

COVID-19 Compliance Monitoring

Real estate agents

The *Emergency Management (Activities) (COVID-19) Direction* put in place to manage the COVID-19 pandemic sets out the requirements for businesses, including real estate agents and property managers.

These requirements aim to help keep South Australia safe from COVID-19.

What are the requirements for real estate agents with COVID-Safe Plans?

As part of the Public Activities Direction, real estate agents must have a COVID-Safe Plan. This is because their work is a defined public activity – specifically for all auctions and inspections of homes for sale or rent.

Real estate agents and property managers are required to complete a COVID-Safe Plan for each individual agent at www.covid-19.sa.gov.au/business-and-events/create-a-covid-safe-plan

While there are some universal requirements, your Plan will be specific to your business and the real estate industry.

In the 'Business or activity details' section of the Plan, please follow this naming convention:

- > Real estate business name – name of individual agent
- > For example: Ray White Unley – Joe Bloggs

Real estate agents and property managers don't need an individual COVID-Safe Plan for each individual property they have for inspection or auction.

Do I need an individual QR code for each property inspection or auction I have?

No, you don't need a separate COVID-Safe Check-In QR code for each individual property inspection or auction you hold.

You must use your individual agent QR code at property inspections and auctions, but you cannot use your office QR code at these activities.

The use of one QR code per individual agent supports contract tracing efforts and simplifies the COVID-Safe Check-In QR code requirements for real estate agents and property managers as fewer COVID-Safe plans will need to be generated.

It is recommended that real estate agents keep an up-to-date diary of the properties they have for open inspections and auctions.

I'm a property manager who is going to hold a property inspection. What do I need to do to keep this activity COVID safe?

It's important that you follow your COVID-Safe Plan, which outlines how your staff and patrons can be kept safe from COVID-19.

Every patron must use your individual QR code to check in or sign in using the manual paper record before they enter the property.

Property managers should follow the density requirements for any property inspection they hold. As a guide, limit the number of patrons inside a property to:

- > 6-8 patrons inside a large house

- > 4 patrons inside a unit.

This is a pragmatic approach given the difficulties of managing capacity in individual rooms during a property inspection.

Property managers and real estate agents should remind patrons to keep physically distanced when viewing rooms inside the property.

All patrons must also wear a mask while inside the property.

What are the requirements around manual paper records?

If people attending an open inspection or auction do not have a smart phone, they are required to provide their relevant contact details on a paper record, taking care to make sure their handwriting can be read.

These details are only used by SA Health for official contact tracing purposes or for managing the COVID-19 pandemic.

It is illegal for this data to be misused for purposes other than official contact tracing or managing the COVID-19 pandemic. It is an offence to use this information for other purposes such as marketing.

Contact register records must be kept for 28 days and disposed of securely within the 7 days following this.

Can I conduct a property inspection or hold an open inspection if the tenant is self-quarantining or self-isolating?

No, a real estate agent or property manager is not allowed to hold open inspections at the tenant's home, or visit the tenant until the tenant has completed their 14-day period of isolation.

A tenant in this situation must not leave their home during this 14-day period of self-quarantine or self-isolation, or have visitors at their home.

Who can I contact if I have a question?

- > Email Health.COVIDCompliance@sa.gov.au
- > Call the SA COVID-19 Information Line on 1800 253 787
- > Visit www.sa.gov.au/COVIDcompliance

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