

## MANAGING COVID-19 AT MARSHALL WHITE

In response to the rapid escalation over the weekend of measures being put in place by state and federal government to contain COVID-19, we want to communicate the steps we are taking to mitigate the risks of spread of COVID-19.

The health and safety of our team, clients and the general public is of the utmost importance to us.

### OPEN FOR INSPECTIONS – Social Distancing

From what is being reported the virus is most commonly transferred via person to person contact and touching infected surface areas. In an effort to reduce transmission in this manner we are focusing on the following:

- Managing traffic flow at busy opens.
  - Avoiding handshakes and close contact.
  - Offering gloves and sanitizer to anyone inspecting.
  - Asking prospective tenants to avoid touching door handles and surface areas.
- In some instances, it may be recommended to show the property when vacant or by virtual tour.

### KEYS

- Key handling will be done with gloves and keys and remotes disinfected.

### ROUTINE INSPECTIONS

- Routine inspections will continue with the Property Manager wearing gloves and taking care to minimise touching door handles and surface areas.
- In the event that a tenant is present at the inspection, the property manager and tenant will maintain appropriate distance.

In some instances, it may be appropriate to postpone the inspection or conduct via a video call with the tenant.

### ARE OUR OFFICES OPEN?

Yes, our offices will remain open for business unless otherwise directed by the Government. We will continue to operate with skeleton staff in each of our offices.

The Property Management team remain contactable through email, ManagedApp and phone as we are here to respond to your ongoing needs.

These precautions are applicable currently and may change as the situation develops.

We will keep you updated as things progress. Thank you for your patience and understanding as we work through what is an unprecedented situation for us all.

Take care.