

FACTSHEET

Real Estate

Restrictions on people visiting open homes and auctions



- › All open homes and auctions can have a maximum of 25 people (excluding staff) across the entire venue.
- › If open homes and auctions want to have more than 25 people they should use the one person per 4 square metres of usable space rule, up to 100 people per each indoor and outdoor space.
- › This excludes staff, any other personnel and the homeowners.
- › Occupancy allowance must be clearly displayed at the entrance to each premises.
- › Agents could consider assigning one staff member to manage the number of persons in attendance. They should encourage people in the home and those waiting to gain entry to maintain physical distancing of 1.5 metres.
- › Hosts of real estate auctions, display homes and open house inspections must have a COVID Safety Plan.
- › For each open home and auction, agents are required to ask attendees for their first name and contact details. This information will assist with contact tracing efforts, if required. If provided, keep this record together with the date and time at which the person attended for 28 days. It can be securely destroyed after 28 days.
- › Agents might like to consider using the Check In CBR app to assist them

in fulfilling this requirement. To find out more and register your venue visit the [Check In CBR page](#) on the COVID-19 website.

Open homes

Do the open home restrictions apply to both sales and rentals?

Yes. Agents may schedule open homes for rental and sale properties provided the above restrictions are followed.

Can an agent advertise 'open home' for a set time slot?

Yes. Agents can advertise an open home as they have in the past. Hosts must clearly display occupancy allowance at the entrance to each premises and are responsible for making sure the above restrictions on visitors are followed. Agents may consider including information with their open home advertising. For example:

"In line with Public Health Emergency Directions, no more than [include number for size of home] people (excluding staff, any other personnel and the homeowners) are allowed inside this property during an open home. Please maintain physical distancing of 1.5 metres while attending an open home and while waiting to gain entry."

Can an agent display open home signage?

Yes.

If pre-registrations are advertised and other interested parties attend without a registration, can these parties inspect the property provided physical distancing requirements are met?

Yes, provided the above restrictions on the maximum number of people within the home at any one time are followed. Agents may need to ask people to wait outside the home until others leave, so as not to exceed the allowable number.

For pre-registrations, can agents accept multiple groups for the same time slot?

For example, three x parties of two for one registration time.

Yes, provided that the number of people inside the property at any time does not exceed the allowable number.

Who is responsible for ensuring the restrictions on how many people can be in the house during an open home?

The agent supervising the open home is responsible for ensuring that the maximum number of people allowed within the home is not exceeded.

Auctions

Can an agent advertise and undertake on-site auctions?

Yes. Agents may advertise and undertake on-site auctions provided the number of people inside the property at any time does not exceed the allowable number. For each auction, agents are required to ask attendees for their first name and contact details. If provided, keep this

record together with the date and time at which the person attended for a period of 28 days, after which it can be securely destroyed. This information will assist with contact tracing efforts, if required. Agents may wish to consider including guidance information with their open home advertising. For example

“While the auction will be held on-site, in line with Public Health Directions no more than [include number for size of home] people (including staff, any other personnel and the homeowners) are allowed inside this property during an open home. Please maintain physical distancing of 1.5 metres while attending an open home and while waiting to gain entry.”

Who is responsible for ensuring a maximum of 100 potential buyers are at the auction?

Agents are responsible for ensuring the maximum number of people within the home is not exceeded. Online or virtual auctions should be used where the maximum number of people cannot be guaranteed.

Compliance

Are there going to be compliance inspections?

To support safety, Access Canberra in partnership with Health Protection Services and ACT Policing, will continue to proactively monitor and ensure compliance with the restrictions.

What are the penalties for non-compliance?

The Public Health Directions set out the penalties for non-compliance. Non-compliance with the Public Health Directions may also be a basis for an occupational discipline action.

COVID-19 checklist

Develop a COVID Safety Plan.

- › No more than 100 people or one person per 4 square metres of usable space in an open home, inspection or auction. If space is less than 100 square metres, no more than 25 people across the entire home, inspection or auction.
- › Clearly display occupancy allowance at the entrance to each premises.
- › Put a sign near the entrance providing public health advice.
- › Manage people entering and exiting the homes and the flow of people throughout the homes for physical distancing.
- › Ensure people do not congregate in large groups at outdoor auctions.
- › Ask people to observe physical distancing of 1.5 metres where not from same household.
- › Have hand sanitiser readily available.
- › Request contact details of those who attend an open home or auction. If provided, keep this record along with the date and time of their visit for 28 days, after which it can be securely destroyed.

This information is correct as of 18 September 2020. For the latest advice on restrictions please check the [COVID website](#) or call the COVID-19 helpline on (02) 6207 7244.

The **Business Resource Kit** includes: guidelines for creating a **COVID Safety Plan**; posters for displaying in your business premises; fact sheets and case studies to provide up to date information and clear advice; and other useful resources for businesses. Find the kit on the business resources page of the [COVID-19 website](#)

Canberra Business Advice and Support Service: Business owners can receive up to four hours of free, tailored advice and access online business development resources. Call (02) 6297 3121.