

## MASKS REQUIRED FOR SALES OUTLETS BUT NOT FOR SHOW HOMES

22 July, 2020

Dear Member,

We have been pushing Government officials to clarify the implications for builders and their sales outlets of the requirements for people to wear face masks when entering 'retail outlets'.

We await definitive guidance but, in the meantime, have been advised that;

- The requirements cover customers only and sales staff do not need to wear masks. This is on the basis that staff members have to abide by their workplace health and safety assessment that needs to be in place and should ensure as far as possible that they are protected.
- Customers are required to wear a mask if there is a "transaction" taking place "on the premises". So, if a show home is solely that – a house to be shown around – then no mask would be needed. However, if it is a sales suite where transactions would presumably take place (a deposit paid, for example) customers will be required to wear a mask. If a show home incorporates a sales suite/office where a "transaction" takes place, then it would be caught by the regulations and a mask would need to be worn.

It seems that the precise details are still somewhat fluid at present, but we will continue to press for further clarity and provide further guidance as it emerges.

**Steve Turner**

**Director of communications**

Phone: **020 7960 1600**  
Email: [info@hbf.co.uk](mailto:info@hbf.co.uk)

[Twitter](#)

Home Builders Federation  
HBF House  
27 Broadwall  
London  
SE1 9PL

