

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.

Commercial Property Management and Sales

Activity	Current Requirements in NSW
Face Coverings	x If the person is over 12 years old, inside premises (other than their home), inside common property or association property, indoors at an airport or in a public transport waiting area (for example, a bus stop) located 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 (including, without limitation, agricultural property where no dwelling on premises) Onsite Listing Presentations or Online inspections	√ 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. 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>Face masks must be worn inside. We suggest practicing social distancing where possible. There are no vaccination requirements for third-party workers attending a commercial premises for work.</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>Face masks must be worn inside. We suggest practicing social distancing, where possible. There are no vaccination requirements for tenants or agents attending.</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 style="text-align: center;">✓</p> <p>Face masks must be worn for auctions conducted indoors and 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 attendees.</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>Face masks must be worn for auctions conducted indoors and 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>
Auction Houses	<p style="text-align: center;">✓</p> <p>Face masks must be worn inside (with the exception of the auctioneer conducting the auction). We suggest 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