

24th March 2020

Update Re Government Announcement / COVID-19

Dear Tenants,

You will all now be aware that the Government has increased the Alert Level for COVID-19 in NZ to Level 3 and as of midnight Wednesday to Level 4 when the entire country will remain in lockdown for at least **4 weeks**. Alert Level 4 essentially requires self-isolation within the confines of our own homes with the exception of any activities that can be conducted without face to face or personal contact with anyone not sharing your place of self-isolation.

The Accommodation Centre Team are now working from home with remote access to all our systems and dual screen desks for maximum efficiency and will be continuing to do as much as we can for both you and our owners.

We are following all guidelines as presented by the NZ government and will continue to do so as this situation evolves.

Rent

The economic impact of coronavirus will be far reaching and will affect not only tenants but landlords as well. The Government has announced that businesses can apply for wage subsidies to help affected businesses and there are also other support packages on the way. There is more information here:

<https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/wage-subsidy/>

Please let us know before going into arrears and we will work with both you and the owner to come up with the best possible solution for both parties under the circumstances.

Routine Inspections

Until the self-isolation period ends, we cannot complete any three-monthly inspections scheduled over the next four weeks in person.

Over the next four weeks we will be liaising with our tenants, asking you to send photos and/or conduct a video walk through of the property to help meet the owner's insurance requirements.

The Insurance Council of New Zealand has advised that:

“Periodic inspections should remain a business as usual response for any property owner, but if a tenant at a property is self-isolating or sick with COVID-19, the inspection should take place as soon as is practical after health clearances. If in any doubt ICNZ recommends that landlords check with their own insurer about their specific requirements and how they are treating it.”

Viewings

Viewings cannot be conducted over the next four weeks, but prospective tenants can still view online photos, ask us for more information about the property and apply through our website. If approved by the owner, we will be working hard to get them into the property as soon as we can.

Contracting work

All non-urgent maintenance is on hold.

Our plumbers, electricians and small appliance technicians are available for emergency work only and will take all necessary precautions to protect themselves, their team & our tenants during the work. We will still be logging other maintenance requests that will be dealt with in order of priority after the self-isolation period ends.

Communicating with your property manager

As you can imagine we are receiving a lot of calls and emails from both tenants & owners. Please email in the first instance and note, we are working on a 24-hour turnaround time and wherever possible we will call you to discuss the situation and follow up with a brief email if required.

We will continue to update you with new developments as they come to hand.

This is a difficult time for everyone but if we all take precautionary measures, we can do our bit in limiting the spread of Covid-19 and protecting this region from further impacts.

Remember, this is a desirable area to live/visit and this epidemic will end. Borders will open, businesses will resume, and a recovery will begin.

Be kind and look out for each other, we are in this together.

The TACC Team