

RAY WHITE **NOW**

Real time residential market insights
21 - 28 September 2020

VOL. 20

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MELBOURNE MARKET EXPECTED TO REBOUND NOW PRIVATE INSPECTIONS ALLOWED



SUMMARY

- Transaction volumes likely to jump.
- Pent-up demand from residential property buyers and tenants.
- No change to commercial property.

We welcomed the Victorian State Government announcement that private home inspections can return in metropolitan Melbourne. Our members can continue to conduct online auctions but most importantly, our agents can once again hold private one-on-one residential property inspections.

Across Melbourne, a prospective purchaser or tenant may be accompanied by one other person from an existing household or an intimate partner and the prospective purchaser or tenant's children under 18 years old and can't otherwise be cared for.

These contactless inspections must all be pre-arranged and limited to 15 minutes or less.

A person is not permitted to travel to regional Victoria for a private property inspection, and a person may not travel to metropolitan Melbourne for a private property inspection.

Ray White Group Managing Director Dan White applauded the news, calling it "a win for buyers, vendors, tenants, landlords and real estate as an industry".

"There's no doubt our members and customers have been in pain in recent times. We've heard a number of heart-wrenching stories and this announcement from the Andrews Government will provide hope to many families in distress," Mr White said.

Ray White Victoria and Tasmania CEO Stephen Dullens said for thousands of people around metropolitan Melbourne, the news was "nothing short of a lifeline".

"We feel this outcome recognises the genuine needs of Victorians to transact, while also keeping the safety of the community as the highest priority.

"Already in the first day since the easing of restrictions, we've been contacted by hundreds of our clients keen to inspect property or prepare their property for sale. The most important thing is that we can conduct these activities in a totally safe environment. Buyer demand remains extremely high.

"Shelter is a basic human need and we recognise many people simply have no choice but to move for various reasons and do not have the luxury of waiting for restrictions to ease – this will provide a light at the end of the tunnel for so many.

"Private inspections will now enable the industry to safely serve their customers and ensure that what's often the most important financial transaction of their lifetimes can be undertaken without further delays, in a safe environment.

"Our members are well trained and well versed on how to operate in a COVID-safe environment. We've been planning this for weeks and are looking forward to servicing our valued clients in a safe and effective way.

"We also take this opportunity to thank the Victorian Government for working proactively with the Ray White Group and other members of the real estate industry in recent weeks - the opportunity for engagement and collaboration has certainly been welcomed."



Top: Ray White Victoria and Tasmania CEO Stephen Dullens on Ch7 News. Bottom: Australian Financial Review, 28 September

BIG FOUR BANK CUTS HOUSE PRICE DROP FORECAST AND CONFIDENCE CONTINUES TO FLOW AT AUCTIONS



SUMMARY

- Property market more robust and resilient than expected.
- Pent-up demand in residential property sectors.

The Australian real estate market continues to shine with consumer confidence keeping its current upward trajectory - as evidenced by healthy preliminary auction clearance rates of 67.1 per cent across the country last weekend.

Buyers and sellers remain undeterred by the doom and gloom predictions of months ago - and we saw last week Commonwealth Bank cutting in half its initial forecast for a 10 per cent to 12 per cent peak-to-trough drop in house prices.

As reported by The Australian newspaper, the Commonwealth Bank CEO Matt Comyn said there would be “pockets of softness” but provided a more positive broader outlook.

“So far, the property market has been more robust and resilient than we’d expected,” Mr Comyn said.

“We do think there will be pockets of softness. Some of the inner city areas, particularly for rental markets, because so many of the inner city apartments are dependent on people who are temporary or recent arrivals into Australia. So we do see some softness in some of those markets.”

Referring to the forecast cut, Mr Comyn said the economy and property demand fared better than the bank expected, but cautioned the impact of COVID-19 was continuing to see “huge uncertainty” over the outlook domestically and globally, and changes occurred “very rapidly”.

“We are recognising we are only six months in and there’s going to be some challenging times ahead, certainly into calendar 2021, (there are) so many different variables that are going to shape that,” he said.

The positive sentiment was echoed by Lendlease Chief Executive of Property Kylie Rampa, who told The Australian Financial Review Property Summit that residential property markets had proven to be resilient so far.

“I think there will be pent-up demand in the residential sectors as you come out of a COVID environment, with different parts of the market having some very strong fundamentals behind them, driving strong results,” Ms Rampa said.

“If we look at our communities, our land subdivision business, where first-home buyers are active, that business right across the sector, has actually performed very strongly. The government’s stimulus for first-home buyers and home packages have created further momentum in that business.”

Ms Rampa said Australia’s handling of the COVID-19 pandemic had also attracted buyers back into the premium end of the market.

“The high end of the residential market has remained very strong right across the board, with our project at Barangaroo continuing to sell very well,” Ms Rampa said.

“Buyers and sellers remain undeterred by the doom and gloom predictions of months ago.”



Happy sellers Dan and Hannah Clifford at 24 Fletcher Parade, Bardon, QLD

“There’s a lot of high-end property that’s been selling through the COVID period as expats return.

“There’s also a COVID premium being paid by foreigners wanting to come into the Australian market, because of how our government and how Australia has handled the COVID environment.”

“Despite the challenges facing the sector, the government stimulus would support the market,” she said.

“I don’t want to sit here and say that we’re entering into a boom market at all, but with the government stance, and

how the government is very proactive in this cycle, I think that will continue to support the residential markets.

“I think there’ll be continued stimulus to support the residential markets.

“And even though there’s headwinds around job security, increased unemployment and concerns about the future, the majority of people are still working, they have money, and want to invest in residential real estate often over other asset classes that they can invest in.”

SELLING IN THE CURRENT ENVIRONMENT



SUMMARY

- Australians may be making decisions based on mixed 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



We've created this document to **provide clarity** to all our customers on what is happening in the market now. If you are considering selling we explain how you can **take advantage of the current conditions** to achieve the best possible sales outcome.

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



SUMMARY

- Capital city markets expected to be more resilient.
- Optimism surrounds the pace of price appreciation.

Many of our customers are asking the question “Is now a good time to go to the market, or should I wait?”

Whilst we would never speculate as to what the market may hold in the months or years ahead, we do take an interest in what many of the banks, economists and ratings companies are saying about the future of the real estate market in Australia.

Interestingly, last week, Fitch Ratings stated Australia’s house prices were set to decline by 5-10 per cent over the next 12-18 months, as net immigration weakens sharply.

“Immigration had already been slowing prior to the outbreak of the pandemic, but has plunged since the health crisis led to strict controls on international travel,” the agency said in a report.

“The Australian government in May predicted that immigration would fall by 15 per cent in the year to June 2020 (FY20) and by a further 85 per cent in FY21.

“This would represent a fall of almost 200,000 permanent arrivals in FY21 relative to FY19, and mark the lowest level of net immigration since June 1993.

“The decline will lead to a significant drop in household formation. The most recent Australian Census, held in August 2016, showed that the average Australian household had 2.6 people.

“If this ratio holds for immigrants, the reduction in immigration between FY19 and FY21 would imply demand for around 76,000 fewer dwellings than would have otherwise been the case.

Assuming the natural population increase remains similar to previous years, Fitch estimated the population growth for Australia would reach just 0.7 per cent in 2020, a level not seen in the past 40 years, and down from 1.4 per cent in 2019.

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

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

So, despite agreement on softer-than-expected house price falls in the coming months, what we do know is market fundamentals right now are helping our clients who are looking to sell.

Our data tells us, also that auction clearance rates are just as strong as last year - indicating a deep buyer pool for potential sellers to take advantage of this spring.

With all the tangible evidence at our disposal pointing to a market that’s strong now, our question is, “What are you waiting for?”



Listing agent Chris Williams at 30 Arthur Street, Balmain NSW

WHY ARE WE SEEING STRONG SALES RESULTS NOW?



SUMMARY

- New listings to the market are dropping - what does this mean for sellers?
- Record levels of buyer activity are driving demand.

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?

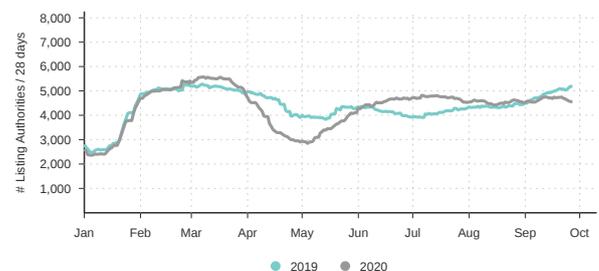
As confidence continues to return to the property market, nationally this week our total available listings are 8.9 per cent more than this week last year however still remain 11.4 per cent down on the year prior. Combined with low levels of 'New Listings' coming to the market over the past few weeks (down 12 per cent) this provides relatively stable supply levels. At the same time this week we continue to see record levels of buyer activity (demand) across all of our buyer metrics. As they have done over the past few months, conditions this week are still favouring our sellers.

Supply

We are well into Spring, and it's this the time of year where we start to see an increase in the number of 'New Listings' coming to the market. However in saying this, over the past two weeks we have witnessed a downward trend in 'New Listings'. This week there are 12 per cent less 'New Listings' compared to the same week last year and 17 per cent less than the year before. When looking at the 'Total number of listings' available on the market we see that there has been a 8.9 per cent uplift for buyers to choose from. This may seem like an upward trend however supply levels are still relatively low sitting at 11.4 per cent less than the year before. (refer to Chart 2).

Chart 1:
Listing authorities

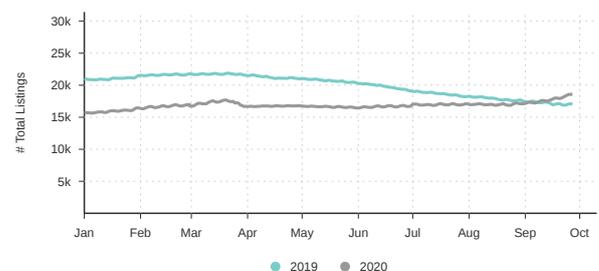
This chart shows that the number of new listings is down 12 per cent compared to this time last year.



Source: Ray White Listings Data

Chart 2:
Total available listings

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



Source: Ray White Listings Data

Demand

Demand continues to outweigh supply this week. When looking at the number of potential buyers in the market there are a number of considerations that we take into account. The number of buyers looking online for property, the number of buyers who enquire on properties for sale, the bidding activity that we see each week across our auctions and also the number of people actively gaining pre-approval for finance to purchase a property.

Buyers typically start their journey by viewing properties online. Over the past 28 days we have seen over 3.83 million views across our Ray White websites. This is 40 per cent higher than this time last year. This has resulted in over 44,753 enquiries being sent, a volume which is 21 per cent higher than the same period last year.

The demand hasn't stopped at online activity. Across our auctions over the past week we saw an average of 4.6 registered bidders per auction and of these bidders an average of 2.7 were actively bidding at these auctions. These levels are some of the strongest we have seen all year (refer to Chart 4)

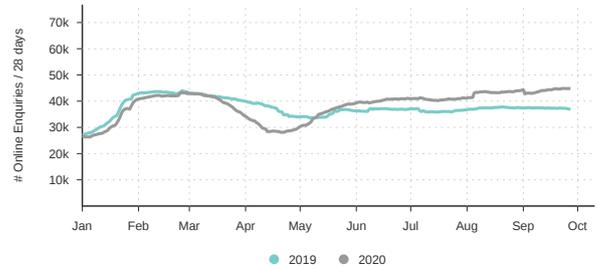
The final consideration that we look at when measuring the volume of demand in the market and arguably the most significant is the number of people obtaining pre-approvals for finance. Pre-approvals are a key leading indicator to buyer confidence knowing they have the financial capacity to buy the property. Our partners at Loan Market (refer to page 24 for more information) are seeing record numbers of pre-approvals across the country with 244 per cent more than this time last year (refer to Chart 5).

As we continue to see strong numbers across these buyer metrics, we often ask ourselves why. 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

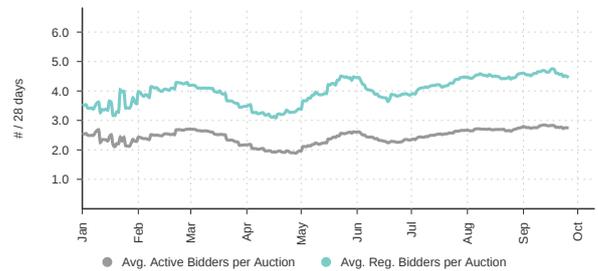
This chart compares the number of online enquiries made through Ray White websites over the 2019 and 2020 calendar years. It shows that online enquiries are 21 per cent above levels at the same time last year.



Source: Ray White Online Analytics

Chart 4: Bidding by month

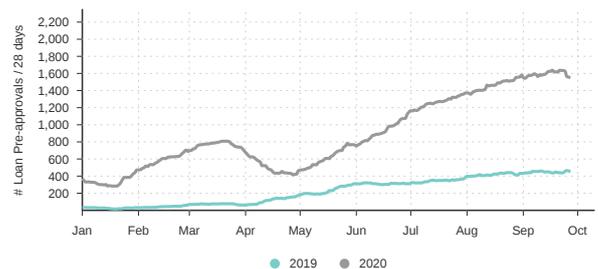
The chart illustrates that the average number of registered bidders per auction has been increasing through 2020 as at 28 September 2020.



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.



Happy buyers and sellers at 16 Wride Street, Woolloowin, 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.

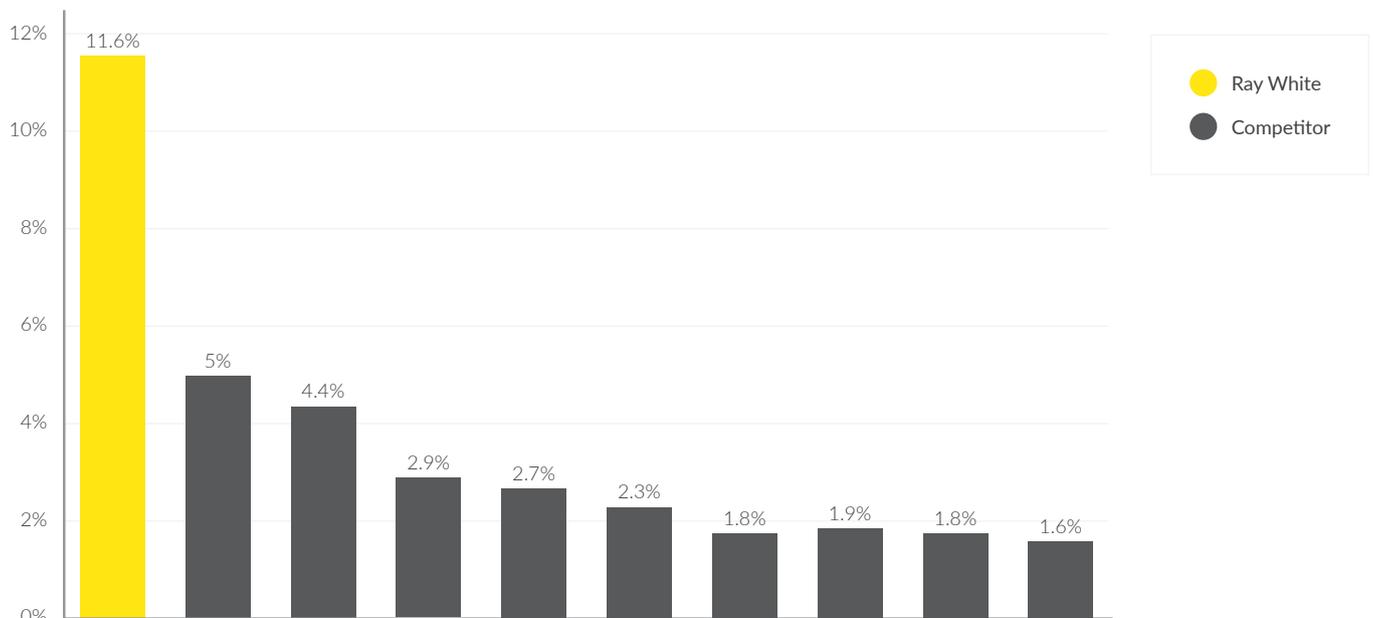
In today’s market, there is a lot of information readily available to buyers through online research. Buyers assess this information and develop a perceived market value estimate and thereby creating a “ceiling” price.

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
August 2020



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

To ensure that the premium price is achieved for your property we must exhaust every avenue to find the buyer...

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



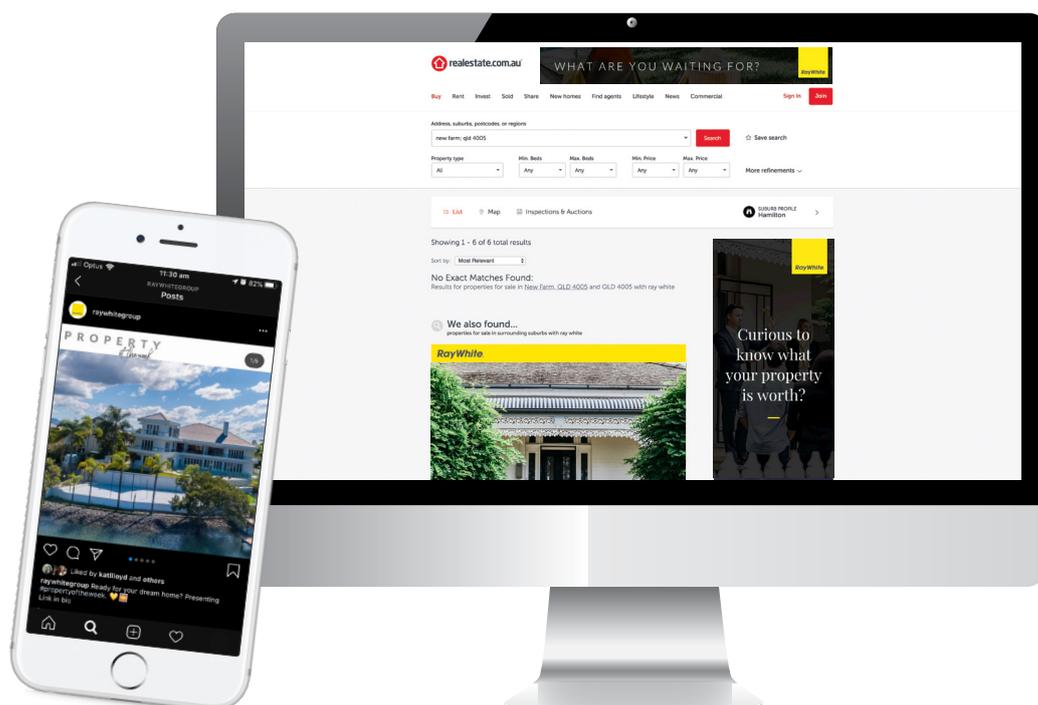
buyer will come from or where they will be searching for their property purchase. With this being the case, it's essential that you cover all bases to ensure you are putting your property in front of all potential buyers.

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. Creating competition is our end game. Our agent's 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 30 per cent of all auctions across the country last week. We had 350 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 9.65 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 61.8 per cent nationally last Saturday. To put this in perspective that's up 5.3 per cent than the same time last year.



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.



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.

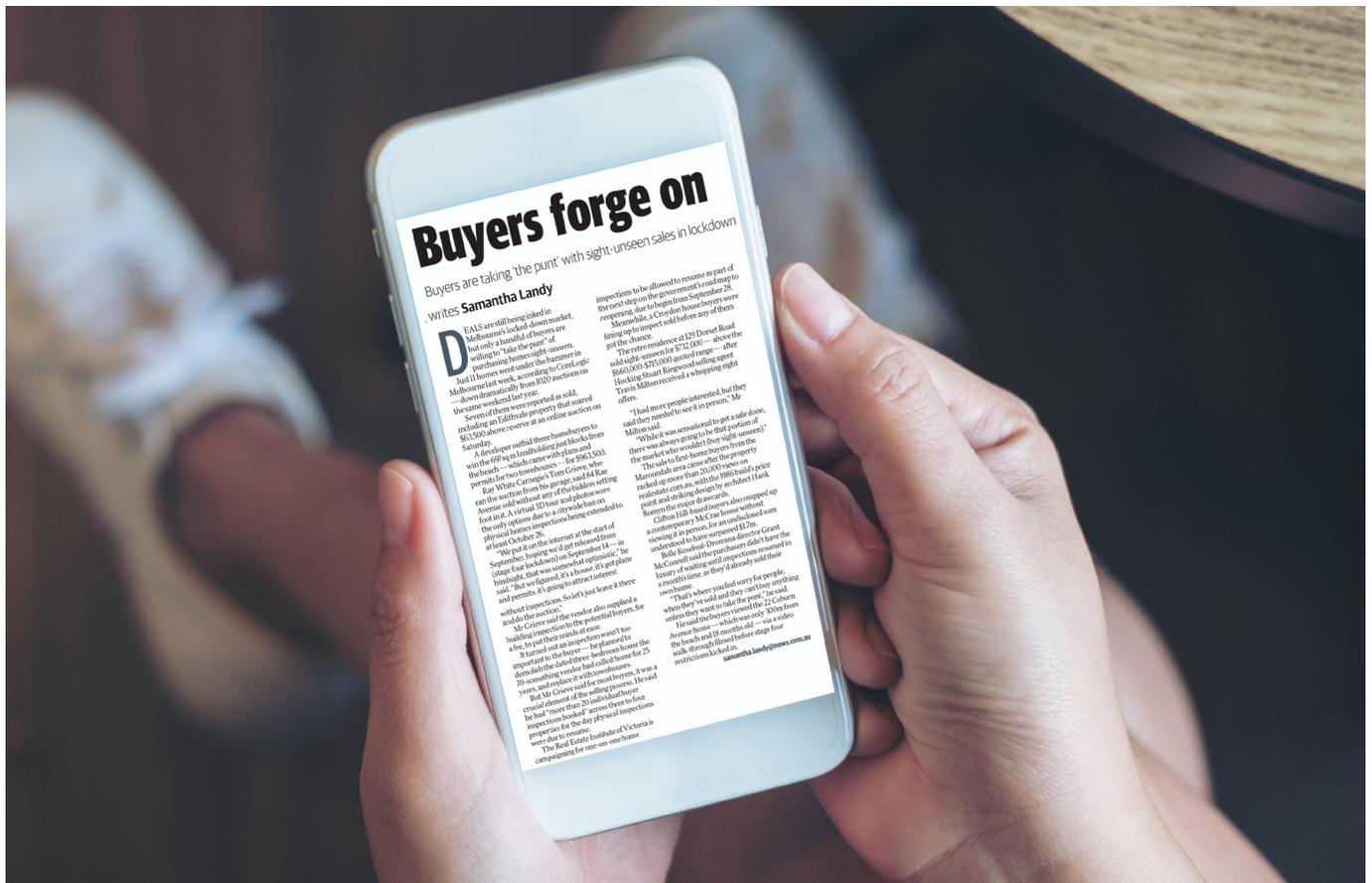
Our profile in newspaper advertising and editorials - along with having the largest number of listings on realestate.com.au and domain.com.au - is huge.

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 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.



Main: The Herald Sun Melbourne - Buyers forge on.

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

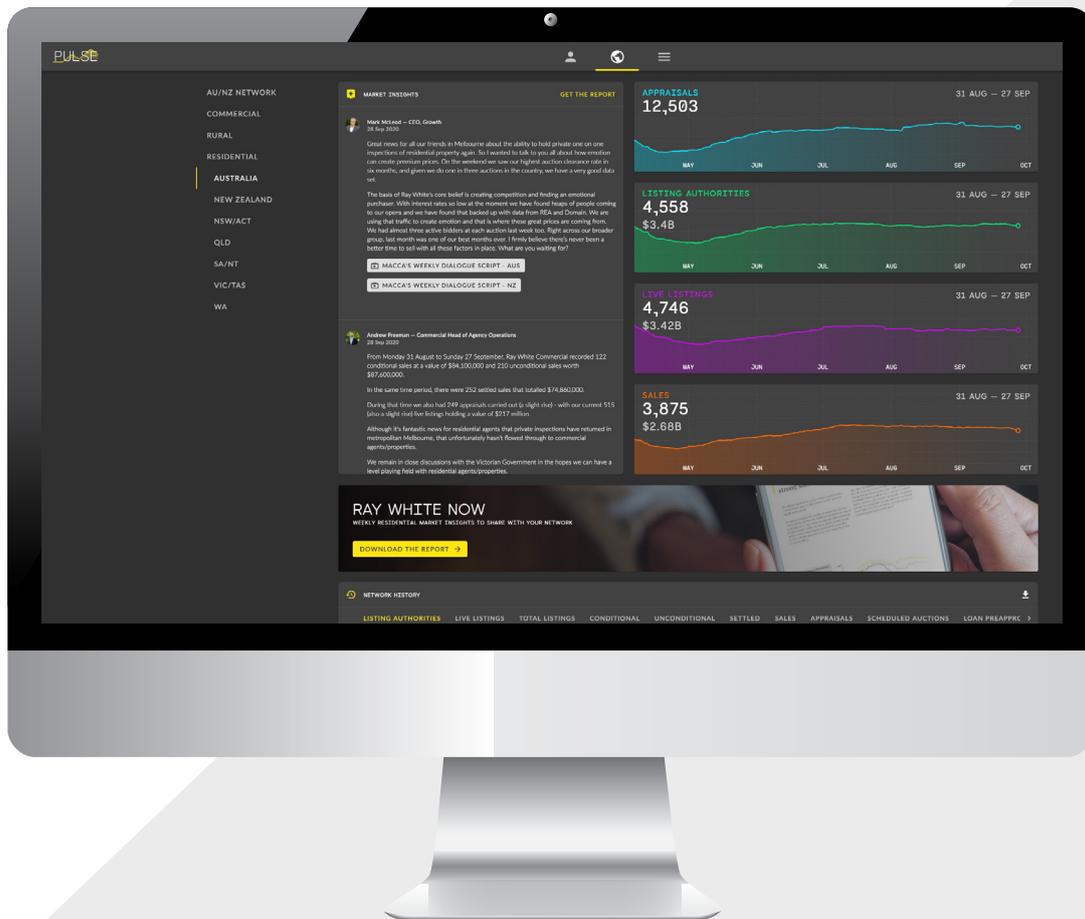
influential audiences, our local communities. Our 118 years of real estate experience has enabled us to understand that a catalyst for creating competition is leveraging the local community and our data shows that in some cases, up to 60 per cent of property purchasers come from neighbours and their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

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 is mandatory in Victoria.

- 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, attendees are required to indicate 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.

FOR THOSE SEEKING MORTGAGE ADVICE



SUMMARY

- Loan Market will ensure you can get a more competitive deal.
- Many Australian's finding it difficult to contact a banker to facilitate mortgage applications.

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 ensure everyone can get access to a more competitive deal when it comes to loans.

While interest rates are at "all-time" lows, most well below three per cent across all parts of the interest rate curve, access to credit is tight, as such, advice is essential. Loan Market has access to Australia's widest range of banks and lenders you know and trust, talking to our Loan Market advisors will help navigate the options to ensure buyers are approved to their maximum buying power.

Banks are taking the COVID-19 outbreak as an opportunity to dramatically reduce their footprint permanently. Many Australian's are now finding it very difficult to contact a banker to facilitate mortgage

applications. At Loan Market we are 100 per cent digitally enabled and able to assist right through all levels of lockdown. COVID-19 does not prevent us from providing advice and solutions to the buyers and sellers of real estate at Ray White.

In August, our Loan Market colleagues booked a stunning month of results, with \$1.76 billion lodgements, some \$1.26 billion in approvals and \$1.03 billion in settlements. There remains a pool of pre-approved buyers ready to make offers and this speaks to the strength of the market for vendors and property owners looking to sell now.

Lastly, if you are looking to buy currently you must get your mortgage application into us as soon as possible, the banking system is experiencing lengthy delays as they deploy extra resources into our channel to cope with the volume, don't sit on your hands, contact your Loan Market advisor now.



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.



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