

# Our Guide to Virtual Viewings for Buyers

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**Video viewings** and **virtual tours** are a convenient way to find out more about properties you're interested in and shortlist the ones you seriously consider, all done from the comfort and safety of your home.

In line with current government COVID-19 advice on moving home, we use virtual tours to conduct initial property viewings prior to scheduling appointments. This allows you to easily view multiple properties and select the ones you would like to visit in person.

We understand that you may have questions about using video viewings and virtual tours, especially if you are doing it for the first time, and here is our guide on how to make the most out of your virtual viewing appointment.

## How to use a virtual viewing?

Most people use physical viewings to check the condition of the property and see if there is much work required. This can be done relatively effectively with video viewings, however we always advise that you view the property in person and get a full survey before committing to a purchase. When looking at a video of a property, take note of the following:



The age of the kitchen and bathroom will give you an idea as to when the property was last refurbished.



Is the property currently lived in? If not, is it habitable, or is there work required?



Condition of the windows and whether they are single or double-glazed.



Are there any visible cracks in the walls or ceiling?



Are there any visible signs of dampness on the walls?



Has the property been recently painted? If yes, make sure this is not covering up any underlying issues.



Is there gas or electric central heating?



Whether there is sufficient storage space, especially in the kitchen and bedrooms.



What is the view from the windows like?

## Can't see it? Ask about it!



There are some details that you may not be able to see on a video. Here are some questions you could ask, and we'll provide you with the answers you need:

- The structural condition of a property is hard to see on a video, so you should ask whether any structural work has been undertaken or advised over the past 10 years.
- Find out when the major items were installed, such as kitchen, bathroom, boiler, flooring and glazing, and whether there are any known issues with the plumbing.
- Some properties are susceptible to damp more than others, and it's worth asking if there has been any damp proofing done recently and, if so, whether there's a guarantee.
- If the property was bought by the current owner relatively recently, it is worth asking if it's possible to obtain a copy of the survey that was done at the time of purchase.
- You might want to find out how old the roof is, to understand if and when you might need to replace it in the future.
- If you can't see the view from the windows, use Google Street View to work out what the property is looking out onto. If possible, you could also walk/drive past the property yourself to see what it overlooks.
- If you want to see a specific room or feature in more detail, ask if it is possible to get an additional video or images of it.
- It is worth asking whether any works to the building or common areas are planned, or any major construction works are underway nearby, so that you are aware of potential noise or other disturbances.
- If you'd like to understand how much light the property would have during the day, ask which way it faces.
- Ask if there's a loft, whether it's insulated and how much storage space it provides.

We understand that you will need to ask more questions after a video viewing than a physical viewing and are always happy to answer any queries you have.

## Get to know us



In order to find the right property for you, it is essential that we fully understand everything about your search, including your requirements, any relevant personal circumstances, timeframe and budget. It is very important to us that we establish a positive

relationship with all our clients and you can trust us to assist you with your search. We are happy to have a video call with you to make sure you feel comfortable about who you are dealing with and offer advice you might need specific to your circumstances.

Visit us at [whitegates.co.uk](https://www.whitegates.co.uk) to find your nearest branch.

