

## A Message to Our Owners

Friday, 3rd April 2020

I trust this note finds you and your families all in good health and spirits. Quite extraordinary times as we all deal with the new 'norm' at home and at work.

I wanted to give you a further update to let you know some more of what's been going on in Property Management and have included a [quick video from Anthony Wiseman](#) from our Armadale team.

We finished off March with some good results, leasing 78 properties with an average of 25 days on market. A fabulous result in difficult times.

Today we have approximately 100 properties on the market to rent with a team of Leasing personal working hard to get them rented. In some cases marketing has been upgraded to Virtual tours, mandatory floor plans and highlight listings on our rental portals. In addition we have made walk through videos on every property that can be sent directly to anyone enquiring, so as to qualify any potential tenants before making a private appointment to inspect. All the while adhering to hygiene and distancing guidelines and laws relating to inspection of property.

To our owners who currently have properties up for lease, we have a [quick video from Kate Humphreys](#) to discuss how we are dealing with the current restrictions on open for inspections.

Our property managers are working effectively from home with full access to all technology.

Unfortunately they are mostly consumed with calls and emails from distressed tenants and owners about their own financial hardship as a direct result of COVID-19. Tenants requesting reduction or a temporary hold on their rental payments are the most common.

We have designed a Hardship application form to be completed so that we can qualify any applications before going to owners to discuss.

At this stage we still await our Victoria Government to legislate on the National Cabinets direct to mandate evictions for 6 months, as well as provide a rental relief package for owners and tenants.

If you have any queries don't hesitate to contact your property manager. It's a difficult time for our community and world at large. I send gratitude to those who are working in the medical professional on the front line.

All the best,

Paula Matlock  
Director, Property Management