working order • Ensure that all mirrors are in working order • Ensure that tyres are in a suitable condition and inflated to the correct pressure • Ensure the seat belts are in good working order • Check audible warning devices i.e. horn <p>Once driving, all road traffic legislation must be followed</p> <p>In the event of the vehicle breakdown, you must consider; (towns and cities)</p> <ul style="list-style-type: none"> • pulling over to a safe place, away from the traffic • switching off the engine • turning on their hazard lights and if it is dark, or if visibility is 	2	5	10

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					<ul style="list-style-type: none"> • poor, leave the sidelights on • put the red warning triangle at least 50 metres behind the vehicle – this will warn any oncoming traffic that the vehicle has broken down • use a mobile phone to call for assistance • stay in your car and wait for help to arrive ensuring the 2m social distancing rule is applied. <p>(on motorways)</p> <ul style="list-style-type: none"> • turn your front wheels towards the grass verge when you pull into the hard shoulder • switch on your hazard lights and if it's dark or visibility's poor turn the sidelights on too • don't display your red warning triangle – with fast moving traffic the risks far outweigh the benefits of doing this • the driver must move behind the crash barrier if there is one. • Use your mobile phone and call for assistance ensuring the 2m social distancing rule is applied when help arrives. 			
Parking or travelling by foot (walking)	COVID-19 exposure	4	5	20	<p>Plan your journey and where possible park the vehicle and travel by foot in well- lit populated areas (even when not lone working)</p> <p>A safe distance of 2m must always be maintained from any other person to comply with the social distancing rules</p> <p>Ensure you clean your hands with your hand sanitiser after touching any</p>	3	5	15

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					<p>surface, the touching of surfaces must be avoided as much as possible</p> <p>Should an act of violence occur, please follow the measures identified in the 'violence at work risk assessment'</p>			
Travel to / from a HG property on public transport	COVID-19 exposure	4	5	20	<p>Plan your journey ahead of time and try to limit the number of 'modes of transport' used. Ensure you leave plenty of time for your journey as it may take longer than you are used to</p> <p>A safe distance of 2m must always be maintained when queuing, from any other person to comply with the social distancing rules</p> <p>Purchase tickets via apps where possible to reduce the requirement to physically touch any ticket machines. If no app available use contactless payment methods wherever possible</p> <p>Face coverings must be worn when using public transport.</p> <p>Sitting / Standing while travelling, try and maintain a level of social distance bearing in mind the 2m rule. Follow any guidance given by transport staff. If unable to maintain a comfortable distance, wait for the next available service</p> <p>Ensure you clean your hands with your hand sanitiser after touching any surface, the touching of surfaces must be avoided as much as possible</p>	3	5	15

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<p>Colleagues bringing COVID-19 into their designated place of work</p>	<p>COVID-19 exposure</p>	<p>4</p>	<p>5</p>	<p>20</p>	<p>All colleagues who themselves or have other family members in the "at risk" category must notify their line manager and not attend their place of work.</p> <p>If a colleague becomes ill or displays COVID-19 symptoms they must self-isolate and notify their line manager so that appropriate action can be taken</p> <p>If a colleague becomes aware of a person within their household who has a confirmed COVID-19 infection or suspected COVID-19 infection, then they must self-isolate in line with current Government guidance</p> <p>All colleagues must complete the COVID-19 on-line training and practise good hand hygiene</p> <p>All colleagues must adhere to PPE guidance relevant to the individual tasks they are undertaking</p> <p>Ensure all potential touch points are regularly sanitised</p> <p>When moving about the communal areas of the building social distancing must still be followed</p> <p>If a colleague unintentionally exposes themselves to a customer who has a confirmed COVID-19 diagnosis they must inform their manager immediately so that appropriate action can be taken</p>	<p>3</p>	<p>5</p>	<p>15</p>
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Condition of property to be viewed	Risk of injury	3	4	12	<p>All viewings must be pre-arranged</p> <p>Digital options must have been explored prior to visiting the property.</p> <p>Colleague to assess the property-specific risks using the dynamic risk assessment method or updating this document as applicable. This is to highlight any potential deviations from this risk assessment and adjust control measures accordingly.</p> <p>If a colleague feels unsafe in anyway, cancel the viewing and rearrange for a later date.</p> <p>Things to consider include when completing your dynamic risk assessment (this list is not exclusive):</p> <ul style="list-style-type: none"> • Slips, trips and falls risk as detailed below • Are there wet surfaces? (fresh paint and plaster) • Are there any hanging electric cables? • Have floors been lifted? • Can you maintain the 2m rule? • Open all windows if possible • PPE for COVID-19 as per the up to date guidance 	2	4	8
Customer(s) attending the property to complete the viewing	COVID-19 exposure & Risk of injury	4	5	20	<p>All customers can leave the property at their leisure</p> <p>Customers are to be reminded to wash / sanitise their hands before entering the location or use disposable gloves</p> <p>All customers must be told to practise social distancing measures (2m rule)</p>	3	5	15

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					<p>If a customer become ill or develop COVID-19 symptoms they must self-isolate in line with current Government guidance and report the situation to</p> <p>If our team member suspects that the customer is showing the symptoms of COVID-19 they must abandon the viewing and report it to their line manager at the earliest opportunity The customer must always be accompanied during the viewing where possible ensuring the 2m rule</p> <p>Customer to be advised prior to entry about any specific hazards including for example:</p> <ul style="list-style-type: none"> • Wet paint/plaster • Slips, trips or falls hazards • Electric hazards • 2m rule • PPE for COVID-19 as per the up to date guidance (this may need to be provided to the customer). <p>It may be required to wedge open doors to limit touch points, these are to be removed when the viewing is completed.</p>			
Customer displays signs of alcohol or drug abuse	Assault leading to major injury	3	3	9	<p>If at any-time the customer displays any signs of alcohol or drug abuse, the colleague may terminate the viewing.</p> <p>Such an event must be reported to their line manager and if necessary, to the health and safety department by means of a near miss.</p>	2	3	6

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Customer smoking during viewing	Risk of ill-health	3	3	9	<p>Customers will be required to refrain from smoking in the property, should they refuse the colleague must explain that they are unable to continue with the viewing.</p> <p>Such an event must be reported to their line manager.</p>	2	3	6
Violence at work incident	Physical/verbal assault	3	3	9	<p>Colleagues must follow the guidance and measures within their existing local violence at work risk assessment should an incident occur.</p>	2	3	6
Customer is taken ill or has an accident		3	5	15	<p>Alert the emergency services.</p> <p>Report the accident following normal Home Group procedures.</p>	2	5	10
Emergency i.e. fire	Risk of fire/burns	3	3	9	<p>At no time can colleagues or customers smoke within the property</p> <p>The team member is to advise the customer what to do should an emergency occur whilst within the property, get out, stay out and call 999</p> <p>Report the accident following normal Home Group procedures.</p>	2	3	6
Handover of keys & documents	Risk of injury / COVID-19 exposure	3	5	15	<p>Where possible, the keys & documents must be posted to the customer</p> <p>The keys and documents must be left for 72 hours before they are handled</p> <p>Wipe keys with alcohol-based sanitizer</p> <p>Keys can be sanitized and left in a key box/safe for the customer following the above rules</p>	1	5	5



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					Use of surface pro & pen to digitally sign document and sanitize before and after use			
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Details of other relevant risk or safety assessments (i.e. what they are and where can they be found)	All existing activity-based risk assessments remain valid and must continue to be used as needed by colleagues
Additional comments	Further guidance can be found on the COVID-19 Workplace information page

All colleagues must sign below when the risk assessment and risk management plan have been read and understood.

Name	Signature	Date read	Name	Signature	Date read

Note: COVID-19 risk assessments must be reviewed at least once a week, the ideal opportunity being after the CEO update. They must also be reviewed if there are any significant changes to work tasks, the environment, following a related incident or any change in Government guidance.

Risk assessment review date	Review completed by	Description of changes	Team updated
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Version history

Version Number	Effective Date	Amendment made by	Version approved by	Description of Changes
1.1	June 2020	Sara Winterburn, H&S Manager	Sara Winterburn, H&S Manager	Updated in line with Govt guidance – face coverings on public transport
1.0	May 2020	Lee Cartwright and James MacPherson, H&S Business Partner	Sara Winterburn, H&S Manager	Document created