

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.

Commercial Property Management and Sales

Activity	Current Requirements in NSW
Face Coverings	x We strongly encourage the 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 or the premises is, relevantly, indoors at an airport or cruise terminal, public hospital, private health facility, residential care facility or hostel.
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 (including, without limitation, agricultural property where no dwelling on premises) Onsite Listing Presentations or 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. Note the above circumstances where the wearing of face masks is mandatory. Check-in through the Service NSW app is only required if the building is one of the premises listed below.* Note: Agents cannot compel tenants to leave their business during inspections
Private Inspections – Number of people accompanying agent/landlord	Unlimited
Third-party workers including:	√

<ul style="list-style-type: none"> • Cleaning (necessary and domestic) • Maintenance (urgent and non-urgent) • Property Styling and Photography • Visits by other third parties for work (eg. valuers, property managers, etc) that require access to premises 	<p>We suggest wearing a face mask and practicing social distancing where possible. There are no vaccination requirements for third-party workers attending a commercial premises for work. Note the above circumstances where the wearing of face masks is mandatory.</p> <p>We suggest that agents should try 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 trades people who they can contact if maintenance is required, so that they can reassure tenants on this matter if asked.</p> <p>Check-in through the Service NSW app is only required if the building is one of the premises listed below.*</p> <p>Note: Agents cannot compel tenants to leave their home while works by third parties are carried out</p>
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Commercial Property Management Only

Activity	Current Requirements in NSW
Outgoing 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. Note the above circumstances where the wearing of face masks is mandatory.</p> <p>Check-in through the Service NSW app is only required if the building is one of the premises listed below.*</p> <p>Note: Agents cannot compel tenants to leave their business during inspections</p>

Commercial Sales Only

Activity	Current Requirements in NSW
Onsite Auctions	√

	<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 attendees. Note the above circumstances where the wearing of face masks is mandatory.</p> <p>Check-in through the Service NSW app is only required if the building is one of the premises listed below.*</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>
Auctions for food supply, livestock, fibre or crops	<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>
Auction Houses	<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>
Online Auctions	<p style="text-align: center;">√</p>

***List of premises where persons must check-in with the Service NSW App:**

- Indoor music festivals with more than 1000 attendees
- Nightclubs, sex services premises and strip clubs