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

**Good news!** The government announced on Monday afternoon that Level 2 starts on Thursday, 14May 2020. Since the announcement, we have been preparing to conduct our work as property managers safely, prioritising inspections that were previously missed during Level 4 and Level 3. Inspections that were due in Level 4 will be prioritised initially, then we will move to the ones missed in Level 3. We will be taking time to do these properly despite the backlog we have.

**So what are we doing to keep tenants and ourselves safe?**

Firstly, we are pre-qualifying all occupants of every property that we are entering. The questions we have become famiiar to us over the last couple of months 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*

Secondly, we will be conducting inspections only if it is safe to do so. We will also be exercising physical distancing maintaining 2m as a minimum. Further, we are observing all hygiene requirements including hand-sanitising when entering and exiting a property and we will carrying our own personal protective equipment. We will endeavour to clean any surfaces that were touched.

**Listings:**

Tenants will be able to move house between regions. This is good news. If you have a current vacancy or an upcoming one, and with tenants having the ability to move, we are all hopeful that enquiries will increase.

**Bond Inspections:**

We may need to work with you regarding extra precautions for moving into properties. This may include the services of a commercial/professional cleaner as an additional measure.

**Tenancy Agreements:**

We will continue (where possible) to have contactless processes. For example, executing Tenancy Agreements electronically.

**Maintenance:**

We are openning up any pre-programmed or planned maintenance. 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 them and our tenants safe.

**Rental Appraisals:**

For anyone requiring a rental appraisal, we are happy to provide these. We are doing these largely without the need to attend property.

**Viewings/Showings:**

Under Level 2, we have the opportunity to increase the number of people that can attend a viewing/showing but everyone must observe social and physical distancing (at least 2m). We will be providing speciific instructions for various properties depending on their size or their layout.

We will prefer tenants/occupiers are not present while a viewing is underway. If they are present, then we are obligated to ensure that physical distancing can be maintained.

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

And finally, we are keeping a register of everyone we deal with.

We hope that you and your family are safe and are looking forward to a little more freedom under Level 2. If there is anything we can do to assist or help in the meantime, please do not hesistate to ask.