Key Book

Viewings -

Dear (Owner),

In the last 72 hours the New Zealand government has taken a strong approach to prevent COVID-19 from spreading throughout the country. Businesses are also being urged to do all that is possible to minimise the possible spread of the virus. Wendell Property has responded and (effective immediately) we will act as follows;

**Repairs & Maintenance**

All non-urgent repairs and maintenance will be postponed to a later date. Any maintenance that are related to Health & Safety issues or are deemed ‘urgent’ will be undertaken by a chosen select few tradesmen who will follow the strict prevention procedures we have now put in place after obtaining the agreement of the incumbent tenant.

**Routine inspections**

We will not attend any property inspections in the immediate short-term. If your insurance company restricts the frequency of inspections (and requires these to be every 3 or 4 months and is specified in your insurance policy) then please contact your insurance company to discuss these terms and confirm leniency. We understand that several insurance companies have committed to the leniency of this clause for public safety however if you are worried we advise that you do check. We have measures in place if we are required to urgently attend a property but would like to minimise physical contact with people and places as much as possible as the safety of our team and your tenants is paramount.

**Selecting new tenants**

If your tenants give notice (or have already given notice and we have not yet secured a new tenant) then we will continue to market the property with additional care, with reduced numbers of people at each viewing and ensure the prospective tenants sanitise their hands on entry. Your current tenant reserves the right to cancel viewings if they feel their health may be affected (or if they are self-isolating) and we will manage this on a case by case basis. We have less than 10 properties on the market for rental at this stage (6 vacant after refurbishment) so we remain in a very strong position in regard to avoiding owner losses.

**Office - open by appointment only**

To protect our team (and to keep them and their families in safe and in good health) the office is open by appointment only. We regret that we will be unable to meet customers face to face unless in cases of emergency and will advise you when we are able to resume open hours. Our team will still be in the office working and will be fully contactable by e-mail and phone.

For more information on the virus and New Zealand’s management of it, please visit:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

If you are concerned about yourself or a family members health or wellbeing you can call Healthline on 0800 358 5453.

Please feel free to reach out if you have any questions or concerns. We realise this may seem an extreme response however we are simply erring on the side of caution and hope to resume regular business as soon as possible.

Natalie Wendell

# Tenant Email

Dear (tenant),

In the last 72 hours the New Zealand government has taken a strong approach to prevent COVID-19 from spreading throughout the country. Businesses are also being urged to do all that is possible to minimise the possible spread of the virus. Wendell Property has responded and (effective immediately) we will act as follows;

**Repairs & Maintenance**

All non-urgent repairs and maintenance will be postponed to a later date. Any maintenance that are related to Health & Safety issues or are deemed ‘urgent’ will be undertaken by a chosen select few tradesmen who will follow the strict prevention procedures we have now put in place after obtaining the agreement of the incumbent tenant.

**Routine inspections**

We will not attend any property inspections in the immediate short-term. If you have an urgent maintenance item to report, please email us.

**Office open by appointment only**

To protect our team (and to keep them and their families in safe and in good health) the office is open by appointment only. We regret that we will be unable to meet customers face to face unless in cases of emergency and will advise you when we are able to resume open hours. Our team will still be in the office working and will be fully contactable by e-mail and phone.

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If you are concerned about yourself or a family members health or wellbeing you can call Healthline on 0800 358 5453.

Please feel free to reach out if you have any questions or concerns. We realise this may seem an extreme response however we are simply erring on the side of caution and hope to resume regular business as soon as possible.

Natalie Wendell

Tradesman Email

Dear \_\_\_\_

As you will be aware, in the last 72 hours the New Zealand government has taken a strong approach to prevent COVID-19 from spreading throughout the country. Businesses are also being urged to do all that is possible to minimise the possible spread of the virus. Wendell Property has responded and (effective immediately) we will act as follows;

**Non-Urgent Work Orders**

Please now disregard all open work orders and you will be resent the ones we deem as ‘Urgent’ and wish you to go ahead with - once we have discussed access with the tenants to ensure that we all have written permission for your team to attend the site.

**Urgent works:**

Urgent works will still need permission from the tenants, our team will manage this and make sure that you can get access.

**Safe practice:**

For urgent works where your team will attend on-site please ensure (as I know you will) that your team follows all recommended protocols in contamination avoidance.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

**Vacant Properties:**

If a property is currently vacant we will complete all open work orders. In this instance, we do ask that your team still follows all best practices at the property and the clean up is done to a higher than average standard to allow peace of mind for the new tenants who are taking over. Using the vacant times is one of the ways we will catch up on the backlog of works so in many cases we will have lockboxes onsite for multiple trades to access with ease.

**Office:**

The Wendell office at 10 Maidstone Street will be closed to the public unless by appointment. You can still come to collect and return keys but will need to wash and sterilize your hands as required. Please do not come through the office unless it is urgent otherwise a PM will come to you in the reception area.

We know that this is going to affect cash flow (it will for us too) and I am sorry for that. Please get all completed jobs invoiced as soon as possible - Barry and the team will be processing everything as soon as we can to get funds into your accounts. If any of our team are holding back money for jobs done, please contact Susan or myself we will get these to you as soon as possible as I know that money will be tight due to the postponement of some jobs.

Unfortunately, this is ongoing and we cannot know how long this will be for. We do appreciate that this may create a backlog that we will need to work with you on in the future. Please understand that this is to keep you, our tenants and our team safe and to protect against the chance of infection, and cross infection.

Thank you for your understanding and for working with us on this difficult development.

Kind regards,

Natalie & the Wendell Team.