



# RAY WHITE **NOW**

Real time residential market insights  
1 - 7 September 2020

**VOL. 17**

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# A MESSAGE TO OUR VICTORIAN CUSTOMERS

On Sunday 7 September, Victorian Premier Daniel Andrews confirmed the extension of the current Stage Four lockdown for metropolitan Melbourne and Stage Three lockdown of regional Victoria for an additional two weeks ending 28 September 2020.

What was an even bigger shock was that the ban on private inspections in metropolitan Melbourne has been extended to 26 October 2020. This means that people will not be able to inspect or move into property for another seven weeks.

Despite many customers needing to buy and sell, Sunday's decision means that many customers will be racing the clock to achieve a settlement before Christmas, given the time required to market property and the usual settlement period. It also applies significant pressure to those searching for a rental property or trying to lease their property.

Since the announcement we have been inundated with calls from customers who are distraught at the prospect of further significant delays in the marketing and sale of their properties. Many of our customers often need to move properties for fundamental reasons - be it illness, divorce or other hardships like unemployment. It's been distressing to listen to the feedback from customers now facing significant financial consequences as a result of these restrictions.

Distressed customers include 70-year-old Brenda Hemphill, of Ringwood, who has bone marrow cancer and just needs to find a rental property to move into on 25 September.

"I have to be out of the house by 25 September as my husband's business went bankrupt and forced the sale," said Mrs Hemphill, who recently sold her unit at auction through Ray White Ringwood.

"I need to stay close to the hospital for treatments. We have had to sell our forever home and there's no chance of delaying the settlement as my husband went bankrupt but the house was in both names," Mrs Hemphill said.

"I cannot go and view any rental properties. I am imploring Dan Andrew to make life a biteasier for us as not everything is around the corner to get the things we need."

Based on the people we have spoken to, there would be thousands of Victorians in distress as a result of Sunday's announcement.

In collaboration with the industry, Ray White has developed a detailed set of operating protocols for conducting private inspections to keep our customers safe. These include a single buyer and agent inspecting for less than 15 minutes, without touching surfaces and observing social distancing.

We are not aware of any community transmission occurring in Australia as a result of real estate activity, and we estimate that nearly 180,000 properties were listed and marketed across Australia since April. That includes conducting open homes and auctions throughout Sydney throughout July and August and private inspections in the lead up to the Stage Four Melbourne lockdown, when community outbreaks were occurring in both cities.

View and download the [document here - Victoria - Best Practice Private Inspection](#)

We call on the government to review its decision and would welcome any opportunity to work collaboratively, for the good of the Victorian community.

Although the news was not what we had hoped, we do take comfort knowing how resilient the Australian property market is and how resilient the real estate industry is. As we've seen in other markets come out of lockdown, the resurgence of the property market is likely to be swift and we anticipate the resurgence of the Victorian property market to be no different.

We will continue to support our customers to ensure they receive the best level of care and support during this time.

# DESPITE THE DOOM AND GLOOM AUGUST RECORDS TUMBLE



## SUMMARY

- \$4.61 billion in sales - our best August ever.
- Selling season has started early.
- We remain enormously concerned for so many of our customers in Victoria as a result of State Government's announcements.

As our community dealt with lockdowns in Victoria and New Zealand, and heard strong opinions from many that New South Wales should follow suit, the real estate market in Australia and New Zealand continued to march on in August. As has been the case for six months now, buyers continued to tune out to commentators that predicted their retreat. Buyers remained more committed than ever despite obstacles being thrown in their way, and our sellers that decided to enter the market now were well rewarded.

We sold \$4.61 billion of property during August, our highest ever August result. This is an increase of 25 per cent on the same month last year. That is despite our Victorian results being 23.4 per cent down, as inspections were banned for most of the month in Melbourne. A company personal best might have been on the cards if not for the Melbourne results - incredible to think what might have occurred in a month that historically is pretty lacklustre, as many sellers wait for the promise of spring.

New South Wales once again produced a result more akin to the busy months of March or November, with \$1.32 billion in sales. Queensland recorded a 19.4 per cent increase to write \$827 million in sales, and South Australia also recorded a company record at \$201 million. Western Australia recorded sales

consistent with last year, though this was caused by a reduction in stock available for sale following strong selling months.

Auction statistics are always a great telltale for the underlying health of the market. In August, our key metrics of number of scheduled auctions (increase of 21.6 per cent), number of registered bidders (increase of 0.3 per cent to 4.6 per auction) and auction day clearance rates (61.8 per cent), further endorse the

strength of our sales results and give us confidence that our sales momentum is set to continue through spring.

**No doubt about it  
we are heading into  
spring with much  
stronger trading  
than we all expected.**

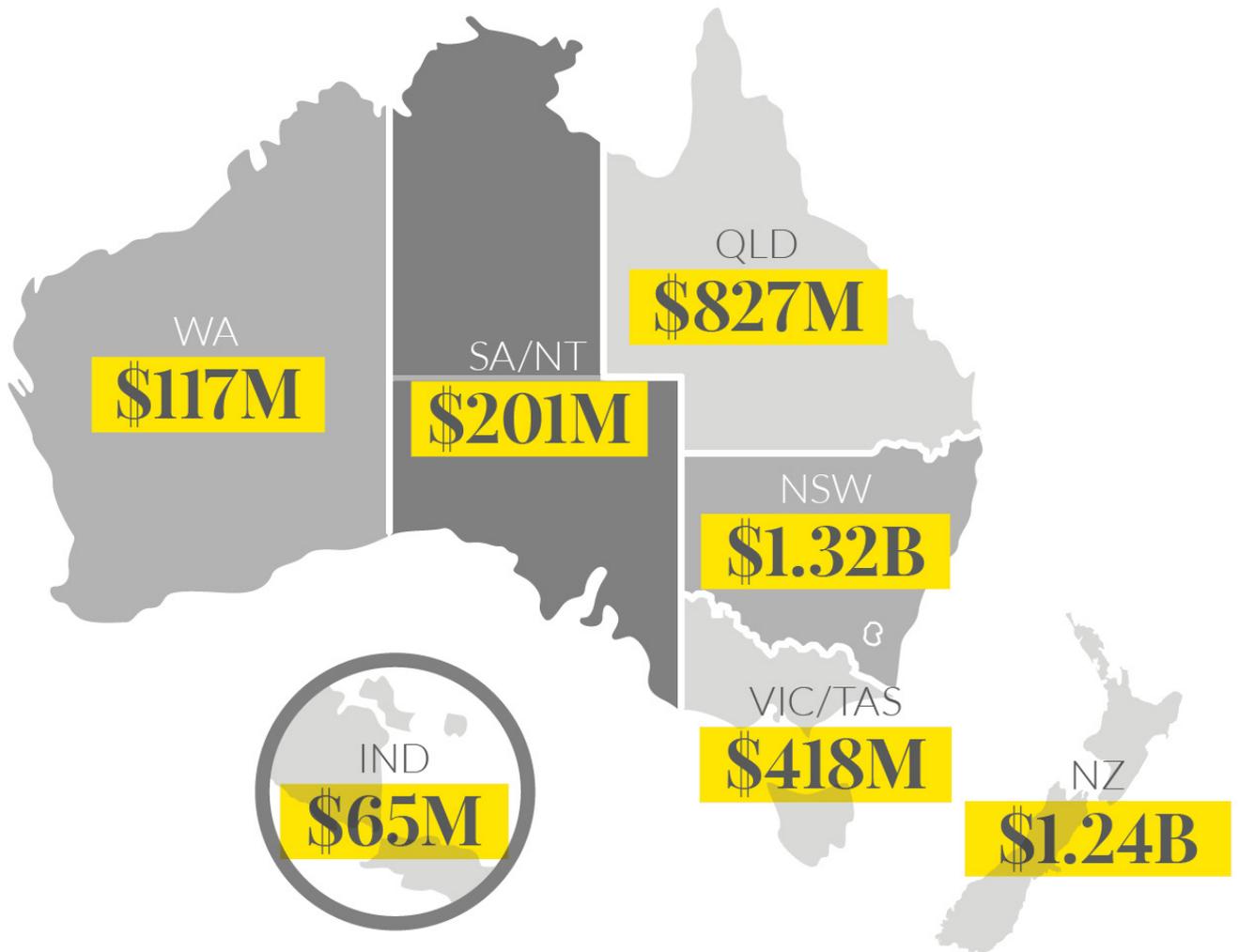
Our Loan Market colleagues have booked a stunning month of results as well, with \$1.76 billion lodgements, some \$1.26 billion in approvals and \$1.03 billion in settlements. As we have been saying since March,

the insights from Loan Market has given us confidence in the strength of the banking system and the availability of credit on great terms to buyers, underpinning the health of the property market. Loan Market brokers are also seeing big differences in turnaround times from the various lenders. Some major lenders are taking up to 20 days for a decision while others are at one day turnarounds. As always, we recommend buyers seek advice from a broker to make sure they are getting the best deal and turnaround times for their situation.

AUGUST 2020

TOTAL UNCONDITIONAL VALUE

**\$4.61 billion**



COMMERCIAL GROUP **\$219M**

RURAL **\$201M**

It is very hard to remember a time in our 118 year history when the current market activity contrasts more sharply with the outlook painted by major banks and economists. We remain as a player in the market and not a speculator on its future, and our message remains

that there is a huge amount of activity going on right now in the Australian real estate market, and we can be confident that it will continue for the balance of 2020. As the Australian banks agree, no one can be certain what awaits us next year.

# SELLING IN THE CURRENT ENVIRONMENT



## SUMMARY

- Australians may be making decisions based on negative media reports.
- The process of selling has changed a little, yet our activities have shown that these processes are working very effectively.

Like most property owners, you'll probably have questions about what has and hasn't changed in the way in which properties are being marketed in the current environment. Is now a good time to market my property for sale? How can we continue to market and sell property in a safe manner as our communities transition back to normal conditions? And so on.

We are concerned that our clients may make decisions to stay out of the real estate market based on media reports that often paint a negative picture.

As Australasia's largest real estate group, selling one in every nine properties across Australia, we are uniquely placed to provide our clients with relevant and timely information and data to assess current market activity. As a family owned and led business with 118 years of experience, we know that we can deliver you the highest quality solutions in today's market.

We have successfully adapted our processes in order to continue to safely fulfil the needs of our customers in the current environment. The process of selling has changed a little, yet our activity over the past two months has shown that these processes are working very effectively.

## National Home Value Index August 2020

	Month	Quarter	Annual	Total return	Median value
Sydney	-0.5%	-2.1%	9.8%	12.9%	\$860,182
Melbourne	-1.2%	-3.5%	5.9%	9.5%	\$667,520
Brisbane	-0.1%	-0.9%	3.5%	7.3%	\$503,128
Adelaide	0.0%	-0.1%	2.7%	6.9%	\$444,021
Perth	0.0%	-1.6%	-2.0%	2.1%	\$443,777
Hobart	0.1%	0.3%	5.5%	11.0%	\$490,743
Darwin	1.0%	1.0%	0.0%	6.7%	\$393,386
Canberra	0.5%	1.3%	6.9%	12.0%	\$636,324
Combined capitals	-0.5%	-2.1%	6.3%	9.8%	\$633,745
Combined regional	0.0%	-0.2%	4.0%	8.8%	\$395,761
National	-0.4%	-1.7%	5.8%	9.6%	\$552,689

Source: CoreLogic

# IF I AM CONSIDERING SELLING, WHY SHOULD I GO TO MARKET NOW?



## SUMMARY

- Selling season starts with a bang.
- Avoid potential risks that may arise in the market.
- Home values are protected now.

The Coronavirus pandemic may have changed the way real estate agents operate, but it certainly hasn't done anything to dampen the property market in Australia. Agents in the field say the demand for properties in all categories at the moment was unprecedented. In times of global uncertainty, property can be seen as a safe haven. Two big drivers of the residential property market have been low mortgage rates and credit growth. The state of the housing market has been a key barometer of economic health and is keenly watched by all levels of government and Treasury. The property market is functioning at a high level with very benign price adjustments if any at all.

Record low interest rates, government support and loan repayment holidays for distressed borrowers have helped to insulate the housing market. Home loan customers who are still struggling when deferral periods end over the next few months are being encouraged to shift to interest-only repayments, taking advantage of the lower official cash rate, which the Reserve Bank cut by 50 basis points in March in response to the crisis.

Commonwealth Bank CEO Matt Comyn has told the House Standing Committee on Economics last week that certain housing investors should examine the possibility of selling their investment property if they are having trouble servicing the loan.

Although just 28 per cent of all deferred loans are investor loans - "slightly less than the overall portfolio" - Mr Comyn said that the bank would prioritise keeping struggling owner-occupiers in their homes, with a relatively robust housing market meaning many investors would still have positive equity, despite recent price declines.

"It would be sensible for some customers to be contemplating about whether now was the right time to reduce some of that outstanding debt," he said. Mr Comyn said that it was hard to say what the impact of the pandemic would be on property investors, but noted demand for investment loans is falling. "Investing lending is at its lowest since 2004," he said.

"We're seeing some very divergent outcomes and results in different parts of the housing market both regionally and across dwellings. Unemployment, which is tipped to be 10 per cent by Christmas, is a major concern of the central bank and Morrison government. We know there are dark clouds on the horizon which means now is a good time to sell - why would you wait? We are heading into peak selling season, when stock is likely to rise and create less competition for your house. There are many economists predicting property prices will decline over the next year or so. As mentioned earlier there are two basic fundamentals that drive property prices, supply and demand. Many suggest that supply will outweigh demand in the next six to 12 months and possibly longer, creating conditions less favourable for sellers.

## What many economists are saying that the next 12 months may hold:

- JobKeeper and JobSeeker support limited;
- International and state borders remain shut;
- Mortgage deferment support extended by all the major banks;
- Significant rise in unemployment; and
- Therefore the number of properties for sale will increase and there may be less buyers looking to purchase property.

# WHY ARE WE SEEING STRONG SALES RESULTS NOW?



## SUMMARY

- There has been a return of confidence in the property market.
- Buyer demand is up across all metrics.

Real estate markets are driven by a number of factors however the two basic fundamentals of supply (the number of total properties for sale) and demand (the number of buyers active in the marketplace) play a significant role in establishing market conditions that favour sellers or buyers. In general terms, when supply is low and demand is high, these conditions are favourable for sellers. Conversely, when supply is high and demand is low, these conditions are favourable for buyers. So what are we seeing now?

Over the past three months, supply has been low, in historical terms and we have seen consistent and strong buyer activity (demand). Put simply, there were more buyers competing over less properties, creating conditions that lean towards our sellers obtaining an advantage in achieving better results. Our clients that have come to market over this period have achieved great results because of the basics of supply and demand.

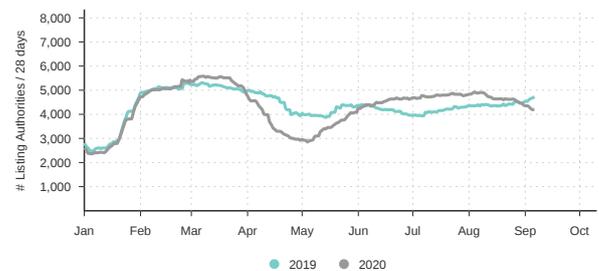
## Supply

When looking at the number of **'New Listings'** coming to the market, we have seen a decreasing trend over the past two weeks. This week there are 11.4 per cent less **'New Listings'** compared to this time last year and 19 per cent less than the prior financial year (FY2019). Simply put the number of "New Listings" for buyers to choose from is decreasing.

Over the past few weeks we have seen a change in the market dynamics from a national perspective, with **'Total number of listings'** now available up 5.7 per cent compared to the same time last year, however when comparing to the prior financial year (FY2019) the total available stock is still down by 10.9 per cent (refer to Chart 2).

## Chart 1: Listing authorities

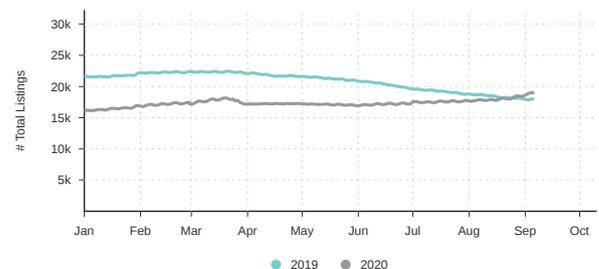
This chart shows that the number of new listings is now in line with this time last year.



Source: Ray White Listings Data

## Chart 2: Total available listings

This chart shows the total number of listings are marginally up compared to last year.



Source: Ray White Listings Data

## Demand

There are a number of considerations we take into account when looking at the amount of buyers active in the market.

Buyers normally start their journey by looking online. Chart 3 shows that over the past three months there has been a 14.9 per cent increase in buyer enquiry across our Ray White websites. This has also been the case with the major real estate portals with Realestate.com.au experienced an all-time audience high, reaching 12 million Australians in July.

From online enquiry, the next juncture is buyer inspections. After a considerable fall in March we have seen a major increase in buyer inspections since restrictions have eased. So much in fact that the number of potential buyers inspecting property now is significantly higher than before March 2020.

The next stage is buyers bidding at property auctions. This is transparently reported through our auction data. When we look at our auctions in recent weeks, we have seen the average number of bidders per auction reach record levels. Over the week we saw 4.6 bidders on average per auction (chart 4).

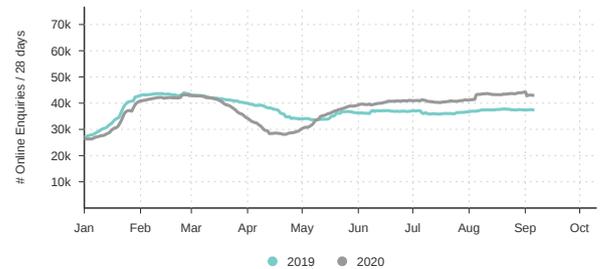
Pre-approvals are a key leading indicator to buyer confidence knowing they have the financial capacity to buy the property. Chart 5 shows the monthly home loan pre-approvals recorded by the Loan Market Group have increased by 237 per cent compared to last year and a massive increase of 19 times compared to FY2019.

## So what factors are contributing to buyer confidence?

- Interest rates are at record lows. Importantly, the general consensus among economists is that they will remain at these low levels for the foreseeable future.
- Banks and lenders remain very supportive of lending for residential property.
- The low Australian dollar is attracting strong overseas buyer interest.
- Record levels of government stimulus are supporting buyer sentiment.

**Chart 3:**  
**Online enquiries**

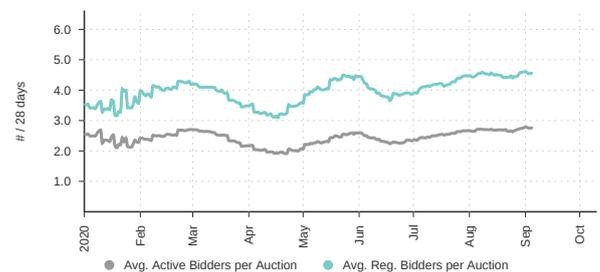
This chart compares the number of online enquiries made through Ray White websites over the 2019 and 2020 calendar years. It shows that online enquiries are 9.9 per cent above levels at the same time last year.



Source: Ray White Online Analytics

**Chart 4:**  
**Bidding by month**

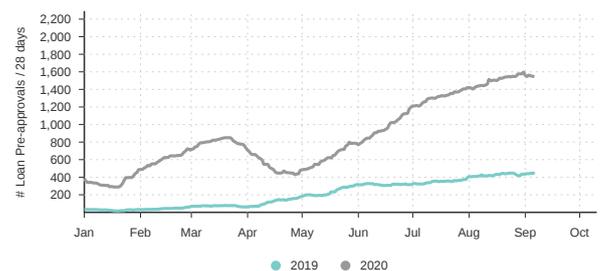
The chart illustrates that the average number of registered bidders per auction has been increasing through 2020 as at 5 September 2020.



Source: Ray White EARS Auction Reporting System

**Chart 5:**  
**Loan pre-approvals**

This chart compares the number of loan pre-approvals submitted via Loan Market brokers over the 2019 and 2020 calendar years. It shows higher levels of pre-approvals now compared to 12 months ago.



Source: Loan Market

# WHY IS THERE BUYER CONFIDENCE AT THE MOMENT?



## SUMMARY

- Interest rates are at all time lows.
- Confidence in buyers with job security remains.
- Current finance terms may drive buyer confidence into the future.

There are many reasons for the current buyer demand. The most significant of these reasons relate to finance.

With interest rates at all time lows and with banks being supportive of purchasers, we are seeing many buyers wanting to take advantage of these factors. Obtaining secure credit on excellent terms while they are available, is certainly influencing demand. This is not only the case with first home buyers, but across all sectors of the market. Fortunately, we continue to see confidence in buyers with job security working in industries not materially impacted by the current economic environment.

In any market environment, there remains a significant number of buyers who are looking at buying and selling within the same market. When you consider this, market conditions generally don't weigh in as much on the decision for those looking to upsize, downsize or relocate.

If there are future risks in the market, why should buyers enter the market?

For buyers, to try and 'game the system', and wait to pick the bottom, it's a difficult game to play. Things can move against you, and you risk being able to get that thing that you really want, especially if it's a family home. Longer term, there seems broad agreement that Australia's fundamentals post-virus should remain strong. Property investment has, and will always be a long term investment.

If finance continues to be provided on the current terms, the purchasing power of buyers is expected to remain strong and be the main driver of buyer confidence.



28 Monmouth Street, Morningside, QLD

# WHY IS RAY WHITE THE MARKET LEADER?

We believe that we are the market leader because we have built market share during many periods of uncertainty. Maintaining faith in our ability to create competition for our sellers in all markets with relentless enthusiasm has been our uniqueness.

Our role is to be the “Competition Creators”. We understand that once your property has been sold your key question will be, “have we achieved the very best price possible in today’s market?” At Ray White, we do this by creating competition among potential buyers.

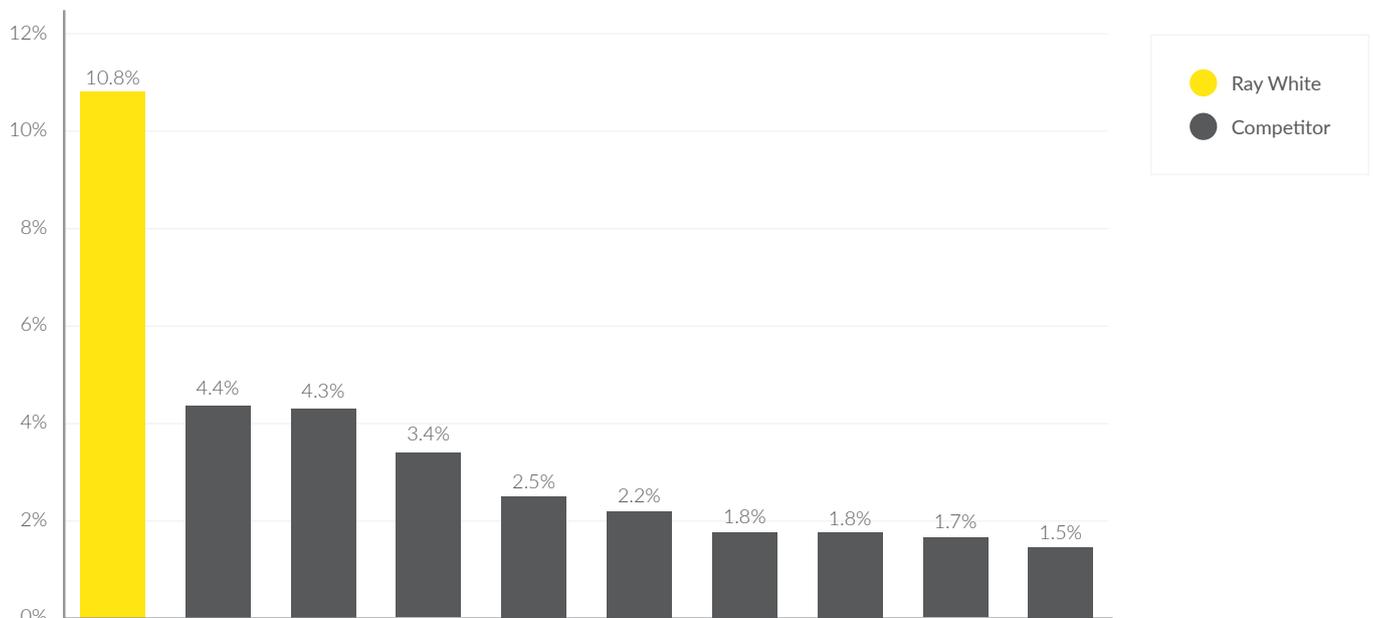
In today’s market, there is a lot of information readily available to buyers through online research. Buyers assess this information and develop a perceived market value estimate and thereby creating a “ceiling” price.

The only sure thing that can change a potential buyer’s mind and increase their offer price is the realisation there are others who desire the property and are prepared and willing to pay more.

Creating competition is the best way to achieve an exceptional result for your property. Through the interplay of competition, it’s our aim to achieve a figure which we are happy to present to our sellers - a figure that is a reflection of the buyers competing for the property.

This is what we call creating competition. That is how we profess to bring true value to our clients who are selling their property.

**Top 10 groups - New online listing share**  
July 2020



Disclaimer: Online listing data based on new listings listed on domain.com.au, developments excluded, house and unit stock only. From January to July 2020 inclusive.

# WITH SO MANY BUYERS IN THE MARKET, SHOULD I STILL INVEST IN A MARKETING CAMPAIGN?



## SUMMARY

- Our ability to create competition has been our uniqueness.
- Creating competition is the best way to achieve exceptional results for your property.

It's true that we are seeing more buyers active in the marketplace. This is reflected in our online traffic, our online enquiries, our bidder registrations and the number of pre-approvals we are seeing. The major portals like realestate.com.au and domain.com.au are also seeing a significant increase in their buyer traffic. So with all these buyers looking to purchase property, shouldn't it be easier to find these buyers and sell a property without having to invest in a substantial marketing campaign? While this may seem like a logical approach, almost all of our seller clients have an ambition to achieve not just any price but a premium price for their property when it sells. And so they should. Any real estate agent can sell a property for a price, however to ensure that the premium

price is achieved for your property we must exhaust every avenue to find the buyer who will pay more than any other buyer in the marketplace. From experience, there is a considerable difference between what the premium buyer will pay and what the next best buyer will pay for any property. In some cases, the difference can amount up to hundreds of thousands of dollars. When considering this, the investment into a complete marketing campaign can have a huge return on investment with the eventual sale price of your property.

**Short answer is yes.  
Ray White is a marketing  
machine at its very  
essence. We don't build  
houses, we market them.**

So how can you be confident that you have achieved the very best price for your property? The reality is for most property sales, we can't guarantee where the premium



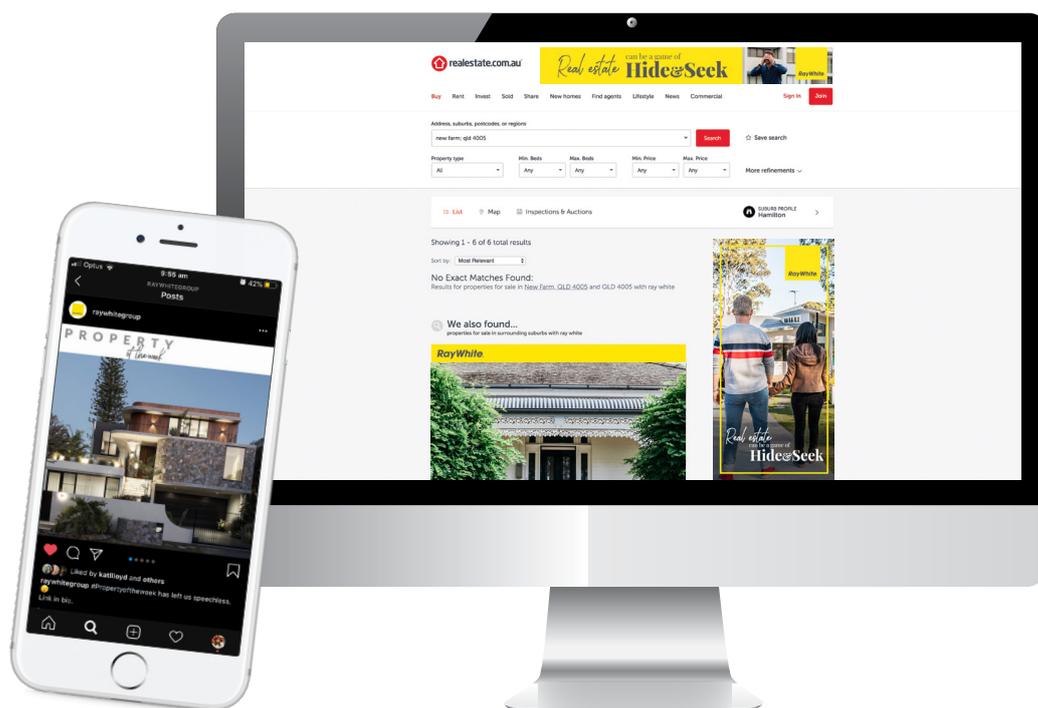
buyer will come from or where they will be searching for their property purchase. With this being the case, it's essential that you cover all bases to ensure you are putting your property in front of all potential buyers.

Short answer is yes. Ray White is a marketing machine at its very essence. We don't build houses, we market them. We know it works. We are essentially playing a contact sport and need to get in contact with as many buyers as we can quickly to secure you a sale at the best possible price. Creation competition is our end game. Our agents ability to create competition for your property is what will ultimately drive the premium price.

As listing numbers rise, so too does competition and marketing matters as it can elevate your property above others.

Each of our sales and marketing professionals will tailor a marketing campaign to suit your property. There are a wide variety of platforms available for you to ensure every buyer has a chance of seeing your property, they include:

- Signboards - your 24 hour a day sales agent. Designed to capture the attention of locals who may be considering their next purchase or may know someone who is looking to buy into the area.
- Database marketing is an essential element to ensure that your agent can market your property to all buyers who have previously made contact with their agency.
- Online property marketing portals - realestate.com.au and domain.com.au dominate the online property space and you should consider being on both platforms.
- Social media - ask your agent to post across their personal and office accounts.
- Paid social media - Be Seen is a targeted Facebook marketing tactic that has been developed for Ray White which allows for a cost effective way of targeting buyers currently in the real estate cycle.
- Print media - advertising in your local paper is still a great way to get in front of your local community. Your buyer is probably already living in your neighbourhood and actively in buying-mode by looking at the paper.
- DLs and letterbox drops are designed to capture your local buyer or a neighbour who may know someone who is looking to purchase in the area.
- Professional photography, floor plan and videos are a must in 2020. Genuine buyers will start their emotional connection to a property from their first impressions.
- Possibly use a PR strategy as you can't put a price on the power of this media coverage for your sale. So effective is this publicity in generating buyer interest. It's so credible.



# SO HOW DO WE CREATE THE MOST COMPETITION FOR YOUR PROPERTY?

## 1. Marketing dominance



### **Finest auction business in Australia**

Our market leading position comes from an unwavering commitment to auctions. Ray White listed 27 per cent of all auctions across the country last week. We had 259 auctions scheduled last week. Auction volume has been building week on week as confidence grows. Last week our sellers who stayed the course and sold under the hammer were rewarded. When comparing the highest offer prior to the final sale price, home sellers received 10.43 per cent more by selling under the hammer. All our corporate auctioneers can offer both on-sites and online auctions. Our national team of auctioneers led the industry by quickly adapting to the new auction environment, using unique technology that had been created by our team of in-house experts. Our auction campaign clearance rate was 60 per cent nationally last Saturday. To put this in perspective that's only 1.6 per cent lower than the same time last year.

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### **Private Treaty**

Our approach to private treaty is aligned with the auction method of creating competitive situations between buyers to create the best outcomes for our seller clients.

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We have never lost faith in the value we can bring our sellers in a challenging market through effective marketing. If you choose to sell, we will be suggesting an investment in marketing, as we believe it enables us to maximise competition and clearly illustrate your intent to sell and therefore attract genuine buyers. We appreciate that some people would prefer to sell quietly, or off-market, and avoid an investment in marketing, but our experience tells us that this most often leads to little competition and therefore you're negotiating from a weak position.

## 2. Unrivalled brand presence and media profile

As Australasia's largest real estate group, supported by a dedicated and highly experienced team of news hounds in our PR team, we are able to generate maximum exposure for our customers.

Our media exposure dominates all other brands in terms of publicity - which is the sweet spot.

Our profile in newspaper advertising and editorials - along with having the largest number of listings on realestate.com.au and domain.com.au - is huge.

To put a price on the power of the media coverage we received \$9.5 million worth of earned media mentions

across print, online, radio and TV this month in August, according to the iSentia media intelligence service.

We have a dedicated team of highly experienced in-house journalists who can get your property the exposure that money can't buy.

When a home is listed with Ray White, our clients are introduced to the national public relations service; a team that's plugged into the Australian media and has the sole focus of achieving more exposure for the properties we sell, to the audience that matters most.



Left: Sunday Telegraph 6 September. Right top: 9 News - Ray White Parramatta's Broderick Wright. Right bottom: 7 News - Ray White Auction.

### 3. Generating buyer enquiry

Being the biggest real estate group in the country has direct advantages for our sellers. Our ability to target the largest pool of buyers within a campaign is a strength which you can be confident will assist us in delivering the best possible result for you. In the current market conditions, it's critical to target the broadest possible audience and to be as efficient as possible in tailoring appropriate messaging to your potential buyers. After all, our focus is to seek out the buyer for your property that will pay more than everyone else.

We do this by having the greatest number of relationships with buyers in the market today. Combine our relationships with our use of technology, we can engage with buyers on a level that will ensure we can find the premium buyer for your property.

In addition to our ability to target broad audiences, Ray White Concierge, our communication specialists, unique to Ray White, can target one of the most

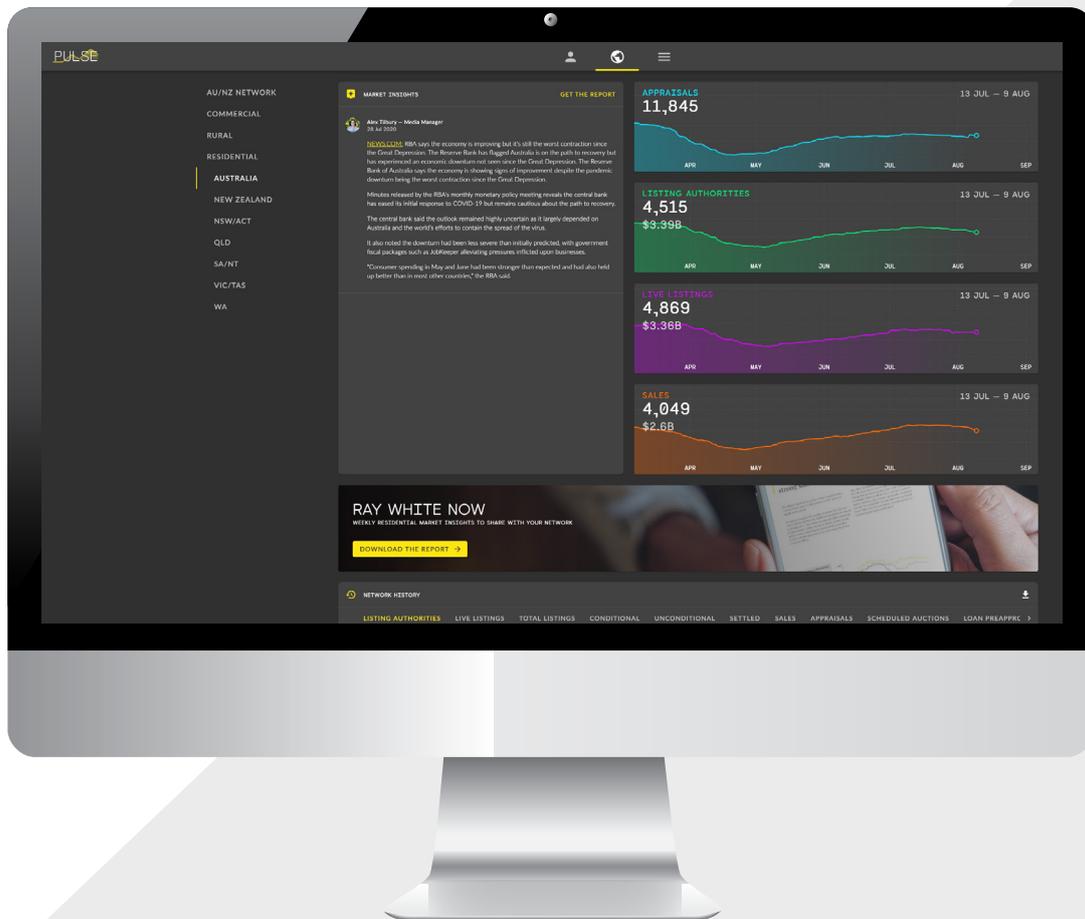
influential audiences, our local communities. Our 118 years of real estate experience has enabled us to understand that a catalyst for creating competition is leveraging the local community and our data shows that in some cases, up to 60 per cent of property purchasers come from neighbours and their friends.

Concierge is able to communicate to property owners in surrounding streets, positioning your property to ensure that it is at the centre of our communities' attention. With our dedicated team of 100+ Ray White Concierge specialists, Concierge in coordination with our appointed agent, can deliver a layered community communication program including telephone calls, SMS and email, ensuring that the most influential people are alerted early to the sale of your property.

## 4. Deep data set

In times of uncertainty, property sellers need facts not media speculation, to be able to create informed decisions. Whether that be a decision to list your property on the market or to be in touch with real time market conditions. The reliance on data and proof points has never been more important for good decision making.

As the largest real estate group in Australasia, we have access to the largest pool of up to date information available and have the experience to help you analyse relevant data to help you make the right decision.



Ray White's innovative data portal, Ray White Pulse.

# HOW HAS COVID-19 RESHAPED THE SELLING PROCESS?

Our processes put your safety first. We understand that you may have some concerns for your well being when considering listing your property in the current environment. We remain confident that our members have had the best support to ensure they can market and sell your property in the safest way possible.

It's important to note that some of our members have been so successful with the implementation of technology to support the selling process throughout COVID-19 that many are going to continue to use some of these processes beyond the current environment.

There have been a few changes to the way in which we can go about achieving the best results for our clients. Rest assured, we at Ray White have led the way with

innovation in how we have adapted to these changes while insisting on safety for all of our clients. Whether it's an online auction, online appraisal or private inspection, technology is now a greater part of real estate processes than ever before. Ray White is fortunate to have the scale and ability to leverage technology and tools to attract buyers to listed properties through online and digital processes.

All of our members have been supported to ensure they are practicing physical distancing practices, no touch policies on all surfaces within a property as well as mandatory hand sanitising upon entry. Traditional 'open inspections' have been adjusted to protect you and your family and the health of all prospective buyers.



Ray White South Australia Chief Auctioneer John Morris at 32 Dunluce Ave, Brighton on Sunday

# OUR FULL SAFETY POLICY FOR ARRANGING OR CONDUCTING INSPECTIONS AND AUCTIONS INCLUDES THE FOLLOWING:



## SUMMARY

Each state's operating guidelines vary for auctions and inspections. To ensure our practices are consistent with government directions, it's important that you take recommendations from your local professionals who will adhere to their state's specific government guidelines and best practice. Currently in Victoria the government directions require our members to revert to conducting 'online auctions' in restricted and relevant areas and 'private inspections' in relevant areas. In addition, the wearing of masks became mandatory in Victoria last month.

- We check the occupants are not ill, self-isolating or under quarantine before arranging and attending.
- We arrange with the owner to prepare the property for contactless inspections. Have key drawers, pantries and wardrobes open and ready to view. Open as many doors and windows as possible to minimise the need for attendees to do the same. Attendees are encouraged not to touch.
- We will limit the numbers stipulated as per state requirements.
- We will schedule appropriate numbers and timings for open inspections to ensure limits are adhered to.
- Where required we will enforce the four square metre rule and collect details of contacts for tracing purposes.
- We arrange to have all surfaces of the home, including benchtops and door handles, wiped down with cleaning products.
- We will have hand sanitiser available at the entry (and exit) of the property where necessary.
- As a condition of entry, require attendees to indicate that they are not ill, self-isolating or under quarantine and have not returned from overseas or interstate in the last 14 days.
- Prohibit physical contact, including shaking hands. We will greet you with a wave, bow or another contactless greeting instead!
- Observe 'physical distancing' protocols of staying 1.5 metres away from others wherever possible.
- On completion, we will arrange to have any surfaces of the home that were touched wiped down with cleaning products.

# ABOUT RAY WHITE

Ray White is a fourth generation family owned and led business. It was established in 1902 in the small Queensland country town of Crows Nest, and has evolved into Australasia's most successful real estate business, with over 1,000 individual offices across Australia, New Zealand, Indonesia and Hong Kong. Last year, Ray White sold \$44.22 billion, up 8.6 per cent year on year, worth of property.

Ray White today spans residential, commercial and rural property as well as marine and other specialist businesses. Now more than ever, the depth of experience and the breadth of Australasia's largest real estate group brings unrivalled value to our customers. A group that has thrived through many periods of volatility, and one that will provide the strongest level of support to enable its customers make the best real estate decisions.



Ray White's first auction house, 'The Shed'.  
Crows Nest, Queensland.

**Loan  
Market**

Loan Market, Australia's multi-awarding winning mortgage group has been helping Australians with their financial goals for over 26 years (and counting). In these trying times, brokers have been supporting clients to understand their options when in hardship, help navigate the complex banking world and ensuring everyone can get access to a more competitive deal when it comes to loans.





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