

# ASTSRP15

## Conduct accompanied viewings of properties



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### Overview

This standard is about accompanying prospective buyers to view properties. It includes providing prospective buyers with relevant information and knowledge regarding the property, and answering their questions.

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### Performance criteria

#### Prepare to view properties with prospective buyers

*You must be able to:*

- P1 identify and confirm the viewing arrangements with all relevant people, ensuring that these fulfil the conditions or restrictions associated with viewing the property
- P2 identify the current status of the sale of the property to be viewed, and if it is no longer available, take the appropriate actions promptly and correctly to inform your prospective buyer
- P3 obtain relevant, current marketing materials relating to the property to be viewed
- P4 identify all relevant, available specifications relating to the property, and the details of any fixtures, fittings and appliances that are available for sale
- P5 identify the types and location of local available services and amenities, including leisure facilities, public transport, schools, shopping areas and utilities
- P6 ensure that the prospective buyer has accurate and clear directions for the property to be viewed
- P7 ensure that access to the property is available
- P8 take appropriate actions to address any problems with the viewing, where necessary

#### View properties with prospective buyers

*You must be able to:*

- P9 attend appointments at the agreed time and place and with the correct keys
- P10 provide suitable confirmation of your identity to your prospective buyers, and confirm their identities
- P11 treat your customers courteously, confirming the objectives for the viewing and check that these are acceptable to your customers
- P12 promote clearly and accurately the key selling points of the property, providing the buyer with copies of relevant marketing materials, where appropriate
- P13 provide accurate information regarding relevant local services and amenities
- P14 provide clear, concise information, and in a way which promotes understanding
- P15 ensure prospective purchaser is given the opportunity to view all parts of the property
- P16 listen actively, encourage questions and check for understanding
- P17 record any significant comments made by your customers in relation to the property being viewed and relay to vendor as feedback in a tactful manner
- P18 agree with your customer relevant actions towards assisting them to

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- progress their interest, where relevant
- P19 conduct the viewing in accordance with any viewing conditions or restrictions applying to the property
- P20 take appropriate actions to maintain the health, safety and security of everyone involved in the viewing
- P21 maintain acceptable professional standards of appearance and behaviour in all dealings with your customers
- P22 ensure that the property is secure following your departure and is left as found and the owner notified of any discrepancies, defects or damage to the property
- P23 maintain complete, clear and accurate records, and inform relevant colleagues of viewings and their outcomes
- P24 comply with all relevant legislation, guidelines and codes of practice

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### Knowledge and understanding

*You need to know and understand:*

#### Prepare to view properties with prospective buyers

- K1 relevant legislation, guidelines and codes of practice relevant to viewing residential properties with prospective buyers, and to describing properties, and their impact for your area of operations
- K2 the principal types of health, safety and security issues that may need to be addressed when viewing properties with prospective buyers, and how to address these
- 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 typical property prices in your local property area, and how readily different types of property are selling
- K5 the types of marketing materials available regarding your organisation's properties, and how to access these
- K6 how to obtain all relevant details regarding the specifications, and any fittings and fixtures included in the sale, of the properties which you are viewing
- K7 the range of local services and amenities within the local area, and sources of information regarding these
- K8 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

#### View properties with prospective buyers

*You need to know and understand:*

- K9 the range of services offered by your organisation, including how prospective buyers can be assisted
- K10 your organisation's procedures for contacting prospective buyers
- K11 the information that can be provided to prospective buyers
- K12 the types of viewing conditions and restrictions that might apply to different types of property
- K13 typical questions asked by prospective buyers when visiting a property, and how to address these
- K14 the actions available where prospective buyers express an interest in particular properties
- K15 who to inform regarding interest expressed by prospective buyers, and how to do this
- K16 your organisation's procedures for recording information regarding viewings made and their outcomes
- K17 the limits of your own responsibility and authority, and to whom to refer if these limits are exceeded

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

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**Suite** Sale of Residential Property

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**Key words** Identify; obtain; properties; viewings; specifications; conduct