

# ASTRL11

## Organise and progress viewings of properties to let



---

### Overview

This standard is about organising the viewings of residential properties by prospective tenants. It includes making appropriate arrangements for viewings, and seeking and responding to feedback as a result of viewings.

There is one element:

1. Organise and progress viewings of properties

This unit is tailored from Asset Skills unit SORP12

# ASTRL11

## Organise and progress viewings of properties to let

---

### Performance criteria

### Organise and progress viewings of properties

*You must be able to:*

- P1 identify correctly the prospective tenant's personal circumstances relevant to their renting property, and determine any factors affecting their suitability as a tenant
- P2 promote the benefits of viewing properties to prospective tenants
- P3 confirm correctly the properties in which the prospective tenant is interested
- P4 identify correctly any viewing conditions, access arrangements and restrictions relating to the properties to be viewed
- P5 explain clearly the viewing options available to the prospective tenants, and agree the type of viewing to be undertaken, ensuring that this is in line with any viewing conditions and restrictions relating to the property
- P6 ensure that appropriate steps are taken to protect the health, safety and security of those involved in the viewing
- P7 provide all relevant details regarding the viewing to the tenant, including clear information regarding the location of the property, and agree a suitable time for the viewing
- P8 make all required arrangements for the viewing, ensuring that all relevant persons including tenants in situ are notified, and given sufficient notice
- P9 ensure that the keys for the property will be available at the time of the agreed viewing
- P10 obtain feedback from prospective tenants in line with agreed arrangements, and identify any factors which they considered to be positive or negative regarding the property viewed
- P11 use the feedback to make recommendations to colleagues and/or the landlord regarding the marketing of viewed properties, where relevant
- P12 address correctly any problems with a viewing, where these occur
- P13 agree relevant actions with interested tenants towards assisting them to progress further their interest in particular properties
- P14 maintain acceptable professional standards of appearance and conduct in all dealings with prospective tenants
- P15 maintain clear, accurate and up to date records of, and inform relevant parties promptly and accurately of, viewings and their outcomes
- P16 secure the property on departure

# ASTRL11

## Organise and progress viewings of properties to let

---

### Knowledge and understanding

*You need to know and understand:*

#### Organise and progress viewings of properties to let

- K1 legislation, guidelines and codes of practice relevant to describing properties and to organising viewings of properties, including the maintenance of the health, safety and security of those attending viewings, and their impact for your area of operations
- K2 the potential types of risk to safety and security associated with viewing properties, and steps appropriate to minimising these
- K3 the types of tenants of residential property, including students, professionals, families and company lets and the factors likely to be important in their respective renting decisions
- K4 the range of services offered by your organisation, including how prospective tenants can be assisted
- K5 the purpose and importance of compliance with statutory information requirements relating to letting property (e.g. Energy Performance Certificates)
- K6 where to find information about viewing arrangements and what to do with it
- K7 your organisation's procedures for contacting prospective tenants
- K8 the information that can be provided to prospective tenants
- K9 the benefits to prospective tenants of viewing properties, the range of viewing arrangements available and how to arrange these
- K10 types of conditions and restrictions that can apply to viewings and the importance of following these in respect of vacant, tenanted and occupied properties
- K11 procedures for obtaining feedback from prospective tenants following a viewing
- K12 factors affecting the ability to let properties, including the rental values of related properties, the location and situation of the property, its availability, age, size, style, method of construction, internal and external condition, the area of land, ownership status and occupancy restrictions.
- K13 the actions available where prospective tenants express an interest in particular properties following a viewing
- K14 who to inform regarding interest expressed by prospective tenants, and how to do this
- K15 the importance of maintaining acceptable professional standards of appearance and conduct in all dealings with prospective tenants
- K16 the importance of explaining carefully any technical terms or abbreviations, avoiding jargon and ensuring that you have been understood
- K17 your organisation's procedures for recording and storing information regarding viewings and their outcomes

# ASTRL11

## Organise and progress viewings of properties to let

---

**Developed by** Asset Skills

---

**Version number** 1

---

**Date approved** April 2010

---

**Indicative review date** April 2012

---

**Validity** Current

---

**Status** Tailored

---

**Originating organisation** Asset Skills

---

**Original URN** SORP 12

---

**Relevant occupations** Retail and commercial enterprise; Service enterprises; Sales and Customer Services Occupations; Sales Related Occupations

---

**Suite** Residential Property Letting and Management

---

**Key words** organise, progress, viewings, properties, let, arrangements, feedback