

**Updated 28 April 2022**

**WARNING:**

1. Whilst this document is current as at the date on which it was prepared, it may not be current at the time which you access it. You should use the information and data contained in this document at your own risk and ensure that you always access the most current version of the document available through REINSW and independently verify its accuracy, currency and completeness at the time when you seek to rely upon it.
2. REINSW has attempted to extrapolate data and opinions from various information sources and government bodies (including NSW Health, NSW Fair Trading and NSW Police). REINSW has at times received conflicting advice from these third parties and, as such, the document may be amended from time-to-time to take account of any updated positions of government bodies that are communicated to us.
3. This document is intended for use by REINSW members only and should not be distributed or disclosed to third parties.

## Residential Property Management and Sales

Activity	Current Requirements in NSW
Face Coverings	x We strongly recommend wearing of face masks indoors. However, they are not mandatory unless a person is a close contact or household contact of a person diagnosed with COVID-19 and except for a few premises which are not currently relevant to residential property.
Meetings with consumers at agents' offices to allow tenants, landlords or trades people to collect or return keys, or to sign agreements or return condition reports if cannot be done online	√ We suggest wearing a face mask, practicing social distancing and using a QR check-in code, where possible.
Open Inspections  Private Inspections  Online Inspections	√ We suggest wearing a face mask, practicing social distancing and using a QR check-in code, where possible. There are no vaccination requirements for persons attending.  While a tenant cannot unreasonably refuse an inspection under the <i>Residential Tenancies Act</i> , where a tenant is unreasonably limiting access to the property, the relevant party should apply to NCAT.  <b>Note:</b> Agents cannot compel tenants to leave their home during inspections
Private Inspections – Number of people accompanying agent/landlord	Unlimited
Onsite Listing Presentations	√ We suggest wearing a face mask and practicing social distancing where possible.
Third-party workers including: • Cleaning (necessary and domestic)	√

<ul style="list-style-type: none"> <li>• Maintenance (urgent and non-urgent)</li> <li>• Property Styling and Photography</li> <li>• Visits by other third parties for work (eg. valuers, property managers, etc) that require access to premises</li> </ul>	<p>We suggest wearing a face mask and practicing social distancing where possible. There are no vaccination requirements for third-party workers attending.</p> <p>We suggest that agents may seek to accommodate a tenant's reasonable request to refuse access to an unvaccinated third-party worker, if possible. Agents may wish to compile a list of their usual fully vaccinated tradespeople who they can contact if maintenance is required in this circumstance, so that they can reassure tenants on this matter if asked.</p> <p><b>Note:</b> Agents cannot compel tenants to leave their home while works by third parties are carried out</p>
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### Residential Property Management Only

Activity	Current Requirements in NSW
Outgoing Inspections and Routine Inspections	<p style="text-align: center;">√</p> <p>We suggest wearing a face mask and practicing social distancing, where possible. There are no vaccination requirements for tenants or agents attending. Tenants cannot unreasonably refuse an inspection in accordance with the <i>Residential Tenancies Act</i>.</p> <p><b>Note:</b> Agents cannot compel tenants to leave their home during inspections</p>

### Residential Sales Only

Activity	Current Requirements in NSW
Onsite Auctions	<p style="text-align: center;">√</p> <p>We suggest wearing a face mask, practicing social distancing and using a QR check-in code, where possible. There are no vaccination requirements for persons attending.</p> <p>If a property for sale is tenanted and the tenant seeks to limit access to persons who are not fully vaccinated (whether that be unvaccinated agents or prospective purchasers) agents should try to accommodate that tenant's request so far as is reasonable. Where a tenant is unreasonably limiting access to the property, the relevant party should apply to NCAT.</p>
Online Auctions	√

Auction Houses	✓ We suggest wearing a face mask, practicing social distancing and using a QR check-in code, where possible. There are no vaccination requirements for a person to attend.
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