

**Updated 22 February 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 If over 12 years old, inside premises (other than their home), inside common property or association property or if you are in a public transport waiting area (for example, a bus stop) that is situated on common property or association 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	√ Face masks must be worn inside. We suggest practicing social distancing and using a QR check-in code, where possible.
Open Inspections Private Inspections Online Inspections	<div style="text-align: center;">√</div> <p>Face masks must be worn inside. We suggest practicing social distancing and using a QR check-in code, where possible. There are no vaccination requirements for persons attending.</p> <p>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.</p> <p><b>Note:</b> Agents cannot compel tenants to leave their home during inspections</p>
Private Inspections – Number of people accompanying agent/landlord	Unlimited
Onsite Listing Presentations	√ Face masks must be worn inside. We suggest practicing social distancing where possible.
Third-party workers including:	√

<ul style="list-style-type: none"> <li>• Cleaning (necessary and domestic)</li> <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>Face masks must be worn inside. We suggest 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>√</p> <p>Face masks must be worn inside. We suggest 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>√</p> <p>Face masks must be worn when auctions are conducted indoors or on common property or association property. We suggest 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	√ Face masks must be worn inside. We suggest practicing social distancing and using a QR check-in code, where possible. There are no vaccination requirements for a person to attend.