



COVID-19 UPDATE

Protecting our team, your tenants, and your investment

What a difference just two weeks makes.

The REIQ two-day Summit and Awards for Excellence Gala event seem like a lifetime ago, and in hindsight was to be our industry's last chance for a while to network and learn. Our team was thrilled to take home the trophy for Medium Agency of the Year Award and for one night, we celebrated.

Little did we know that winning this award would take on a whole new meaning as COVID-19 suddenly became the nation's priority. We knew that many in the industry would be looking to us for guidance, so we took the lead and made decisions that have proven to be the right course of action.

My priority was the safety of our staff. If one team member became sick and spread it to the others, our service would cease. We postponed all visits to tenanted properties until we can find other solutions (which we are working on).

We quickly set up our team to work from home, leaving just a small group of admin staff at our offices to receive visitors and aid the property management team to work remotely.

Adopting technology solutions is a large part of our company's business plan, so the move to an offsite workforce has been surprisingly smooth. We have been able to adapt our processes and continue to provide the standard of service and care that our owner and tenant clients have come to expect.

The biggest topic of conversation surrounds rent payments. The federal government's announcement of a moratorium on evictions for non-payment of rent has sent waves of panic throughout the industry. **But until the state government formulates their policy, it is impossible to speculate how this will work in practical terms. Once we have details, I will send out an email communication.**

On Friday 3rd April, the REIQ is holding a webinar for property managers throughout Queensland to discuss COVID-19 and how to work with the new guidelines to best serve our clients. I have been asked to participate as a panellist to explain what our agency is doing to continue to operate in this 'new normal'. I hope this gives our clients reassurance that we are leading the way through these uncertain times for property investors.

*Laura Valenti, Managing Director
Solutions Property Management*

! HOW TO STAY UPDATED !

- To discuss an issue regarding your property or tenants, please email your property manager. Due to the high volume of enquiries, please be patient if you don't receive a reply until the following day.
- To enquire about your tenant's rent, please email carol@solutionsproperty.com.au. Remember that Carol will advise you immediately if your tenant starts to fall behind in rent.
- To find out general information about COVID-19, our new protocol, and up-to-date news stories, I have created a new page on our website <https://www.solutionsproperty.com.au/covid-19-update/>
- To be notified on new developments as they happen, follow us on Facebook.
- Finally, when significant information relevant to property investors comes to hand, I will send out an email communication to ensure you receive the news first-hand.

MARCH LEASING REPORT - VIDEO IN THE AGE OF COVID

The current COVID-19 situation has affected enquiries, as people are faced with re-evaluating their immediate future. As a result, numbers of applications have slowed down but are still trickling in.

We continue to hold private inspections while adhering to social distancing guidelines to ensure minimum risk to all concerned.

Video tours have suddenly gained popularity, and welcomed by prospective tenants who are accepting properties without the need to physically visit them. Just one way that our industry is rapidly adapting to the changing world.

VACANCY RATE: **NORTHSIDE - 0.41%** **SOUTHSIDE - 0.96%**



REIQ

AWARDS

for excellence

We're a winner!

**We are thrilled to announce that we were awarded
MEDIUM AGENCY OF THE YEAR
at the 2020 REIQ Awards for Excellence**

**It is rare for a Property Management Agency to take this award,
and we extend our thanks to you our clients
for your support and continuing business.**

We were also finalists in 2 individual categories:
Property Manager of the Year - Laura Valenti
Business Development Manager of the Year - Kellie Stewart

APRIL DISBURSEMENTS

Wed 8th

Wed 15th

Wed 22nd

Wed 29th

MONTHLY STATEMENT:

Wed 29th

OFFICE HOLIDAYS

Easter

Fri 10th Apr -

Mon 13th Apr



Saturday 25th
April

