



Preston Rowe Paterson

International Property Consultants and Valuers

Covid-19 Update

In light of the Coronavirus (COVID-19) we are here, we are open and we want to assure you as a business we are committed to protecting our employees, you as clients and the greater community. Read our detailed protocols on the next page.



Kylie Blackwood, Preston Rowe
Paterson Sydney *Finance & Operations*
Associate Director, explains our COVID-19
protocols

COVID-19 - Message to our clients from Preston Rowe Paterson Sydney

We are here, we are open and we want to assure you as a business we are committed to protecting our employees, you as clients and the greater community. COVID-19 has driven the Greater Sydney area into lockdown once again and together we are facing probably some of our biggest challenges as we try to manage this new more virulent strain and move forward. We can leave home and continue undertaking valuation inspections (where practical), as critical economic valuation service providers. The NSW Government have specified that financial institutions are an essential service provider and this includes those whose work is essential for the continued operation of an essential provider (valuers).

Preston Rowe Paterson Sydney has been a **COVID Safe business** way before it was mandated. We decided to go down this path during the first lockdown in 2020 and like many businesses and individuals learnt some valuable lessons along the way.

We are constantly looking to improve the way we do business, and our priority has always been to protect our employees, our clients, and the community we work in. As an essential service provider, it is important that **we can continue to safely provide vital property related services**. We believe this starts at the top with management who are invested in ensuring health and safety is always front of mind, adhering to required health orders whilst providing the best possible property advice and property management services for our clients.

Restrictions may affect the way we do business however we want to provide you assurances that we will rise to the challenge. We are all in this together and to help us continue to work in these unprecedented times we ask for your help. Our team all wear masks when on property inspections, in the office or visiting one of the many properties we manage. We ask that you wear one as well, help us adhere to social distancing practices, let us know if you are isolating and or unwell and no handshakes or elbow pumps at this time. We ask for your cooperation when our team need to verify information relating to pending COVID-19 test results, hotspots or when we need to reschedule appointments and or inspections due to COVID-19 related issues. When we arrive on site, please let us know if you don't have a mask, we usually carry spares!



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COVID-19 - Message to our clients from Preston Rowe Paterson Sydney

We are serious about servicing our clients, we even co-developed an App – “**Valocity Connect App**” and won an industry award for our innovation and design. The App has been designed to meet all Bank Privacy and Data Security requirements and where possible we can use this app to assist with data collection, photos and inspections. We can also revert to kerbside inspections, undertake a qualified valuation assessment and validate with a formal inspection once restrictions have eased. We have adopted the Australian Property Institute’s Valuation Protocols and Guidelines which outline inspection requirements when undertaking valuations of real property for clients who wish us to proceed on this basis.

From a communication viewpoint, in addition to email and phone communication we have reactivated necessary meetings via Teams. At Preston Rowe Paterson Sydney, we strive to deliver the best service during the restrictions but at times this may prove challenging, so please bear with us. If you cannot reach one of our team, please email Client Services at helpdesk.sydney@prp.com.au and our Client Services operatives will direct your enquiry to the relevant team member.

We continually review **NSW Health advice** and keep abreast of any changes and health directives and we will make any necessary updates to the way we need to do business if required.

[Click here for further information from NSW Health](#)

Keep safe everyone,

Kylie Blackwood & Your PRP Team.



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