

An Important Update on Coronavirus (Covid-19) and our visits to your rental properties

Over the weekend the government has put in place upgraded measures for keeping our communities safe and “flattening the curve” on the spread of coronavirus. In line with this, we want to reassure our valued clients about what we are doing at Smarthouse, to keep our staff, and your landlords and tenants safe and healthy during this time.

Coronavirus is a respiratory disease that is mainly spread person-to-person. Currently, the best preventative measure is to avoid exposure.

Attending people’s properties creates challenges for your tenants, our Smoke Alarm Technicians and Plumbers, and we are doing everything we can to ensure they are kept safe.

The following measures have been put in place for all Smarthouse staff attending properties;

1. Before going into a property, ask politely if there is anyone who is unwell inside the property. Our Call Centre staff will have also asked this question when they make an appointment for you.
2. Use hand sanitiser. Use it often, but particularly when you leave each property.
3. Wash your hands with soap and water often.
4. Avoid contact with door handles, politely request the tenant open and close doors for you
5. Avoid contact as far as is possible with other surfaces such as kitchen benches, sinks etc
6. Always cough or sneeze into a tissue or your elbow.
7. *Social distancing*: for the virus to spread, extended, close personal contact is most likely required. Close personal contact is at least 15 minutes face-to-face or more than 2 hours in the same room. We can help reduce the spread by staying approximately 1 metre from tenants or persons opening front doors wherever possible
8. Provision of face masks and disposable gloves
9. Sanitising hands when on scheduled breaks – when in cafes, shops, or public transport, exercise caution when touching shared surfaces – EFTPOS machines, ATM’s, door handles. Sanitise your hands after all breaks.

Our approach is to act with calm, informed, caution – Community transmission is highly unlikely

It is important to note that there has only been ONE recorded case in Victoria of “community transmission”, whereby someone contracts the disease without having a history of travel or contact with a confirmed case. Whilst coronavirus is a concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold, not coronavirus.

In rapidly changing health events, there can be large amounts of incorrect information that can lead to stress and confusion. Please be assured that our Smarthouse team are committed to acting with the necessary level of caution. We are being guided in our decisions by the World Health Organisation(WHO), The Department of Health and Human Services, and Victorian Government and will continue to update you with any relevant information that affects the way we do business.

If you have any concerns or questions, please contact me directly.

Edward Brown, Director