

## Managing COVID-19 at Marshall White

Friday, 14th August 2020

Further to our recent update we received advice from the Real Estate Institute and as reported on the DHHS website, we can continue to provide services relating to the end or start of a lease.

### Services required for end or start of lease

- This can include final inspections, key collections, final cleaning and any other services directly related to the start or end of lease only
- The tenant may move in or out of the property keeping all the requirements like face coverings, one person at a time etc. in mind

### Properties for Lease

All face to face inspections such as Private and Open for Inspections are prohibited and therefore are conducted virtually or online only.

### Maintenance

Unfortunately maintenance work is not permitted, other than works deemed as urgent. Urgent repairs under the Residential Tenancies Act are as follows:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- Failure or breakdown of the gas, electricity or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

[For more information on Urgent Repairs please view the Consumer Affairs website here](#)

Regular services such as gardening and pool maintenance are also prohibited.

Please refer to our website for other commonly asked questions to assist and support you during COVID-19 and particularly the current Stage 4 restrictions.

[Our commonly asked questions page can be viewed here](#)