



Wakefield
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Ossett
01924 266555

Horbury
01924 260022

Normanton
01924 899870

Pontefract
01977 798844

Castleford
01977 808210

COVID-19 PROCEDURES – Viewers

Attending viewings arranged by Richard Kendall Estate Agent

Following the greenlight from the Government, here at Richard Kendall Estate Agent we want to ensure that members of the public can attend viewings in as safe an environment as possible and to ensure that we all strive to minimise the risk of the spread of Coronavirus in other people's homes and the area in which we live.

Our objective is to reduce the risk of coronavirus to the lowest reasonably practicable level by taking preventative measures, in order of priority. It is vital that you stay alert and safe.

If anyone is showing symptoms of COVID-19 or self-isolating in your household, then please DO NOT attend a viewing on a property until the last person in your household is fully recovered.

Below we set out the procedures based upon the new guidance provided by HM Government that you must follow in order to protect yourselves and others that you meet in viewings of properties to buy or rent.

- You are now allowed to physically view properties to buy or rent.
- Wherever possible we would encourage you to initially request to view a Virtual Tour of the property or arrange a Zoom viewing with the Vendor, however we appreciate this cannot always be provided.

Occupied Properties (where you will be meeting the Vendor)

- All viewings are by appointment only.
- Prior to viewing, we have requested that the Vendor has thoroughly cleaned the house prior to anyone entering the premises.
- All internal doors and windows where possible will be opened. We ask that you DO NOT touch any surfaces or door handles wherever possible.
- Prior to entering a home, please ensure you wash thoroughly/sanitise your hands.
- Upon entering a home we request that you wear a face mask at all times. Failure to wear a mask will result in the appointment being terminated. Please see the following link: <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering> Please also wear hand coverings/gloves.
- Please practice social distancing at all times.
- Please ensure that you wash your hands/sanitise thoroughly following the appointment.

- We request that you view properties only if you are in a position to submit an offer or you at least have your property on the market to sell. Under the current guidelines, viewers must have a serious intention to buy or rent.
- A maximum of two adults (within your household) will be allowed at each viewing , however we do request that you only involve participants that are essential to your home purchase. Please avoid bringing children wherever possible.

Unoccupied Properties (where you will be meeting a member of Richard Kendall Estate Agent staff)

- All viewings are by appointment only.
- Prior to viewing and where possible, the property has been cleaned prior to anyone entering the premises.
- Please ensure that you wear a face mask at all times. Failure to wear a mask will result in the appointment being terminated. Please see the following link:
<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering> Please also wear hand coverings/gloves.
- Prior to a viewing, please stay outside whilst our staff members opens all the doors in the house. He will then exit the property and allow you to view the property internally. We ask that you DO NOT touch any surfaces or door handles wherever possible.
- Upon entering a home we request that you wash your hands thoroughly or sanitise your hands.
- Please practice social distancing at all times.
- Please ensure that you wash your hands thoroughly/sanitise following the appointment.
- We request that you view properties only if you are in a position to submit an offer or you at least have your property on the market to sell. Under the current guidelines, viewers must have a serious intention to buy or rent.
- A maximum of two adults (within your household) will be allowed at each viewing, however we do request that you only involve participants that are essential to your home purchase. Please avoid bringing children wherever possible.

For further details of the property please refer to the property brochures on-line or contact any of our 6 offices for further information.

As you aware, given the nature of COVID-19 this is an ever changing situation and we will be reviewing the guidelines on a continuous basis in order to keep everyone's welfare a priority. This guidance is subject to change where:

- New guidance is published
- Lockdown restrictions change
- Plans we put in place don't work as we expected

January 2021