

COVID-19 Suggested Guidelines for Real Estate Home Preparation

Personal responsibility of Agents and Property Managers:

- Advise any resident or worker who is either over 65 years of age, or who has any serious underlying medical condition or compromised immunity should ideally leave the premises whilst workers are on site. If this is not possible, or if a homeowner was uncomfortable with leaving a property entirely, they may still improve safety for themselves and the worker/s by waiting in the yard whilst work is completed inside, set up a chair on the veranda, or wait in their car.
- If the person would normally be present to provide access, they can arrange with the worker to open up and then leave, or they may have the agent provide access, or utilize a lockbox.
- If several people wish to be around for the preparation of their homes, particularly for photography. There are still work-arounds for this – we recommend people who have specific ideas, to put these ideas into words and pictures – put together an email for your agent or the photographer.
- If any person who resides in the property is unwell at the time workers are due – it is the responsibility of those people to advise the agent and/or photographer. Sensibly if the nature of the illness is not transmissible it *may* be fine for work to proceed, but you should still let the agent and photographer know, and where appropriate to have the unwell person off site during the work.

- If any person residing at a property is in self isolation and/or has a transmissible illness, any work inside the property should be postponed immediately. If work was completed during a time of self-isolation, but before the person knew (ie they have been asked to self-isolate because they were recently in contact with a known case of COVID-19), the worker/s MUST be informed asap.
- Anyone on site must wear the proper PPE which includes a face mask.

Checklist for property owners:

For YOU to do prior to property photography commencing.

Whole House

- Open blinds
- Turn on lights and lamps
- Remove items considered 'clutter' such as mail, tissue boxes, keys, remote controllers, and other loose items that you would not want people looking at on the internet
- Consider packing away personal photographs now. Some small framed prints can make a space look homely, but large photos are something we are often asked to remove.
- Declutter shelves, windowsills and benches
- Hide garbage bins inside and out

Kitchen

- Declutter and clean bench-tops
- Empty sink, remove dish racks, washing liquid, tea towels etc.

Living spaces

- Remove any loose unnecessary items – if your children have toys in the living area you may arrange them neatly or place them out of view.

Bathrooms

- Remove day to day items such as shampoo, soap, toothbrushes, toilet brush, any cleaning products, or untidy toilet paper (a neat roll on the dispenser is fine)
- Check towels – if they look wrinkled, wet, grimy or mismatched, it is preferable to have no towels
- Usually it is better to remove floor mats, so the flooring is visible clearly
- Any items you remove from the bathroom can be placed in the hallway just outside the door (unless you have a beautiful hallway that will also be getting photographed).

Bedrooms

- Ensure bedding is neat and tidy – really check that blankets and quilts are neat, that sheets are not hanging down at the side or base of the bed and that pillows are neat and tidy.
- Also check from the doorway (the most common place where we would set up the camera) to be sure that there are no loose items visible under the bed.
- Check bedside tables and remove from sight any tissue boxes, remote controls, phones, chargers, digital clocks or any other items that you would not like people to look at on the internet – this can include anything from your reading glasses, your gold watch or your Ventolin inhaler.
- In a child's room please ensure toys are either packed away or arranged neatly.

Outdoors

- Tidy lawns and garden beds
- Clear paths and driveways
- Hide pet bowls, toys and beds – if you have a dog and you are able to, take them out during the shoot
- Remove bikes, pool and outdoor toys (if you have a trampoline try to move it to a corner of the yard where it will be as out of the way as possible for photos)