

## COVID-19 Safety: Information for Clients

Issued on: Wednesday, 30th September 2020

### What is permitted?

- On-site appraisals can be conducted however only one person and one agent can attend
- Attendees at private property inspections are limited to one agent and one prospective purchaser or tenant, who may be accompanied by one other person from an existing household or an intimate partner and the prospective buyer or tenant's children under 18 years old if there are no appropriate alternative care arrangements available.
- Any necessary marketing services (e.g. photography, videography, and stylists and rental furniture providers) are limited to one agent and one service provider
- Photo / video shoots must only use one photographer /videographer
- The property should be well ventilated and include the opening of all internal and external doors at all times during inspections
- Minimise the touching of surfaces within the property by, turning on lights and opening all cupboards, drawers, windows and doors
- The occupier(s) of a property for sale or lease are required to leave during an inspection for one of the permitted reasons under the Stay at Home Directions
- Inspections are pre-arranged, at a set time and will be limited to 15 minutes
- Density quotient (maximum of one person per four square metres) applies for inspections.
- All people attending the inspection must wear face coverings unless they have a valid exemption
- Surfaces touched during an inspection (e.g. for a viewing or inspection) must be disinfected after the event and between groups