



In the interests of our staff and clients, A1 Real Estate Solutions is committed to undertaking all precaution in light of the current COVID-19 issue

We note that, although our office remains open for business as usual, we acknowledge that our property services are very much conducted on a face to face basis and, in these circumstances, we have received many questions and queries regarding procedure for future real estate industry practices.

This correspondence is to inform all clients of processes designed to continue to provide our best level of service, whilst minimising Covid-19 risk. Whilst our doors are still open we would encourage clients to consider the below practices first.

Inspections of Sale and Rental Properties

By their very nature, property inspections provide numerous individuals with access to the private dwellings of others. In an effort to minimise the risk of Covid-19 transmission we have implemented appropriate precautions to manage this health issue.

- We would ask all clients to first view our online 360° virtual tours of each sale or rental property of interest, prior to placing a request for an 'in person' inspection. All available sale and rental properties can be viewed by visiting our website: A1realestate.solutions
- Renters should note that all Routine Maintenance Inspections ('RMI') shall continue to be scheduled and undertaken as normal. In this regard, however, appropriate precautions and self-distancing etc. shall be adhered to. The attending Agent(s) will have masks and gloves and appointments shall be limited to only a few minutes.

Renters – Paying Your Rent

All renters remain obligated to continue to make their required rental payments as normal and within appropriate time frames.

- We would ask all renters to make their required rental payments to our office via direct deposit to our office Trust Account. When making payments this way all renters must use their property address as their payment reference so we know which property the rental payment is for.

PAYMENTS SHOULD BE MADE TO:

A1 Real Estate Solutions Trust Account

Account: 063 – 536 10339777

Reference: **'USE YOUR PROPERTY ADDRESS'**

Think Different. Be Different.



Rental Properties – Applications, Maintenance and General Enquiries

- Application forms for rental properties can be accessed from our website. Applications, together with supporting documentation can be submitted to our office via email.

APPLICATION FORM: <http://www.a1realestate.solutions/rental-application-form>

SUBMITTING VIA EMAIL: rental@A1realestate.solutions

- Maintenance for renters can be submitted direct to us via our website. Alternatively, an emailed requested can be forwarded to our office.

WEBSITE: <http://www.a1realestate.solutions/maintenance-request>

SUBMITTING VIA EMAIL: rental@A1realestate.solutions

Sale Properties – General Enquiries and Information Requests

- All enquiries in regards to sale properties can be directed to our sales team in a number of ways. Enquiries can be submitted direct from our website, via email or via telephone.

WEBSITE: <http://www.a1realestate.solutions/>

ENQUIRIES VIA E-MAIL: sales@A1realestate.solutions

ENQUIRIES VIA PHONE: Office - 03 5523 2200
Boyd – 0418 527 001
Michael – 0409 527 029

General Procedures

- Our staff will refrain from shaking hands or touching you. In addition, our staff will endeavour to practice distancing of approximately 1.5m and we would request all clients do the same.
- Our staff have been instructed to wear face masks at all times.
- Our staff have been instructed to regularly wash their hands and practice sanitation of desks, documents, equipment etc., in accordance with recommendations of Australian health authorities.
- Should future circumstances require a complete lock down of our office or business practices, further notification shall be provided via email and notices shall be posted on our website and social media platforms in an effort to keep all clients informed.

Think Different. Be Different.