

## MEMO – COVID-19 (Coronavirus)

To Our Valued Piper Community

At this time when the news is dominated by COVID-19 we wanted to personally give an update as to what initiatives we have put in place as precautionary measures to minimise any uncertainty and risk, while maintaining business as usual.

This ensures we can continue to be fully operational and available as normal, coupled with us already been a cloud-based office.

### **Piper Property Group's Objectives**

With the everchanging circumstances we face, we will look to abide by any law changes or relief opportunities as they may arise. These will be continually monitored in order to provide updates via our Facebook Page, Website and email as they arise, our Protocols & Guidelines can be found via a 'pop up' link on our website by [clicking here](#).

### **Routine Inspections**

We have in line with government directives cancelled any non-essential site visits and they will be rescheduled for 2 months time and reviewed as they arise if they need to be further changed.

### **Sales Inspections**

All live listings are now advertised as By Appointment only. This will allow us to qualify buyers of their current health status, as well as manage proper social distancing guidelines by managing the number of people in a property at any given time. Whilst we anticipate a reduction in enquiry, we will aim to maximise the time it takes to present the home for inspection and group the individual inspection requests together. Eg 10.00am - 10.45am is allocated, buyers to be booked 10 minutes apart.

**Please note:** any property on the market, with a tenancy in place, will not have inspections scheduled at the request of any tenant. Strong consideration should be given by Vendors to having a 3D Virtual Tour produced to allow for Virtual Inspections. These can be produced quickly, contact us to book.

### **Leasing Inspections**

At the request of tenanted properties and in order to minimise risk, we will be conducting Inspections at Vacant properties only.

Once properties become vacant, we will commence inspections

All properties becoming vacant will be advertised as per normal (in advance) and we can receive applications on a sight unseen basis. We have a clause to cover this.

Strong consideration should be given to having a 3D Virtual Tour produced to allow for Virtual Inspections. For rental properties, these are available from as little as \$300 and include 2D floor plan, 10 HD photos and a 3D scan which can be used for the life of the property.

### **Rental Payments**

Our position is to assume a position of compassion and kindness for genuine cases of hardship, currently renters are expected to fulfill their obligations as is outlined within the Residential Tenancy Agreement they signed. We are not encouraging any landlord to accept a rent reduction to a tenant that simply calls in, rather we are requesting a tenant to put forward their situation in writing in order to qualify it and then will discuss this with a landlord directly.

It is anticipated that there will be emergency changes to the rights and obligations of renters. This may include but is not limited to:

- Rent relief for tenants who have lost jobs due to the COVID-19 pandemic
- Leniency on tenants being in arrears for rental payments due to the COVID-19
- Stimulus packages and incentives for job losses

We ask everyone to have an open mind with any government directives that may arise in order to manage tenant and landlord interests through this unprecedented circumstance. We are only passing on any government message and directive if a request so arises, we also encourage landlords to forward a request to their bank's regarding any potential qualified reduction in income for the short term.

There is a National Cabinet meeting to specifically address the Residential Tenancy Agreement Legislation, as to the rights of renters and landlords. Once they convene, and information is released we will provide further updates.

#### **Vacate & New Ingoing Tenancy Inspections**

We will continue to perform these Inspections as per normal, as they have limited interaction with members of the public.

#### **Client Meetings (External)**

We're still fully operational but are currently working to minimise the number of non essential face to face meetings, replacing them with either conference calls or video calls.

#### **Travel**

Any international travel has been suspended and there is no interstate travel.

#### **Working Remotely**

Our office remains open, with precautionary practices introduced as well as social distancing, we are ready and equipped to work remotely as and when required. Our telephone numbers will remain operational and will be answered during standard working hours while all our people will remain contactable via the usual means.

#### **What you can do to be prepared**

We encourage everybody to practise good hygiene as advised by [NSW Health](#) (click here)

- Wash your hands with soap and water thoroughly and frequently daily
- Cover your coughs and sneezes with your bent elbow or tissues
- Don't touch your mouth, nose and eyes, if you have not washed or sanitised your hands
- Maintain a minimum distance of 1.5 metres between yourself and people at all times
- Stay at home if you are sick

#### **Feeling unwell?**

If you develop a fever, a cough, sore throat or shortness of breath at any time, seek medical attention by calling your GP or going to your nearest COVID-19 testing centres [click here](#) for locations near you.

Our thoughts go out to everyone who has been and will be touched by the pandemic personally, we face this as a whole community and country.

Keep Safe,  
**Piper Property Group**

For information regarding COVID-19 during these uncertain times please refer to either our [website](#) or follow our [Facebook](#) page, by clicking on the website you will be able to navigate to handy information and relevant links.