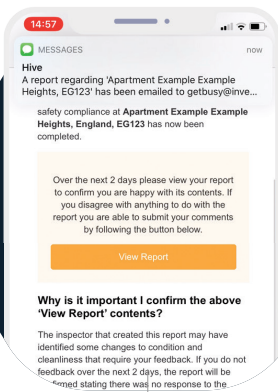
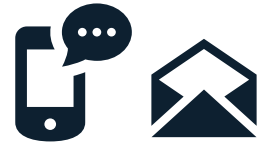


# How does our virtual visits process work?

You will receive an email and text message on behalf of:



## View report from your email

This will take you through to a website report that outlines any safety compliance checklists – take a moment to read the information and then choose **'Save & Continue'**.

You will then be taken through each room/space within the property and you can select **'No'** to add your own comments and take photos of any issues you wish to raise. Select **'Save & Continue'** through each room/space and then submit your signature on the **'Sign & Submit'** screen.

Here's what happens in each of the 3 scenarios...

### Happy to approve?



Simply sign and **'Submit Report'**. A PDF report will then be emailed to you.

### Have some feedback?



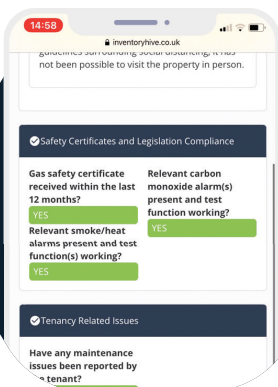
Type your comments against the relevant items and add/take a photo to evidence your feedback.

### Forget to Reply?



Reminders will be sent by text and/or email. If you still don't reply after the reminders the report will be approved noting there was no response.

## Inspector responds



Response comments will be added by the report inspector/creator.



After response comments have been added a PDF report will then be emailed to you (within 7 days).

# Virtual visits questions answered...

## What is a Virtual Visit?

Rather than visiting your property in person, our 'Virtual Visits' allow us to send a simple online form remotely by email. This means you have the chance to confirm some basic questions about things like safety compliance (eg smoke alarms working and general maintenance issues).

## Why is a Virtual Visit important?

Social distancing is important to prevent the spread of the current coronavirus pandemic. By carrying out a 'Virtual Visit' we can prevent the risks of personal contact, but also check that your property has the right safety compliance in-place and that we're aware of any urgent maintenance concerns you may have.

## How does the Virtual Visit process work?

As shown within the diagram on the reverse of this page – we send you a text message and email that directs you to a webpage. You can access the webpage from any web browser\* on desktop, tablet or mobile. Simply follow the steps and choose 'Save & Next' from each screen. If you have any issues you'd like to raise, you can add comments and photos. These comments and photos are sent to your property manager for them to view and respond. Everything gets automatically recorded in a PDF report that is emailed to you for your records.

\* Internet Explorer no longer supported – please use Edge, Chrome, Safari or Firefox.

## I haven't received my Virtual Visit report email?

This could be due to the email being filtered by 'junk' or 'spam'. Please check these folders first. If it's not there, it could be your email address has been entered incorrectly. Please contact us in this scenario and we can arrange to re-send to you.