



**firstnational**  
REAL ESTATE

We put you first

### **INFORMING ABOUT FINANCIAL SUPPORT**

We're helping tenants understand the unprecedented financial support currently accessible.

### **HOW WE'RE KEEPING AUSTRALIA MOVING**

How to inspect a property and how we'll keep everyone safe in the process

## **INFORMING ABOUT FINANCIAL SUPPORT**

As the hardships of Coronavirus make themselves felt across Australia, both tenants and landlords can expect to have to share the load. First National Real Estate is doing everything it can to make access to government support as easy as possible.

### **Tenants who have lost their job**

If your tenant has lost their job and is concerned about falling into arrears, we are asking them to:

- Immediately email their property manager
- Apply for financial assistance from Centrelink
- Speak to energy providers for assistance and payment plans
- Read the Australian Government Department of Social Services FAQ
- And, as a last resort, discuss the possibility of making a payment agreement with the landlord

### **We are providing information.**

We are well prepared to educate tenants about the unprecedented financial support on offer from the government and other alternatives. For example:

- The Coronavirus Supplement - \$550 per fortnight to new and existing income support recipients from 27 April 2020 for six months
- The two Economic Support Payments - \$750 available to Social Security and Veterans Income Support recipients, Farm Household Allowance (FHA) recipients, Family Tax Benefit recipients & holders of Pensioner Concession Cards, Commonwealth Seniors Health Cards & Commonwealth Gold Cards (Second round of payments on July 10)

- Crisis Payment – For students and those in financial hardship and needing to self-isolate, we're encouraging contact with Services Australia so they can be granted a 'Major Personal Crisis' exemption, without having to provide evidence such as a medical certificate.
- Assistance directly from utilities providers
- Additional state & territory government emergency support initiative

While it's impossible to predict every challenge our customers will face in the coming months, our intention is to work through each specific challenge with the goal of securing tenancies and assuring continuity of rental payments.



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## HOW WE'RE KEEPING AUSTRALIA MOVING

The evolving Coronavirus pandemic has changed the very fabric of Australian life and the real estate industry has found it necessary to respond quickly to continuously changing Federal Government advice.

First National Real Estate has been on the front foot, right from the outset. Our network's motto is 'We put you first' and, as such, we are monitoring all federal, state and territory health department announcements on a continuous basis.

Amongst our very first changes were the implementation of strict protocols around each office's operations and hygiene methods. All offices were issued with internal posters concerning:

- Good hygiene requirements within offices
- Changed operational guidelines for property manage
- Changed operational guidelines for salespeople

We have responded rapidly to social distancing measures, cancelled all open home inspections, and shifted traditional auctions to online methods with no impacts on our home sellers.

A newly implemented Private Inspection Protocol has allowed a seamless adaption of our operations to enable continuity of service for our home sellers and tenants. It works like this:

1. You explore our photos, 3D floor plans and virtual tours via our website
2. You email or phone for more information
3. We send more detailed information in the form of an eBook
4. If you wish to inspect, we confirm you haven't returned from overseas in the past 14 days and that you're not living with somebody who in self isolation
5. A private inspection appointment is scheduled
6. Remaining discussions / negotiations are conducted via phone, video conference and/or other online systems.

**When the time comes to inspect our client's home or rental property, these are the rules:**

1. No personal contact – no shaking hands
2. Maximum of two people (including the agent)
3. Social distancing – 1.5m
4. No touching – our staff open anything you wish to inspect



## PROPERTY INVESTMENT



### 159 Rifle Range Rd Bligh Park NSW 2756

**For Sale**  
**Price \$575,000**

Open Times

Contact Agent to arrange inspection

Entry Level Opportunity

Great opportunity to get into the Bligh Park Market with this home.

Ideally located across from the local school this property would suit first home buyers, investors or those wanting to downsize.

- 3 Bedrooms
- Built in robe to main bedroom
- Carport under the main roof
- Large lounge room and separate dining space
- Split system air conditioning
- Separate toilet
- Fenced yard

Important note: Clients should not rely solely on this newsletter. All endeavors are made to ensure the content is current and accurate however, we make no representations or warranties as to the accuracy, reliability, completeness, or current. Readers should seek their own independent professional advice before making decisions.

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