

Real Property Matters - Coronavirus (COVID-19) Policy Update March 2020

Our Message to our Customers, Partners and Colleagues

As the unprecedented Coronavirus crisis continues, businesses around Australia, like Real Property Matters, are having to walk a tightrope between ensuring public safety and continuing to function to provide support to our Customers, Business Partners, Staff and of course our Families.

Like the rest of the world we are closely monitoring the situation and guidance from the [World Health Organization \(WHO\)](#), in relation to Coronavirus (COVID-19).

We at Real Property Matters have made a commitment to the following:

- We will remain open during our business hours; however, our Sales and Administration Staff will be working from home. We will ensure smooth operations through use of great technology and systems that we already have in place that have allowed us to operate in different locations previously.
- Our Quantity Surveying Processing Team, similar to the Administration Team with their ability to work from home, will continue to compile the information to complete the Tax Depreciation Schedule.
- Even in this current environment we still firmly believe that the only way to ensure that we have maximised your depreciation claim and keep your report ATO compliant is to inspect the property. Therefore, our Quantity Surveying Inspection Team will still need to conduct onsite inspections.
 - Before we book the inspections, we will require satisfactory answers to the following questions:
 - Are you currently in Self-Isolation as a result of returning to Australia from overseas travel?
 - Have you been in close contact with someone who has a confirmed case of COVID-19 in the last 14 days?
 - Obviously, if the Tenant is in self-isolation or has been exposed our appointment will be scheduled after the isolation period has concluded.



- We have increased hygiene protocols during the evaluation of the property. Inspectors will wear disposable gloves and limit contact to surfaces whilst inside the property. Our equipment will be sanitized after each inspection and gloves etc will be disposed of.

We will continue to work proactively with our Industry Partners and Clients. Rest assured that besides providing you with a fantastic service, we will follow the State and Federal Governments guidelines to ensure that we have done our bit to limit the spread of the virus. Together we can protect the public health, without sacrificing our productivity.

For further information regarding how this response may affect you, we welcome you to direct your enquiry to Sonia Salmin at sonia.salmin@realpropertymatters.com.au

Regards
The Real Property Matters Team
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