

This correspondence may be sent to tenants where an *Entry Notice (Form 9)* has been previously served. It may assist real estate principals to determine a potential coronavirus risk prior to a property manager and/or some other party (e.g. tradesperson) entering the property for the purpose stated in the *Form 9*. We recommend sending it to the tenant at least 48 hours prior to the entry (where possible) to enable a response to be sought prior to entry.

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

[insert on agency letterhead]

Dear **[insert tenant name]**,

Re: **[Insert address of rental property]**

This is a reminder that **[insert name of person attending]** of **[insert agency name or business name]** will be attending the above rental property on **[insert date]** at **[insert time]** in order to **[insert purpose of entry as stipulated in the Form 9 – for example, routine inspection]**. (“Entry”)

Due to the coronavirus (COVID-19) outbreak, it is important that we take all reasonable precautions to maintain the health and safety of our tenants and occupants, staff, tradespeople and any other persons visiting the property in connection with the tenancy.

To minimise the risk of coronavirus spread, could you please advise if you or any other tenant or occupant have the following symptoms of coronavirus:

- fever;
- sore throat;
- cough;
- fatigue; or,
- difficulty breathing.

In addition, please let us know if you or any other tenant or occupant:

- has developed COVID-19 and/or is in self-quarantine;
- has returned from overseas in the past 14 days and have developed respiratory illness with or without fever;
- has been in close contact with a confirmed coronavirus (COVID-19) case in the past 14 days and have developed respiratory illness with or without fever;
- has severe community-acquired pneumonia and there is no clear cause; or,
- is a healthcare worker who works directly with patients and have a respiratory illness and a fever.

If you answered ‘yes’ to any of the above items, could you please notify us as a matter of urgency prior to the entry by **[telephoning/emailing us]** on: **[insert phone number or email as applicable]**

Other Information

If you are planning to be present at the time of the entry, we kindly ask that you:

- keep a distance of 1.5 metres between yourself and our **[property manager/tradesperson]** whenever possible ; and,

- refrain from making physical contact such as shaking hands with that person/persons.

Your cooperation is appreciated.

Yours faithfully

[Insert name]

Note to agency: If the tenant responds 'yes' to any of the above, it is advisable to delay the event until the risk is eliminated or you may wish to consider alternative measures to achieve the necessary objective. For example, conducting an inspection via *FaceTime* or using a virtual inspection tool. If the event is to facilitate "emergency repairs" (as defined in the [Residential Tenancies & Rooming Accommodation Act 2008](#)), legal advice should be sought on the appropriate action.