

RAY WHITE **NOW**

Real time residential market insights
20 - 26 October 2020

VOL. 24

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THERE'S A HEIGHTENED LEVEL OF INTEREST IN THE RESIDENTIAL PROPERTY MARKET RIGHT NOW



SUMMARY

- New listing numbers continue to rise as confidence drives buyer demand.
- Highest number of registered bidders ever recorded.

One of the lessons learned about the property market through COVID-19 is that listings numbers have been extremely responsive to changes in social distancing policies.

Despite an extended lockdown, Melbourne is no exception. Since on-site, private inspections resumed on 28 September, new listings volumes have soared. The result is likely due to months of pent-up decisions to sell from property owners, and reflects how the real estate transaction process has remained tied to physical inspections.

As of 26 October, Ray White's data shows there are 3,566 properties currently for sale across our Victorian network which represent a 14.7 per cent jump as the count of 'New Listings' to the market increased 36 per cent since 28 September when physical inspections were permitted.

There remains a lot of speculation as to the reasons why property owners are deciding that now is the right time to sell. One consideration is that sellers are taking advantage of strong buyer demand which continues to be driven by confidence. We know that despite declining immigration and the end of financial support measures hanging over the property market, the confidence that it is the right time to buy is there.

Overall there's more confidence in the economy, and consumer confidence surveys generally show people are more confident about the property market now and feel it's a better time to buy.

Record low-interest rates and federal government support for first home buyers would contribute to a continued

improvement in transactions through the run-up to Christmas.

There were 618 homes booked for sale by auction last week, which is a 20.9 per cent increase on the same time last year. Of the results collected so far, 70 per cent were successful, higher than last week's clearance of 61.5 per cent.

On Saturday, the Ray White Group - which can boast a 30 per cent auction market share nationally - also recorded a whopping 5.5 registered bidders per lot. These are bidder numbers not normally seen which reflects the underlying strength of the market.

In Brisbane on Saturday, Ray White auctioneer and multi-office business owner Haesley Cush said there has never been a year when everyone has been forced to stay in their homes and reflect on what's important in our lives.

"So whether you are trying to buy a puppy, a Porsche or a property - the competition has never been so strong," Mr Cush said after conducting an auction in Camp Hill where 25 people registered to bid and more than 100 watched on in the crowd.

"The buyer numbers are real and they are right up there."

"Sydney and Melbourne buyers will always want to move to Brisbane not only for the lifestyle but also the value. And let's not forget the fact that there've also been more restaurants open and AFL games played in Brisbane this year than in Melbourne! Why wouldn't you want to move here?"

“So whether you are trying to buy a puppy, a Porsche or a property - the competition has never been so strong.”

Haesley Cush



Online property search activity also continues to drive traffic to the portals in record numbers. The leading portal, realestate.com.au, said the most populous states are seeing near-record high levels of demand. In New South Wales and Queensland this is being reflected in its strong volumes of weekly sales. In Victoria transaction volumes remain lower than a year ago, however, they are rebounding rapidly as restrictions ease.

Overall, as the leading property group which sells one in nine houses in Australia, we expect property activity for

the balance of the year to be stronger than it was pre-COVID. The ultra-low borrowing costs are resulting in heightened levels of interest in the residential property market and we expect this strong demand is likely to continue for the remainder of the year. There is a natural window open, between now and Christmas, that offers an opportunity to sell into a strong market.

We simply do not know what the future holds in 2021, but right now listing activity is being matched by a buyer demand. What are you waiting for?

SELLING IN THE CURRENT ENVIRONMENT



SUMMARY

- Australians may be making decisions based on mixed media reports.
- Contrary to media speculation, capital city home values continue to rise for the year.

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 seen in the table below capital city house prices, with the exception of Perth have all recorded annual price growth.

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 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 September 2020

	Month	Quarter	Annual	Total return	Median value
Sydney	-0.3%	-1.6%	7.7%	10.6%	\$859,943
Melbourne	-0.9%	-3.3%	3.1%	6.7%	\$666,796
Brisbane	0.5%	0.0%	3.8%	7.8%	\$449,803
Adelaide	0.8%	0.9%	3.6%	7.8%	\$449,803
Perth	0.2%	-0.3%	-1.0%	3.3%	\$445,717
Hobart	0.4%	0.3%	6.4%	11.8%	\$489,059
Darwin	1.6%	2.3%	1.9%	9.2%	\$398,885
Canberra	0.4%	1.5%	6.3%	11.3%	\$644,581
Combined capitals	-0.2%	-1.5%	4.9%	8.3%	\$635,196
Combined regional	0.4%	0.5%	4.3%	9.1%	\$397,791
National	-0.1%	-1.1%	4.8%	8.5%	\$554,372

Source: CoreLogic



After their marathon campaign, sellers Paul and Lenka Mitsakis (with their dog Arnie) were thrilled with their on-site auction first in Melbourne

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



SUMMARY

- RBA Board minutes outline monetary policy settings to ease soon.
- Online conveyancer PEXA shows NSW house values rose in September.

Many of our customers want to know what's happening in the Australian property market now. Using our real-time market data and being conscious of the potential risks to the economy in the future, we still believe now is a good time to come to the market.

Minutes from the Reserve Bank of Australia's monthly board meeting, published late last week show that the economy has experienced the largest peacetime economic contraction since the 1930s. Nevertheless, the central bank board members noted that the decline in output in the June quarter had been smaller than in most other countries and smaller than had been expected. A recovery was under way in most of Australia, although the second COVID-19 outbreak in Victoria and associated restrictions on activity had been having a major effect on the economy in that state.

Labour market conditions had improved somewhat over the preceding few months, with the unemployment rate likely to peak at a lower rate than earlier expected. Nevertheless, both unemployment and underemployment were expected to remain high for an extended period. The recovery was likely to be slow and uneven, and inflation was expected to remain subdued for some time. Members agreed that the board's policy package is continuing to support the Australian economy by underpinning very low borrowing costs and the supply of credit to households and businesses. The substantial, coordinated and unprecedented easing of fiscal and monetary policy in Australia was helping to sustain the economy through the current period. We are all looking forward to the now widely reported rate cut that will be forthcoming on Melbourne Cup race day, 3 November.

Meanwhile a new report from e-conveyancing platform PEXA last week showed New South Wales housing values rose in September, indicating prices in the country's

most-populous state have endured the worst of the pandemic. The near one per cent gain in the median settlement value still left New South Wales house prices down nine per cent in the first nine months of the year.

Early signs of an improvement in New South Wales, which match expectations of data provider CoreLogic for a pickup in the state this month – are not likely to be followed by a widespread recovery in the east coast housing market, however, the PEXA Property and Mortgage Insights report said. "In the medium term, house prices and new loan commitments will decline further. Even after recovery in the key drivers of housing activity, there is likely to be a lag before any increases in property values and sales emerge," the report said.

The report, based on PEXA's 20,000 property transactions every week, marks the first time the company, created in 2013 out of the combined business of state land registries, has published data publicly.

Low interest rates, however, have triggered a boom in refinancing transactions, with a 27 per cent jump in refinancing settlements over the January-September period. Refinancing of mortgages soared from approximately 20 per cent growth in January to more than 70 per cent in June, driven by a combination of mortgage stress and mortgagees shopping around for the best deals as interest rates fell to record lows, PEXA said.

So it's been a wild ride for many market watchers this year who have predicted everything from 30 per cent price crashes to somewhat milder declines. The fact is, no-one knows for sure.

The auction day started early in Trish Orrico's living room where the gun auctioneer and agent from Ray White Craigieburn streams all her online auctions.



“Why would you wait? We achieved a terrific result today in the middle of the COVID era. We were not desperate to sell but we also thought why wait?”

Daniela Sepe

Trish Orrico calling auctions from her living room for Ray White Cheltenham

Seller Daniela Sepe said she was in awe of how Ray White Craigieburn auction and auctioneer Trish Orrico managed to get 11 registered bidders for her two-story townhouse at 32 Mission Hills Way, Craigieburn in the Fairways Estate.

“I was nervous about going to auction now during COVID but the team reassured me they could still create the buzz and they really did,” Ms Sepe said.

“I was on the edge of my seat on the Zoom call but it was great to watch. Trish is the best, we are very happy with the result. It was nerve wracking as I am computer illiterate but Trish walked us through the process and did it all for us.”

“Why would you wait? We achieved a terrific result today in the middle of the COVID era. We were not desperate to sell but we also thought why wait?”

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

- JobKeeper and JobSeeker support winding back by March;
- International borders remain shut;
- Mortgage deferment support extended by all the major banks;
- Unemployment tipped to significantly rise; and
- The number of properties for sale will increase and create more choice for buyers.

What we do know is market fundamentals right now are helping our clients who are looking to sell. Our data tells us that our auction clearance rates are the strongest they have been since March and we call one in three auctions nationally. So there’s a deep buyer pool for sellers to take advantage of right now. Our question is, “What are you waiting for?”

WHY ARE WE SEEING STRONG SALES RESULTS NOW?



SUMMARY

- Spring has brought confidence with it.
- 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?

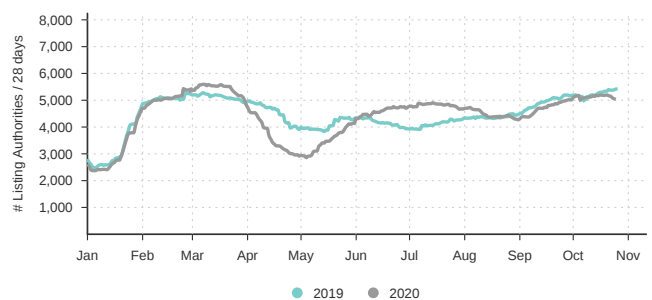
The spring selling season is in full flight and confidence continues to soar across the Australian property market. In the last seven days, Ray White offered 5,034 new properties to the market which is seven per cent lower than the same time last year. This combined with the strong buyer demand tilts the conditions in the favour of our sellers at the moment.

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. Although we are seeing numbers on a similar inclining trend, this week the number of 'New Listings' are down 7.1 per cent compared to this week last year and 10.9 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 6.9 per cent uplift for buyers to choose from. This may seem like an upward trend however supply levels are still relatively low sitting at 14.6 per cent less than the year before. (refer to Chart 2).

Chart 1:
Listing authorities

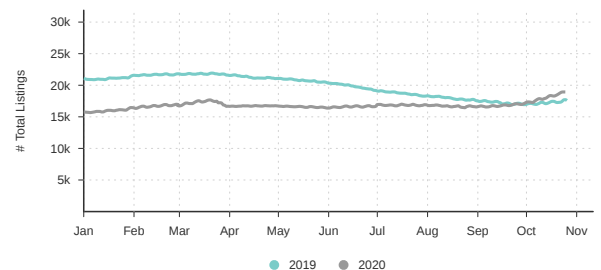
This chart shows that the number of new listings is down 7.1 per cent compared to this time last year.



Source: Ray White Listings Data

Chart 2:
Total available listings

This chart shows the total number of listings are up 6.9 per cent compared to this time 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.

The initial buyer metric we take into consideration is the number of buyers viewing properties online. Over the past 28 days we have seen over four million views across our Ray White websites. This is 39.5 per cent higher than this time last year. This has resulted in over 46,901 enquiries being sent, a volume which is 24 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 5.5 registered bidders per auction and of these bidders an average of 2.9 were actively bidding at these auctions. These levels are some of the strongest we have seen all year (refer to Chart 4).

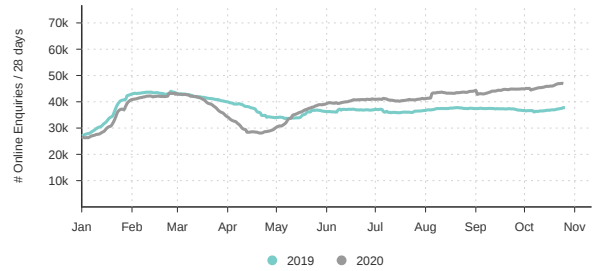
The final consideration that we look at when measuring the volume of demand in the market and arguably the most significant is the number of people obtaining pre-approvals for finance. Pre-approvals are a key leading indicator to buyer confidence knowing they have the financial capacity to buy the property. Our partners at Loan Market (refer to page 20 for more information) are seeing record numbers of pre-approvals across the country with 72 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 continue to support buyer sentiment.

Chart 3: Online enquiries

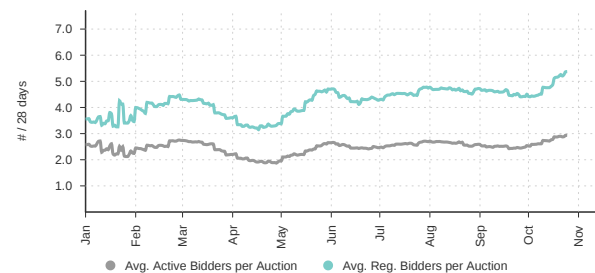
This chart compares the number of online enquiries made through Ray White websites over the 2019 and 2020 calendar years. It shows that online enquiries are 24 per cent above levels at the same time last year.



Source: Ray White Online Analytics

Chart 4: Bidding by month

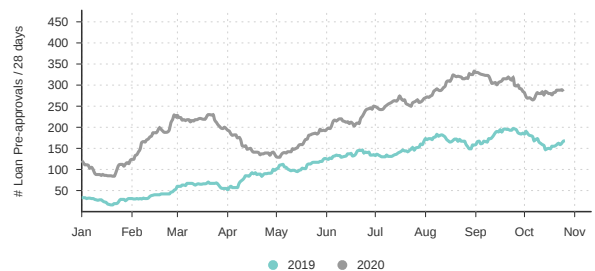
The chart illustrates that the average number of registered bidders per auction has been increasing through 2020 as at 26 October 2020.



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

- Unemployment piece no where near what was forecasted.
- First home buyers scheme extended.
- APRA pulling back on lending criteria making it easier for lenders to lend.

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.



Ray White Caloundra Principal Andrew Garland and his sellers sold 10 Mellum Court Dicky Beach for \$738,000 to a couple from Melbourne who bought it sight unseen

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 the differentiator.

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.

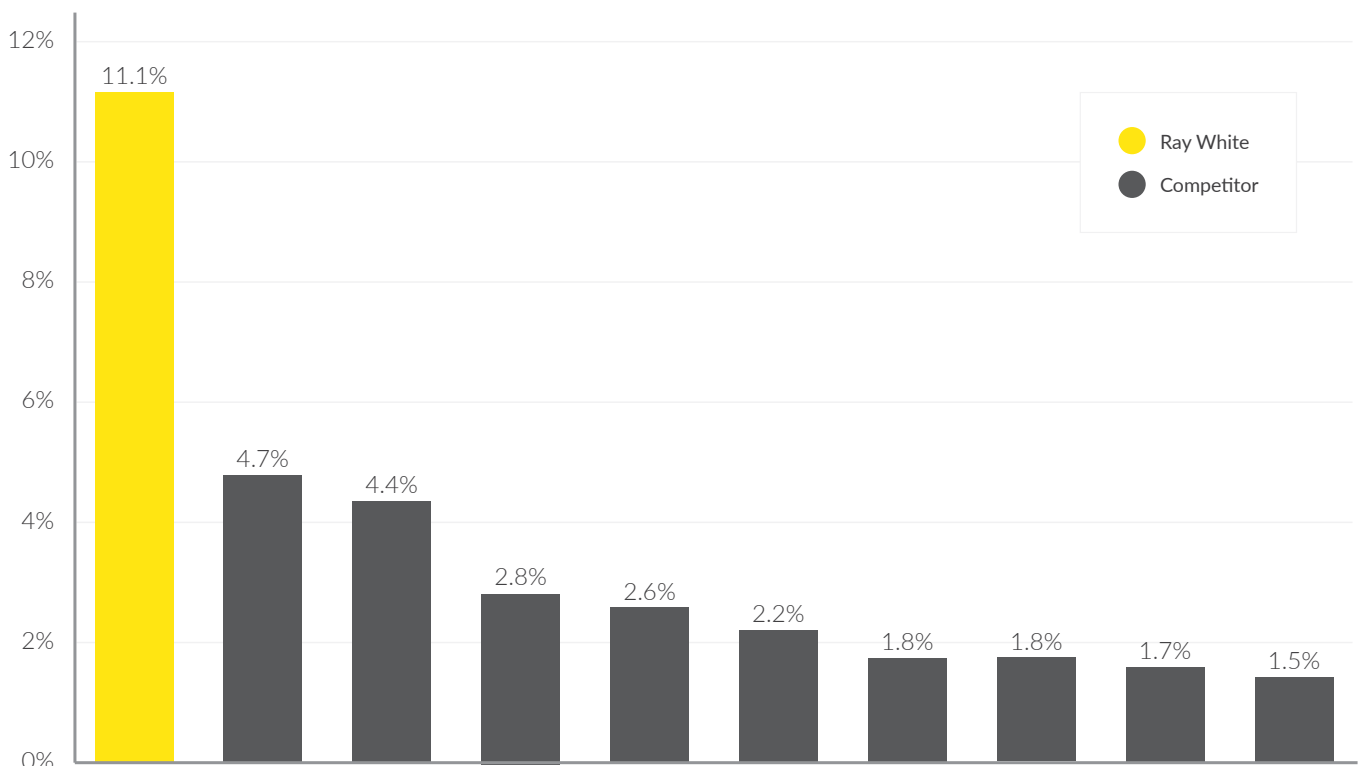
In today’s market, there is a lot of information readily available to buyers through online research. Buyers assess this information and develop a perceived market value estimate and thereby create a “ceiling” price.

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
September 2020



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



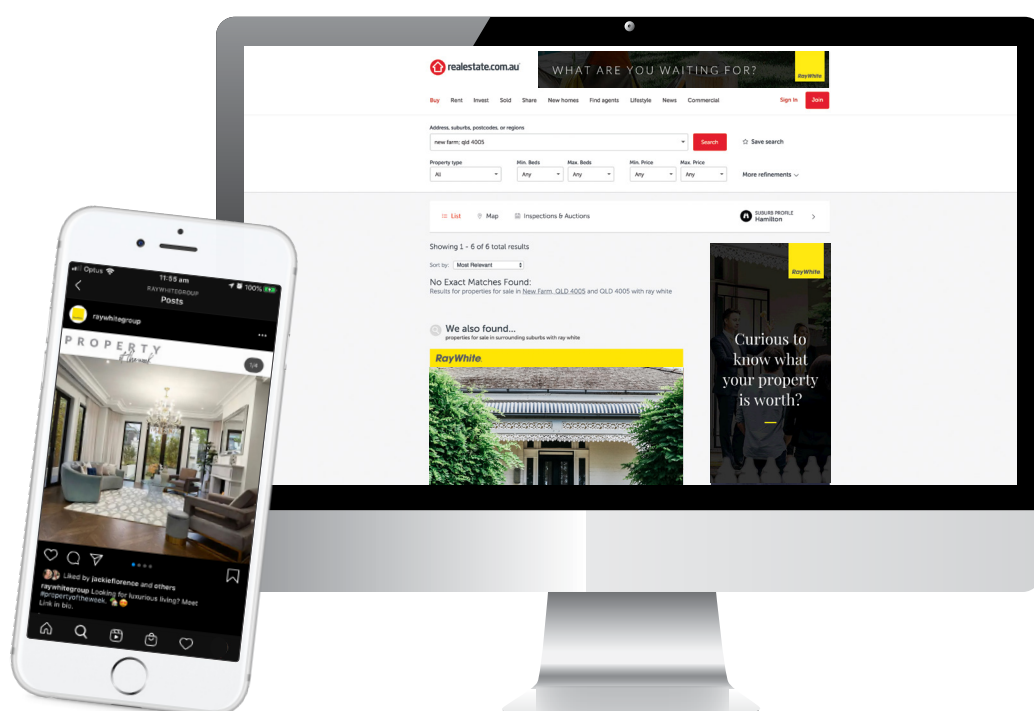
buyer will come from or where they will be searching for their property purchase. With this being the case, it's essential that you cover all bases to ensure you are putting your property in front of all potential buyers.

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.



HOW RAY WHITE CREATES COMPETITION THAT SELLS YOUR PROPERTY FOR MORE.

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 441 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 10.89 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. The Ray White Group clearance rate on auction day last week was 68.9 per cent. Even more pleasing is that 88.2 per cent of auctions had bidding giving our customers an opportunity to sell.



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.

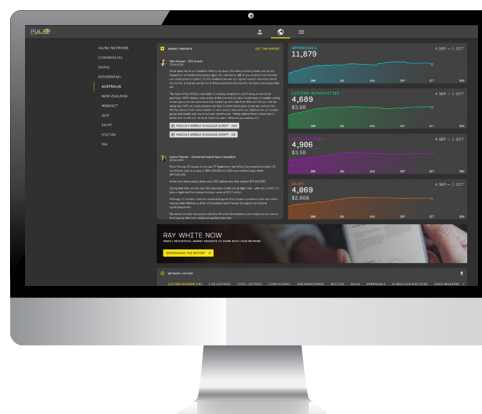


We have never lost faith in the value we can bring our sellers in a challenging market through effective marketing. If you choose to sell, we will be suggesting an investment in marketing, as we believe it enables us to maximise competition and clearly illustrate your intent to sell and therefore attract 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. 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.



3. 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 \$46.3 million worth of earned media mentions across print, online, radio and TV in the last 30 days, 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.

4. 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,



The Saturday Age Melbourne
Vendors get kick out of grand final

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.

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.

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 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 inspections to ensure limits are adhered to.
- Where required we will enforce the four or two 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 Australians 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 Australians 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.

Loan Market booked a stunning month of results in September as well, with \$1.91 billion in lodgements (up from \$1.41 billion last September), some \$1.28 billion in approvals (up from \$930 million on last September) and a new record of \$1.21 billion in settlements (compared to just \$700 million on the same month last year). As we have been saying since March, the insights from Loan Market 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.

Lastly, if you are looking to buy currently you must get your mortgage application in as soon as possible, the banking system is experiencing lengthy delays as they deploy extra resources inl 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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