

Property Viewing & Access Policy

1. Policy Statement

At **Propertyline (includes Propertyline Letting Ltd and its subsidiaries)**, we are committed to ensuring that all property viewings and access arrangements are conducted safely, respectfully, and in accordance with the legal rights of tenants, landlords, and prospective buyers or renters.

We aim to provide a professional and secure experience for all parties while upholding the highest standards of customer care, privacy, and legal compliance.

2. Purpose

This policy sets out our procedures for:

- Arranging and conducting property viewings
- Gaining access to tenanted properties
- Ensuring the safety and privacy of all parties
- Complying with legal and ethical obligations

3. Scope

This policy applies to:

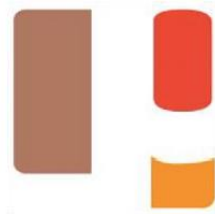
- All viewings arranged by **Propertyline** (sales or lettings)
- Access to **occupied and unoccupied** properties
- All staff, contractors, landlords, and viewers acting on our behalf

4. Legal Framework

This policy is guided by:

- **Landlord and Tenant Act 1985** (Section 11 – right to quiet enjoyment and notice before access)
- **Protection from Harassment Act 1997**
- **The Property Ombudsman (TPO) Code of Practice**
- **Health and Safety at Work etc. Act 1974**

5. Viewings Procedure



a. Booking Viewings

- All viewings must be pre-booked and confirmed with the relevant parties (vendor, landlord, or tenant).
- A record of date, time, and attendees will be kept in our system.
- We will not conduct unannounced or drop-in viewings under any circumstances.

b. Access to Occupied Properties

- At least **24 hours' written notice** will be provided to tenants before access is requested, unless otherwise agreed.
- Viewings will be conducted **at reasonable times**, typically between **9:00am and 6:00pm, Monday to Saturday**.
- If a tenant refuses access, we will respect their rights and re-arrange or liaise with the landlord accordingly.

c. Access to Vacant Properties

- For vacant or key-held properties, viewings may be arranged more flexibly.
- Security of the property will be maintained at all times before, during, and after the viewing.

6. Conduct During Viewings

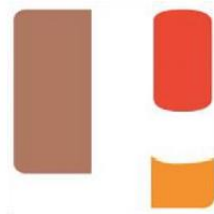
Our staff and representatives will:

- Arrive on time and carry valid identification
- Introduce themselves to current occupants (if present)
- Supervise all prospective viewers
- Never allow viewers to enter a property unaccompanied
- Refrain from taking photographs or recordings during the visit unless authorised
- Lock up and secure the property after the viewing

7. Health and Safety

- All staff are trained to assess and mitigate risks during property visits.
- Any hazards (e.g. unsafe structures, animals, building works) will be disclosed to prospective viewers in advance.
- We reserve the right to postpone viewings if health and safety concerns are identified.

8. Respect for Tenants' Rights



We recognise that tenants have the legal right to “**quiet enjoyment**” of their home. We will:

- Never pressure tenants to allow access
 - Work cooperatively with tenants to schedule viewings
 - Avoid overbooking or excessive disruption, especially in longer-term marketing
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9. Security of Keys and Access Codes

- All keys and access codes are securely stored and logged in our key management system.
 - Keys will never be labelled with full property addresses.
 - Keys will only be issued to authorised staff or contractors on a temporary basis and must be returned the same day unless agreed otherwise.
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10. Cancellations and No-Shows

- If a viewing is cancelled by us or a prospective client, we will inform the occupant or landlord immediately.
 - We will minimise inconvenience and avoid repeated cancellations wherever possible.
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11. Feedback and Follow-Up

- We will gather and relay feedback from viewers to the landlord or seller promptly.
 - Viewers' information will be handled in accordance with our Data Protection & Privacy Policy.
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12. Complaints

Any concerns about how a viewing was conducted should be directed to:

Lettings/Sales Manager

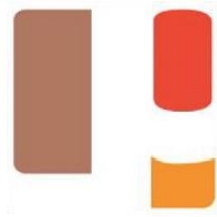
Name: Chris Weston

Email: chris@epropertyline.com

Phone: 01733 777788

All complaints will be investigated under our **Complaints and Dispute Resolution Policy**.

13. Policy Review



This policy will be reviewed annually or following any changes in legislation or industry guidance. Updates will be communicated to all staff and relevant third parties.

By following this policy, **Propertyline** aims to provide a professional, respectful, and legally compliant service to all parties involved in the property viewing process.
