

This correspondence may be sent to tenants where REINSW's Notice of Access/Inspection/Entry (FM01010) has been previously served on the tenant(s). It may assist real estate principals to determine a potential coronavirus risk prior to a property manager and/or some other party (e.g. tradesperson) entering the premises for the purpose stated in the notice. We recommend sending it to the tenant at least 48 hours prior to the entry (where possible) to enable a response to be sought prior to entry.

Where [] appear, please note the instruction and insert the relevant information.

[insert on agency letterhead]

Dear **[insert tenant name]**,

Re: **[Insert address of rental premises]**

As you know, **[insert name of person attending]** of **[insert agency name or business name]** is scheduled to attend the above rental premises on **[insert date]** at **[insert time]** in order to **[insert purpose of entry as stipulated in the Form FM01010 – for example, routine inspection]**.

As a result of the coronavirus (COVID-19) outbreak, it is important that we take all reasonable precautions to maintain the health and safety of our tenants and occupants, staff, tradespeople and any other persons visiting the premises in connection with the tenancy.

Due to the circumstances, we have made the decision to suspend periodic inspections for the time being until the situation becomes clearer.

Should you have a maintenance or any other issue that requires attendance by a staff member or a contractor, to minimise the risk of coronavirus spread, could you please advise if you or any other tenant, occupant or invitee have the following symptoms of coronavirus:

- fever;
- sore throat;
- cough;
- fatigue;
- difficulty breathing; or
- any other symptom.

In addition, please let us know if you or any other tenant, occupant or invitee:

- has developed COVID-19 and/or is in self-quarantine;
- has returned from overseas in the past 14 days and have developed respiratory illness with or without fever;
- has been in close contact with a confirmed coronavirus (COVID-19) case in the past 14 days and have developed respiratory illness with or without fever;

- has severe community-acquired pneumonia and there is no clear cause; or
- is a healthcare worker who works directly with patients and have a respiratory illness and a fever.

If you answered 'yes' to any of the above circumstances, could you please notify us as a matter of urgency prior to the attendance by **[telephoning/emailing us]** on: **[insert phone number or email as applicable]**

Other Information

If you are planning to be present at the time of any such attendance, we kindly ask that you:

- keep a distance of 1.5 metres between yourself and our **[property manager/tradesperson]** whenever and wherever possible; and
- refrain from making physical contact such as shaking hands with that person/persons.

Your cooperation during these exceptional times is appreciated.

Yours faithfully

[Insert name]

Note to agency: If the tenant responds "yes" to any of the above circumstances, it is advisable to delay the event until the risk is eliminated or you may wish to consider alternative measures to achieve the necessary objective. For example, conducting an inspection via *FaceTime* or using a virtual inspection tool. If the event is to facilitate "urgent repairs" (as defined in the *Residential Tenancies Act 2010* (NSW), legal advice should be sought on the appropriate action.