



Dear Landlords, tenants and valued clients,

As of Tuesday, 24th March 2020, the Victorian Government declared a state lock down on non-essential businesses due to the infectious spread of Covid-19.

Being that our real estate business does not fall under 'Essential Business', we will be closing both our Beaconsfield and Emerald offices.

We currently use a cloud-based software program that manages the collection and distribution of rents and accounts. Fortunately, we will still be able to function as per normal in regard to rent collection and payments.

SALES- Property Inspections

We are currently still able to conduct private inspections by appointment for all sale properties. If you are interested in viewing a property that is for sale, please contact the Sales Agent to arrange a suitable viewing time

RENTAL Inspections

With regards to all prospective property inspections, routine inspections, in going and outgoing condition reports, unfortunately we won't be conducting these due to lock down regulations. These measures will remain in place until otherwise guided by State and Federal governments.

Rent Payments

Please pay your rent via any NAB bank branch or internet banking as receipting will still be done during the closure of the office. Rent should be paid IN ADVANCE during this time.

National Australia Bank

SKIPPER ESTATE PTY LTD

BSB: 083 170

ACC: 83061 0465

(PLS ENSURE YOU USE YOUR TENANCY ID OR FULL NAME AS BANKING REF)

Maintenance

Tenants, it is imperative that any maintenance requests are emailed to rentalinfo@kayecharles.com.au Please include as much detail and photographs (where applicable) so we are able to follow up on these issues. In these uncertain times, we are unable to confirm which services are deemed to be classified as essential and will also be relying on tradespeople availability.

Rental Contacts

In the first instance please email your property manager:

Christine Adamson – Senior Property Manager

propertymanager@kayecharles.com.au

0488 707 011

Belinda Jennings – Property Manager

rentals@kayecharles.com.au

0467 344 217

or telephone 9707 0111

Vacating/Moving into a property

Please contact your property manager to arrange either key collection or return if you are vacating or moving into a property in the coming weeks. Vacating tenants will be required to email through photographs of the property once it has been cleaned and also email the carpet clean steam receipt.

In these uncertain and stressful times, we ask for your patience and we look forward to resuming business as usual when we are advised to do so.

Kaye Charles Real Estate has a duty of care to our employees and clients to implement appropriate measures to help keep people safe and help stop the spread of COVID-19.

If you have any queries, please don't hesitate to contact us as we will all be working from home as per normal business hours.

Kind regards,



Amanda Charles

Principal | Licensed Estate Agent

Kaye Charles Real Estate

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This business is independently owned by the proprietor Skipper Estate Pty Ltd Licensed Estate Agent ACN:

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Officer in Effective Control Amanda Skipper Licensed Estate Agent & Principal