

## A Message to Our Owners

Thursday, 9th April 2020

### **Communication Empathy Patience through COVID-19**

Our Property Managers continue to work through the health, safety and economic issues that COVID-19 presents and at times taking on the individual stresses from both tenants and landlords alike.

We aim to have transparent conversations with you if your tenant is suffering financial hardship as a direct result of COVID-19. An application process is the first step for a tenant.

All information and forms are available on our website, [please view our COVID-19 page here](#). We will then do our due diligence and communicate with you in an effort to work towards an agreeable outcome for all.

Its time for all of us to show compassion as a community and while we empathise with our tenants we also recognise many of our owners are also suffering financially. This has not gone unnoticed, we ask for your patience as we work through the requests.

Please view our [short video from Neil Harris](#), Business Development Manager for Port Phillip, who will be providing an update on the current rental market and eviction moratorium.

### **From the Leasing Team**

*No open for inspections* - not a concern for our team. This means any private inspections conducted will have an increased chance of converting into an application. We will no longer be standing at properties during an open for inspection where no one turns up as tenants are pre-qualified prior to making an appointment.

*Video Walk throughs* - a great initiative that allows us to weed out time wasters, or those that the property simply doesn't suit.

*Private Appointments* - One on One opportunity to show the property and point out the highlights.

*Inspection Technology* - Our technology insists on a prospective tenant registering before inspecting, along with requiring the tenant to complete an application form that can be viewed by the leasing consultant on arrival. This allows prequalifying.

*Application Process* - Starts immediately upon receiving the application with electronic requests sent that can then be confirmed by the leasing team.

This week we have received 290 enquiries and conducted 95 private inspections across the 112 properties listed on our Marshall White website.

This month to date we have leased 17 properties, averaging approximately 2 a day. This is fairly consistent with this time of year.

### **Easter Break**

We will be taking the traditional break of Easter. Currently most of our offices have a skeleton team and over Easter most will be closed. Please contact your property manager if you need to visit the office for some reason.

We wish you and your families a safe and happy Easter.