

COVID-19 Protection Framework (CPF) – ORANGE

RPM guidelines for operating through COVID-19

Updated 13 April 2022



GENERAL INFORMATION FOR ALL LEVELS

In accordance with the CPF, also known as the [Traffic Light System](#), Residential Property Management services fall under the general [in-home services](#) category. This excludes Open Rental Homes, which follow the same rules as Gatherings. All property management agencies will need to undertake their own business health and safety risk assessment (assessing the risk that COVID-19 raises) to determine whether vaccination is required for some or all staff. This must be based on the role, not the individual.

For guidance on undertaking a risk assessment see WorkSafe's risk assessment guidance on their website or use the risk assessment tool provided under COVID-19 legislation. REINZ has also provided Members with a [Risk Assessment Guide](#).

If your property management team is fully vaccinated and they have given you consent to share this information with a third-party – for example a tenant – then you can do so.

A defined space is a single indoor or outdoor space separated from other spaces.

Please note: While we provide guidelines, all agencies will need to undertake a risk assessment for their own business and property management activities. You will need to make decisions on the application of the guidelines issued by REINZ based on your own risk assessments and safety plans. Businesses cannot contract out of their responsibilities under the [Health and Safety at Work Act 2015](#).

Property managers are urged to check restrictions on movement that may apply when regional lockdowns have been order. A reminder that your region may be at **RED or Green**, and you should double check that you are using the correct guidelines.

Property Management businesses may still use My Vaccine Pass if you choose to do so.

If businesses choose to use My Vaccine Pass, they must display posters advertising that they require people entering to have a My Vaccine Pass. You may switch between operating under My Vaccine Pass is required/not required, as long as cleaning is undertaken between groups to mitigate the risk of spreading COVID-19 that arises from alternating between those rules.

Everyone, both workers and visitors must be told what the vaccine pass requirements are, including whether the activity is for people with My Vaccine Pass only, or a mix of people with or without My Vaccine Pass.

Businesses that choose to require the My Vaccine Pass must check Passes, and can also use a verifier app to scan the QR code that is embedded into a customer's My Vaccine Pass. If you use My Vaccine Pass you are expected to check My Vaccine Pass for people on the premises, including all workers assisting.

Encourage all people entering/leaving the workplace to sanitise their hands, use contactless processes where possible.

Face coverings need to be an actual mask, meaning no scarves, bandannas, or t-shirts pulled over the face. We have simply referred to this by using the term 'face mask' throughout this guideline.

COVID-19 ORANGE TRAFFIC LIGHT SYSTEM

ORANGE – Community transmission of COVID-19, with increasing risks to vulnerable communities, and pressure on health system.

ACTIVITY	GENERAL OBLIGATIONS	ADDITIONAL OBLIGATIONS IF MY VACCINE PASS IS USED
<p>Office (Workplace)</p> <p>Refer to your business Health and Safety Risk Assessment and COVID-19 Safety Plan</p>	<ul style="list-style-type: none"> ▪ Workplaces are open. ▪ Businesses should have a COVID-19 Safety Plan ▪ Face masks are encouraged in all public facing roles, especially when an employee is not sitting at their desk. ▪ Physical distancing of one metre should be allowed. ▪ Ensure you have a process in place to handle a situation where someone who has been in the office, contracts COVID-19. Communicate this process with staff. There is information on the COVID-19 website that may be helpful ▪ Display COVID-19 hygiene information ▪ Ensure staff are aware that they must not attend the office if they have flu like symptoms, are self-isolating or have been in contact with a confirmed case of COVID-19. 	<ul style="list-style-type: none"> ▪ Businesses should conduct their own risk assessment and as part of that determine whether My Vaccine Pass should be used ▪ My Vaccine Pass can be used for customers/clients following a health and safety risk assessment. If My Vaccine Pass is used, workers in public facing roles will also be required to be vaccinated and your risk assessment will need to address whether other workers need to be vaccinated or whether other controls can be used ▪ Workers and customers/clients must be told what the vaccine requirements are and whether it is for people with a My Vaccine Pass or a mix of people with and without a My Vaccine Pass ▪ You must check all customers' My Vaccine Passes, and it is strongly recommended you verify.
<p>Management & Tenancy Agreements</p>	<ul style="list-style-type: none"> ▪ See Office (Workplace) activity above, but consider additionally that: ▪ Agreements can be negotiated and executed in person, provided this can be done safely (e.g., physical distancing of one metre can be maintained at all times, hygiene etiquette is adhered to, hands sanitised when entering and exiting the property or office, visit are contactless where possible, use your own pen, etc.) ▪ Consider a sight unseen clause for those tenants who have not physically viewed the property ▪ You should arrange for contactless delivery of keys or arrangements to be made for collection of sanitised keys from the agency office. 	<ul style="list-style-type: none"> ▪ See Office (Workplace) activity above

ACTIVITY	GENERAL OBLIGATIONS	ADDITIONAL OBLIGATIONS IF MY VACCINE PASS IS USED
Appraisals & Listing (In-home services)	<ul style="list-style-type: none"> ▪ Tenants, who have genuine concerns about access into their homes, during this time should talk to their property manager ▪ If photography and videography cannot be carried out remotely, COVID-19 health requirements/industry guidance must be followed ▪ All property managers and attendees are encouraged to wear a face mask ▪ Physical distancing of one metre should be followed ▪ Don't touch surfaces — visit should be contactless where possible. 	<ul style="list-style-type: none"> ▪ Businesses should conduct their own risk assessment and as part of that determine whether My Vaccine Pass should be used for this service ▪ If My Vaccine Pass is used, on site workers will also be required to be vaccinated ▪ Again, face masks are encouraged to be worn by all onsite.
Private Appointment Rental Viewings (In-home service)	<ul style="list-style-type: none"> ▪ Private appointment rental viewings can take place (with tenants' consent if the property is tenanted) ▪ No restriction on number of viewings. However, REINZ recommends time between viewings/visits so there is only one private viewing appointment at a time ▪ All workers should wear a face mask and attendees should be strongly encouraged to wear face masks ▪ Don't touch surfaces — visits should be contactless ▪ Allow time in between viewings for any cleaning required. 	<ul style="list-style-type: none"> ▪ Businesses should conduct their own risk assessment and as part of that determine whether My Vaccine Pass should be used for this service ▪ You may switch between operating under My Vaccine Pass and not using My Vaccine Pass, as long as cleaning is undertaken between groups, e.g., you can run a Private Appointment Rental Viewing for unvaccinated people and then clean and switch to an Open Rental Home Viewing or Private Appointment Rental Viewing for vaccinated people. ▪ You must check all attendees' My Vaccine Passes and it's strongly recommended you verify ▪ All workers conducting the Private Appointment Rental Viewing must be vaccinated.
Open Home Rental Viewings Follows the same rules as for Gatherings	<ul style="list-style-type: none"> ▪ Open Home Rental Viewings can occur without number limits ▪ All workers must wear face masks and attendees should be encouraged to wear face masks ▪ If the property is tenanted, discuss Open Home Rental Viewings with the tenant and obtain their consent. 	<ul style="list-style-type: none"> ▪ Open Home Rental Viewings can occur without number limits ▪ All workers conducting the Open Rental Viewing must be vaccinated ▪ You must check all attendees' My Vaccine Pass and it is strongly recommended you verify with NZ Pass Verifier app ▪ Checking of My Vaccine Pass should occur at or near all points of entry with a safe holding space with one metre distancing. ▪ Due to the above requirements, property managers should ensure they have sufficient workers onsite to check or verify My Vaccine Pass.
Rental Inspections (In-home services) Including entry and exit inspections	<ul style="list-style-type: none"> ▪ Rental inspections can take place. It is recommended everyone follows public health guidance of physical distancing and mask wearing. Tenants, who have genuine concerns about access into their home during this time, should talk to their landlord. ▪ At the end of the tenancy the landlord and tenant can do the final property inspection together, and following public health guidance on physical distancing, and mask wearing. Alternatively, tenants may prefer to take photos of the property's condition before they leave ▪ Face masks are encouraged, and other hygiene etiquette adhered to. 	<ul style="list-style-type: none"> ▪ Businesses should conduct their own risk assessment and as part of that determine whether My Vaccine Pass should be used for this service ▪ Workers on site will also be required to be vaccinated.

DISCLAIMER: This information is current at the date of publication, however it is subject to change at short notice given iterations to Health Orders. This guidance to REINZ members is for general information purposes only and is not intended to form professional legal advice. REINZ does not accept liability for any loss suffered directly or indirectly from the use of, or reliance upon, the material and information contained herein. REINZ recommends you seek independent legal advice on your particular circumstances.

ACTIVITY	GENERAL OBLIGATIONS	ADDITIONAL OBLIGATIONS IF MY VACCINE PASS IS USED
Maintenance (Services)	<ul style="list-style-type: none"> ▪ Landlords can enter the property to do repairs or maintenance. Tenants who have concerns about unvaccinated tradespeople should speak to their property manager to come up with an arrangement (i.e. the tenant not be at home while the repairs are happening and/or all tradespeople to be vaccinated) ▪ Tradespeople to follow face covering and hygiene requirements in accordance with their industry guidelines. 	<ul style="list-style-type: none"> ▪ Businesses should conduct their own risk assessment and as part of that determine whether My Vaccine Pass should be used for this service ▪ Workers on site will also be required to be vaccinated.
Moving (In-home services)	<ul style="list-style-type: none"> ▪ Refer to General Information above ▪ Exit inspections can take place provided they can occur safely (e.g., physical distancing (1-metre minimum) can be maintained at all times, hygiene etiquette is adhered to, hands sanitised when entering and exiting property, etc.) ▪ You should arrange a contactless exchange of keys ▪ Face masks are strongly encouraged for all people on-site. Otherwise, please check in with your contractors' own industry guidelines ▪ Regional boundary restrictions may apply with additional restrictions on personal movement due to different traffic light levels across different regions. ▪ Property Managers should bear in mind of the increasing possibility of tenants needing to self-isolate which may affect termination of tenancy dates. 	<ul style="list-style-type: none"> ▪ Refer to General Information above ▪ Regional boundary restrictions may apply with additional restrictions on personal movement due to different traffic light levels across different regions.

Useful resources:

- WorkSafe can be contacted at 0800 030 040
- Business.govt.nz can be contacted at 0800 424 946

Useful links:

- [The COVID-19 Public Health Response \(Protection Framework\) Order 2021](#)
- [The traffic light system | Unite against COVID-19](#)
- [How to decide what work requires a vaccinated employee and WorkSafe's enforcement approach | WorkSafe](#)