

## Practice Guidelines – COVID-19 – Level 3

These practice guidelines have been prepared on the basis of the current information available of regions outside of Auckland and Northland moving into Level 3 as advised by the New Zealand Government and taking effect **at 11.59pm 31 August 2021**. Information is continuously changing. It is advisable to keep monitoring [COVID19.govt.nz](https://www.covid19.govt.nz) and all information available for our industry including MBIE website, [business.govt.nz](https://www.business.govt.nz), Ministry of Health website etc. The Delta variant is highly contagious and every precaution must be taken to keep safe.

### Key control principles at Alert Level 3:

At Alert Level 3, there are restrictions to keep workers safe, limit interaction with customers and help prevent the spread of COVID-19. The recommendation is that staff work from home if they can. A further recommendation is to wear a mask and keep 2 meters distance from others when leaving your home and especially if it is hard to maintain physical distance from others.

### Golden rules for business at Alert Level 3

- Staff work from home if they can.
- Businesses need to display a QR code and have an alternative contact tracing system. The recommendation is making sure people either scan in or provide their contact details.
- Customers cannot come onto your premises.
- Your business legally must be contactless. Your customers can pay online, over the phone or in a contactless way.
- Basic hygiene measures legally must be maintained. Physical distancing, hand washing and regularly cleaning surfaces. Workers must stay home if they are sick.
- Staff must remain a minimum of 1-2 metres apart at all times where practical. Other measures, such as PPE including face coverings, we recommend being used where appropriate.
- You legally must meet all other health and safety obligations.

### Inspections:

- No routine inspections.
- Inspections can be carried out virtually but only with the tenant's permission. If you can delay the inspection (understanding that it is approximately for a week according to current information, that is best for everyone).
- Reschedule inspections for as soon as practicably possible once it is known when Level 3 will be lifted. It is estimated that Level 3 may stay in place for a week from 11.59pm on 31 August 2021. Close monitoring each day to understand whether this will indeed be the case.
- Make a file note for the property that was due to have a routine inspection explaining the reason why it is delayed.
- Notify the owner that the routine inspection was scheduled and will be completed as soon as practicable in case they wish to notify their insurer.

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

- Tenants may move during Level 3.
- If tenants are moving within the same alert level area, removal companies may be able to assist with moving (following the conditions of physical distancing and contact tracing). [Find out more about moving house on the Government's COVID-19 website.](#)
- Tenants should have documents on them to show that they are moving house, for example, their signed tenancy agreement.
- We suggest engaging professional cleaning services. Cleaning services must also take all precautions to keep themselves safe.

### **Bond Inspections:**

- Conduct with care and precaution – delay if possible. Pre-qualify before going to the property – ask the tenants that are vacating whether anyone living or staying at the property has had any symptoms of COVID-19:
  - 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:**

- Conduct only if urgent/emergency.
- 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. 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. We suggest that no rental appraisals are completed on site as it is safer for everyone.

#### **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.
- Create QR code for each property that will have viewings. Everyone should scan in who attends.
- 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.