

# ASTSRP14

## Conduct accompanied visits around development sites



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### Overview

This standard is about accompanying prospective buyers on visits to development sites. It includes providing the prospective buyers with relevant information regarding the development and identifying the proposed type(s) of properties of interest to the buyers.

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### Performance criteria

#### Review the development site

*You must be able to:*

- P1 obtain accurate information relevant to informing the sale of properties on the development site, including its principal features and advantages
- P2 identify the types and location of local available services and amenities, including roads ,leisure facilities, public transport, schools, shopping areas and utilities
- P3 obtain clear and accurate plans, drawings and access to models of the development site
- P4 identify accurately the stages of development of the properties, roads, services and amenities to be provided on the site, and the sequence and timescales of the proposed developments
- P5 identify accurately the intended standard and condition of properties upon completion
- P6 obtain current marketing materials relating to the site and the proposed properties
- P7 identify correctly the principal features of the properties to be available, including the type of property, their dimensions, construction methods and materials
- P8 obtain details regarding the prices and timescales for occupancy of the properties, and an accurate indication of current sales and interest being shown
- P9 identify correctly the arrangements required for accompanying visitors to the site, including routes which are safe and accessible and correct safety clothing

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*You must be able to:*

- P10 confirm the type(s) of properties of interest to your customer
- P11 confirm the arrangements for the visit with all relevant people
- P12 ensure that the prospective buyer has accurate and clear directions for reaching and accessing the site
- P13 ensure that access to the site and properties is available and safe
- P14 take appropriate actions to address health and safety issues and any problems with visiting the site, where necessary
- P15 attend appointments at the agreed time and place
- P16 provide suitable confirmation of your identity to your prospective buyers, and confirm their identities
- P17 treat your customers courteously, confirming the objectives for the visit, the itinerary that you propose, and check that these are acceptable to your customers, making any adjustments that are necessary and reasonable
- P18 promote clearly and accurately the key selling points of the site, providing all relevant information regarding the local services and

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- amenities
- P19 provide accurate information regarding the completion schedule for different stages of the development of the site
- P20 provide information clearly and concisely, using available plans, diagrams and models to promote understanding
- P21 record any significant comments made by your customers in relation to the types of properties of interest to them, identifying particular properties of interest
- P22 agree with your customers relevant actions towards assisting them to progress their interest in particular properties
- P23 conduct site visits in accordance with visiting conditions and restrictions and health and safety requirements
- P24 maintain clear and accurate records, and inform relevant colleagues of visits and their outcomes

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### Knowledge and understanding

You need to know and understand:

#### Review the development site

- K1 relevant legislation, guidelines and codes of practice relevant to arranging and conducting visits to residential development sites involving prospective buyers of residential property
- K2 the principal types of health, safety and security issues that may need to be addressed during visits to development site and how to address these, including who needs to be informed
- K3 your local property area, including the types of properties within it, relevant property developments, the range of local services and amenities, key features and advantages of living within the area, and any key changes impacting upon the area
- K4 how to interpret plans, drawings and models relating to development sites
- K5 typical stages of development within most sites, and their usual sequence
- K6 the information required regarding prospective buyers in order to match their requirements to available properties
- K7 how to access information regarding the site and the properties being developed
- K8 typical property prices in your local property area, and how readily different types of property are selling
- K9 the types of buyers of residential property, including first-time, experienced, single, partners and those buying for investment and to let, and the factors likely to be important in their respective buying decisions
- K10 the range of services offered by your organisation, including how prospective buyers can be assisted
- K11 the factors to consider when matching available properties to the requirements of prospective buyers
- K12 your organisation's procedures for contacting prospective buyers
- K13 the information that can be provided to prospective buyers

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You need to know and understand:

- K14 the types of visiting conditions and restrictions that might apply to different development sites including health and safety requirements
- K15 typical questions asked by prospective buyers when visiting a development site, and how to address these
- K16 the actions available where prospective buyers express an interest in particular properties
- K17 who to inform regarding interest expressed by prospective buyers, and how to do this
- K18 your organisation's procedures for recording information regarding visits made and their outcomes

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K19 the limits of your own responsibility and authority, and to whom to refer if these limits are exceeded

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