Resale Viewing Guide

Simple tips to help you prepare for and host your viewings

Having people view your home can feel a little disruptive, but you don't need to turn your home into a show home.

A few simple touches can help prospective buyers appreciate the space, see the features of your home and imagine themselves living there.

Your viewing appointments will be confirmed with you in advance, together with the names and appointment times of the prospective buyers attending.

BEFORE YOUR VIEWINGS

Create a welcoming space

A little preparation can help prospective buyers focus on your home and its features. You may wish to clear away any unnecessary clutter from floors and surfaces and give a little extra attention to areas such as the kitchen and bathroom.

There's no need to make your home perfect. The aim is simply to present the space in a way that feels welcoming and easy to view.

Make the most of light & space

Open curtains and blinds and use lighting where needed, particularly in darker areas.

Where possible, keep entrances, hallways and walkways clear so prospective buyers can move around your home comfortably.

Keep the atmosphere comfortable

Where practical, airing your home before the viewing can help create a fresh and comfortable environment.

There's no need for special fragrances or anything elaborate. A comfortable, natural environment is enough.

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Notting Hill Genesis is a charity incorporated as a community benefit society under the Co-operative and Community Benefit Societies Act 2014 (7746) and is registered with the regulator of social housing as a social housing provider. Registered office: Bruce Kenrick House, 2 Killick Street, London, N1 9FL.

Keep personal & valuable items secure

Before viewers arrive, consider putting away valuables, personal documents, medication and anything containing personal or financial information.

Pets

If you have pets, where possible consider keeping them safely away from the main viewing areas. This can help prospective buyers move around comfortably and keeps the viewing manageable for everyone.

Have your viewing schedule ready

Keep the viewing schedule provided by your Case Handler to hand so you know who is expected and when.

DURING YOUR VIEWINGS

Welcome viewers, then give them space

You know your home better than anyone, so feel free to point out useful features and answer questions.

At the same time, give prospective buyers enough space to look around at their own pace and imagine themselves living there.

Be ready for practical questions

Prospective buyers may ask about things that aren't obvious from the property listing. Where you know the answer, it can be helpful to share information about:

Parking • Transport links • Local shops & amenities • Schools & local facilities • Useful features of your home • Things you value about the local area

You don't need to research anything you don't already know. If you're unsure about something relating to the property or the Resale process, it's perfectly fine to say so and let the prospective buyer know that NHG can follow up.

Keep things manageable

Viewings are normally arranged in **30-minute slots**.

If viewers arrive early or appointments overlap, remember that this is your home. It is perfectly reasonable to ask someone to wait outside until you are ready for them.

You can also ask viewers to remove their shoes before entering if this is something you require in your home.

LEAVE AFFORDABILITY, ELIGIBILITY & THE SALE PROCESS TO US

You do not need to discuss an applicant's affordability, eligibility, allocation position or likelihood of being selected to proceed.

NHG will manage these checks directly with the applicant.

Price & purchase arrangements

Please do not negotiate the sale price or agree changes to the purchasing arrangements directly with prospective buyers.

The property is marketed and sold in accordance with the applicable RICS valuation, so the sale price is not open to negotiation between you and the prospective buyer.

If a prospective buyer wishes to discuss the price, affordability, Shared Ownership requirements or any aspect of the Resale process, please refer them back to NHG.

QUICK CHECK BEFORE YOUR VIEWINGS

✓ Viewing schedule to hand
✓ Curtains and blinds open and lighting adjusted where helpful
✓ Entrances and walkways clear
✓ Personal documents and valuables stored securely
✓ Pets settled away from the main viewing areas where possible
✓ Any useful information about your home or local area to hand

Most importantly, don't put yourself under pressure to make your home perfect. A few simple preparations can help prospective buyers see your home at its best and decide whether it could be the right home for them.