

COVID-19 Statement

Still Business As (Un)Usual...

We are still open for business, but we have changed some of our procedures to keep you and our staff safe from getting or spreading COVID-19.

Can I still view rentals in person?

Yes, you can still view rentals in person. Under the Australian Government guidelines, we are allowed to host group viewings of a home with up to 20 people at a time. At the viewing the property manager will ask that you keep your hands in your pockets and practice social distancing as you look through the rental.

To book a private inspection, please contact the property manager via phone or email and let them know so they can tee up a suitable time for you.

Please do not book a private inspection if:

- You are, or have been unwell with cold or flu like symptoms
 - Travelled overseas in the last 14 days
 - Have been in contact with any suspected or confirmed cases of COVID-19
- Our priority is the safety and well-being of our clients, staff, and the general public.

Are routine inspections still going forward?

Routine inspections will continue with staff taking all the necessary health and hygiene precautions such as wearing gloves, washing hands, using hand sanitiser and minimising contact with surface areas.

If you are a tenant in isolation or have cold and flu like symptoms the routine inspection will be rescheduled, and your property manager will advise your landlord immediately.

Your property manager will then attend at the rescheduled date, or organise a virtual inspection with you. This is where we send you a checklist of photos needed for each area of your home, and you send them through to us using your smartphone. All the photos are date stamped and recorded on your inspection report – just like normal.

Will repairs and maintenance still proceed as normal?

Unless our suppliers and trade people advise us otherwise, your maintenance will still proceed like normal. We expect our tradespeople to disclose if they are at risk from being exposed to virus or have flu and cold like symptoms. In this event will do everything possible to source another tradesperson or make alternative arrangements for your repairs.

In some cases, there may be delays in the repairs being completed. If this is the case your property manager will advise you accordingly.

What about urgent maintenance requests?

Urgent maintenance requests will proceed as normal. If you have an urgent maintenance request please submit it online through your tenant portal.

Are final bond inspections still going forward?

If you are vacating your rental you are advised to ensure it is left clean and sanitised prior to the final bond inspection. You may need to clean the property yourself as cleaning contractors may be in limited supply or unavailable.

If you would like to be present for your final bond inspection you are more than welcome to, just let your property manager know so they can advise you on our social distancing measures beforehand.

If you have any questions at all, please let us know at rentals@littlegempm.com.au we're here to help you.