

**This letter may be used to notify landlord clients that on-site property inspections have been suspended and to advise of alternative measures. We recommend that consent is obtained from the client for risk management purposes.**

**Where [ ] appear, please note the instruction and insert the relevant information.**

**[Insert on agency letterhead]**

Dear **[insert client name]**,

Re: **[insert address of rental premises]**

I am writing regarding the above rental premises we manage for you.

As you would be aware, the outbreak of coronavirus and escalating risk associated with this disease is impacting all businesses across the state. We take the management of your property very seriously and we are endeavouring to continue to fulfill our contractual obligations to you in these challenging times.

Unfortunately, due to the potential risks associated with on-site property inspections at this time, we have made a decision to suspend such activity to maintain the health and safety of staff and tenants. The initial suspension will be in place for period of **[insert suspension timeframe]**. **(Note: It is recommended that an initial suspension is no longer than 2-4 weeks and subject to reassessment. Agents should continue to update/keep clients informed in writing).**

Over this suspension period, we will be conducting property inspections using **[insert alternative measures – for example, Facetime, other virtual inspection tools being used. We recommend that you explain how the alternative measures will work and how/why they are effective]**. We appreciate that these alternative measures are less optimal than an on-site inspection but trust that you will understand the need for this alternative approach due to the unique circumstances. We will continue to monitor the situation very closely and we will use our best endeavours to return to our normal practices as soon as possible.

Can you please confirm your consent to the above as soon as possible and in any event by no later than **[insert date]**. If you wish to discuss this matter further or require additional clarification, please do not hesitate to contact **[insert name of contact person]** on **[insert phone number and/or email address]**.

We appreciate your patience and understanding at this challenging time. We hope that you and your family remain safe.

Yours faithfully

**[insert name]**