

Friday 27<sup>th</sup> March 2020

Dear Saunders clients

During these very uncertain and difficult times for us all, please be assured that the team at Saunders Property Group are doing everything we can to maintain our current service whilst ensuring the safety of our team, clients and tenants.

In order to do this, we have amended our current procedures as follows:

1. All owners, tenants and prospective purchasers and tenants must complete a Covid-19 questionnaire to ensure that our team is safe when entering premises. Please advise us if you respond with a YES to any of our questions so that we can arrange an alternative to a personal inspection, such as a virtual tour. Stringent hygiene practices are being used for when we are required to enter a property and we will request that some instructions are carried out ahead of time to ensure the inspection is as safe as possible for all parties.
2. All routine inspections of investment properties will be put on hold for the short term however we will be arranging emergency maintenance. If any urgent maintenance is required, please contact our office as soon as possible so we can arrange an available contractor. Please note below regarding new information released as of 27<sup>th</sup> March 2020.

*“The government has passed the Covid-19 (Emergency Provisions) Act that states (in summary) for an initial 120 days that general repairs and maintenance will not be carried out unless deemed urgent. This has been introduced to reduce the need for tradesman to enter rental properties during the emergency period. We have been informed that all jobs need to be put on hold UNLESS deemed urgent. These ‘emergency repairs’ are when the property is damaged and/or the damage will get worse if repairs are not carried out in a timely manner. It also includes issues involving water supply and sewerage issues.”*

3. Due to the current fragility of employment, if your circumstances change please do not hesitate to contact us if you need to make alternative arrangements.

As the Australian Government makes further changes, we will keep you up to date as to how this affects our industry and you personally.

Please contact one of our team on **1800 158 159**, if you have any questions or require further information. In the meantime, please stay safe and healthy. Please remember that we are here to support you during these difficult times.

Kind Regards

Tim & Julia Saunders