

### **Practice Guidelines – COVID-19 – Level 3**

These practice guidelines have been prepared on the basis of the current information available moving into Level 3. Information is continuously changing. It is advisable to keep monitoring COVID19.govt.nz and all information available for our industry including MBIE website, business.govt.nz, Ministry of Health website etc.

#### **Inspections:**

- No routine inspections.
- Reschedule inspections for as soon as practicably possible once it is known when Level 3 will be lifted.
- Make a file note for the property that was due to have a routine inspection during Level 4 and now Level 3 in your property management software – explaining the reason why it was not completed.
- Notify the owner that the routine inspection was not completed so that they may notify their insurer.

#### **Moving In and Moving Outs:**

- Tenants may move during Level 3 in one direction. This means out of their property they were in during Level 4 and now into a vacant one in Level 3. If at all possible, it is advisable to leave 3 days between one tenant moving out and another moving in.

#### **Bond Inspections:**

- Conduct with care and precaution. Pre-qualify before going to the property – ask the tenants that are vacating whether anyone living or staying at the property has been diagnosed with COVID-19 during that time or was in isolation having returned from overseas.
- Remember to also ask 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

Ask by telephone and then follow up by email. Make a file note of the response in your property management software. If you don't receive a written response to your email, you have had the conversation to assess the risk before going into the property.

- Prepare your own personal protection equipment (PPE) kit before going into properties to conduct bond inspections. You may wish to consider engaging a cleaner as an additional measure. The cleaner should also provide you with their protocols for keeping themselves safe.

#### **Tenancy Agreements:**

- Execute Tenancy Agreements electronically. No client contact.

#### **Maintenance:**

- Tradespeople to provide you with their safety plan which includes COVID-19 practices. It is also important to provide Tradespeople with information about whether any person at the property has had any symptoms, been in isolation or had COVID 19. Pre-qualifying/precautionary questions to be emailed to tenant and to be returned before anyone enters.
- Tradespeople to observe physical distancing; tenants to not be at the property if at all possible.
- Keep a register of all tradespeople that attend a property – name, date, time and their contact details.

#### **Rental Appraisals:**

- Do desktop ones where possible. It is permissible to go to a property to do an appraisal but only with permission from the tenants/occupiers. Same principles apply for prequalifying whether it is safe to do so. Tenants/occupiers not to be in the property.
- We suggest that no rental appraisals are completed on site as it is safer for everyone for the next couple of weeks to limit appraisals to desk top ones.

#### **Viewings:**

- No open homes are allowed.
- Tenant must grant permission for the viewing. If permission not granted, no viewing.
- Pre-qualify whether safe to conduct the viewing – symptom check as above. Do this every day that there is a viewing.
- Ensure everyone is pre-qualified and registered before the viewing. Make a record of every person that you are in contact with – their name, telephone number, their current address and email address.
- Private viewings only and by appointment only.
- No tenants/occupiers to be present while the viewing is underway.
- Two viewings only per day with only two people from the same bubble for any one property.
- Must leave enough space between viewings. People should wait in their car and observe all physical distancing at all times (2 meters).

- All attendees to be provided with information about hygiene at the property and to not touch anything at the property. This can be emailed through your viewings software when they register to attend the viewing. It is advisable for the property manager to wipe down any door handles with cleaning products just to be safe. Wear PPE and dispose of (take off site in a plastic bag and throw out safely).
- Only one property manager can attend a viewing.
- Private viewings to be kept as brief as possible.