

Managing COVID-19 at Marshall White

Friday, 10th July 2020

We hope you and your families are staying safe and well as we begin the first week of our next 6 week lockdown.

We are more prepared this time around so it was reasonably easy for us to transition our work processes to accommodate the restrictions.

All inspections for properties on the market for lease have been converted to private inspections. Our team has recorded walk through video/ virtual inspection for each of our vacant properties to assist in allowing prospective tenants to view properties before inspecting in person.

As many of you will have experienced our team has been working as quickly and as efficiently as they can to process rent relief agreements between landlords and tenants.

Unfortunately, with further lockdowns we expect an increase in requests and or extended time periods as the impact of these restrictions becomes more significant.

Our team continue to work remotely and are ready to assist in negotiating rent relief as required. If your tenant has already received rent relief and reaches out to our team for further assistance, we will request up to date financial information.

A note in relation to giving Notice to Vacate, Hardship mediation hearings and VCAT Proceedings.

Hardship Mediation

Due to the wait times at VCAT any issue of rent relating directly to COVID19 that requires mediation will be processed through the Dispute Settlement Centre of Victoria. These hearings are generally scheduled faster with the goal of providing the appropriate rent relief based on the information that the Tenant and Landlord provides; these decisions are legally binding. This process is used when we cannot come to an agreement with your tenant.

Notice to Vacate

We are experiencing an increased number of queries from owners wishing to move back into their properties at the moment. Please keep in mind that whilst this is still an available option the method is different and a Termination Order through VCAT will need to be sought. This change in process will mean longer waiting times and in majority of cases, more than the standard 60 days.

VCAT

Whilst there is a hold on evictions at this time, there are still some valid reasons to proceed to VCAT for a Termination Order. If you require further information on this, please reach out to your Property Manager to discuss your individual situation to see if we can assist. Please note, there are long wait times for VCAT hearings in some instances up to 10 weeks.

VCAT do not prioritise URGENT cases and unfortunately all hearings are put in the queue.

All the best over the next six weeks, and please get in touch with us if we can assist.

Kind Regards,
The Marshall White Team