**Newsletter – COVID-19 – Level 2 - Update**

**Great news!** We hope that you and your family are safe and are looking forward to a little more freedom under Level 2. We thought we would give an update of what Level 2 means in property and its management.

**What are we doing to keep you and ourselves safe?**

If your inspection was due during Level 4 or Level 3, we are prioritising these to be completed. We will be asking you some pre-qualifying questions; ones we we have all become famiiar to us over the last couple of months. These are as follows:

*Whether anyone living or staying at the property has been diagnosed with COVID-19, has any symptoms of COVID-19 or whether tenants/occupiers have arrived from overseas in the last 14 days and are in self-isolation*

*We are also asking whether anyone has had any of the usual symptoms:*

* *a cough*
* *a high temperature (at least 38°C)*
* *shortness of breath.*
* *sore throat*
* *sneezing and runny nose*
* *temporary loss of smell*

During the inspection, we will be exercising physical distancing of 2m and observing all hygiene requirements including hand-sanitising when entering and exiting your home and we will carrying our own personal protective equipment. We will endeavour to clean any surfaces that are touched. It would really help us if you could open internal doors to minimise any contact.

**Maintenance:**

We are also working with our owners and contractors for any pre-programmed or planned maintenance that was due to take place before we went into Level 4. If this affects your home, we will be in touch with you. Tradespeople will provide us with their safety plan which includes COVID-19 practices. We will also be pre-qualifying Tradespeople with the usual COVID-19 questions to keep you safe.

**Viewings/Showings:**

Under Level 2, we have the opportunity to increase the number of people that can attend a viewing/showing if you have given notice and your home is becoming vacant. During these viewings/showings, everyone must observe social and physical distancing (2m). We will be providing speciific instructions for various properties depending on their size or their layout.

It is preferable (if possible) that tenants are not present while a viewing is underway. If you are, then we ask that everyone maintains physical distancing.

All attendees to the viewings will be provided with information about hygiene at the property and asked not to touch anything.

We are keeping a register of everyone who attends the property.

If there is anything we can do to assist or help in the meantime, please do not hesistate to ask.