



MIEA ADVISORY

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2 May 2020

TO : ALL MEMBERS
FROM : MIEA SECRETARIAT

REFERENCE : MCO ANNOUNCEMENT – OPENING UP OF THE ECONOMY FOR REAL ESTATE PRACTITIONERS

Good Day and well wishes from MIEA!

We went through 46 days (as of today) of lock down and with it reflecting on ourselves learning ways to become better Agents and better persons. We in MIEA have been with you the last many days providing the necessary support to remind you of your safety, kept you updated on the various aspects of our practice and providing leadership in the fraternity to be United, Relevant and Progressive.

Time has come to move forward and we are happy to inform you dear practitioners that after having spoken to MITI (03-62084949) & KPKT (03-88913974) this morning (2nd May 2020) they have given verbal clearance (based on the SOP) for REAs, PEAs & RENs to commence work to do viewings and for Tenants and Buyers to move houses. However, this is applicable to all states that is adhering to the 4th May 2020.

However, it is subject to conditions and guidelines laid out :

- From 4th May 2020, the Malaysian government will restart the economy.
- This approval is given subject to the preparation and steps to be taken by the business community and to follow the SOP laid out.
- Except those prohibited sectors all other businesses can start their operations.
- Failure to adhere to the SOP will result in legal action to be taken and withdrawal of the permission to operate the business.
- Every individual is to protect him/herself and his/her family, the community that you live in and must ensure the well-being and safety of your neighbours; and the employer is responsible that employees practice good hygiene and cleanliness and follow the SOP laid out.

Though there are Standard Operating Procedures (SOP) from the government, MIEA has come out with its own protocol to help members and practitioners to adhere in view of our involvement in Real Estate and working with clients. This are not exhaustive and the practitioners may add on other protocols necessary. However, MIEA will not be held responsible in any way for any if infections that may arise when viewings are done or in the course of your work.

MIEA PROTOCOL FOR LISTING/SHOWINGS/VIEWINGS OF PROPERTY

This will be a recommended set of protocol (official set of procedures) in relations to Real Estate practice governance amidst COVID19

RULE 1 - YOUR SAFETY COMES FIRST

RULE 2 - RESPECT YOUR CLIENTS SAFETY

RULE 3 - MAINTAIN STRICT CLEANLINESS AND HEALTH PREVENTION

RULE 4 - DON'T JEOPARDIZE OUR WORK BY NOT ADHERING TO THE PROTOCOL

RULE 5 - DON'T BE SELF SERVING, AS WE ARE ALL IN THE SAME 'BOAT'

1. Check that you are healthy and do not have any cold, cough or temperature 37.5°C and above.
2. Ensure that the occupants are not ill, self-isolating or under quarantine before the viewing or while attending the viewing.
3. Arrange with the owner to prepare the property for contactless viewings. Ensure key drawers, pantries and wardrobes open and ready to view to avoid touching.
4. Open as many doors and windows as possible to minimise the need for attendees to do the same and to have fresh air to come in. Attendees will be advised not to touch anything.
5. To minimise exposure by limiting viewings to not more than 2 people (per session) excluding you.
6. Ensure sellers are away from home or some distance away from where you are.
7. All RENs to keep record (in a form or Log Book) of who they met (names), date & time and contact numbers when they do the showing including the owners of the properties in attendance and to forward same to your firm regularly.
8. Arrange to have all surfaces of the home, including benchtops and door handles, wiped down with sanitizers or disinfectants.
9. Have hand sanitizer available at the entry of the property.
10. As a condition of entry, require buyers and or tenants 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.
11. Always wear a mask.
12. Wear disposable gloves and prohibit physical contact, including shaking hands. Greet with a wave, bow, or another contactless greeting instead!

13. Observe 'social distancing' protocols by staying 1.5 meters away from others wherever possible.
14. Limit viewing times between 15-30 minutes for people to avoid long term exposure.
15. All agents to wear their tags to show proof that they are registered with the Board of Valuers, Appraisers, Estate Agents and Property managers (BOVAEP) and that can give access through check points.
16. It is highly advised that all RENs are to strictly keep away from common places and gatherings of any nature after viewings to protect yourself from any infection.
17. It is to be understood that the threat is not over and as practitioners we have a civic duty and a moral obligation to help protect the community and the country at large.
18. Always carry sanitizers, antibacterial wipes, masks and gloves at all times and have some spare for the clients.
19. Follow the golden rule "Be Safe- Be Healthy" always.
20. Happy selling.

The New Normal as provided by the government that needs to be adhered to:

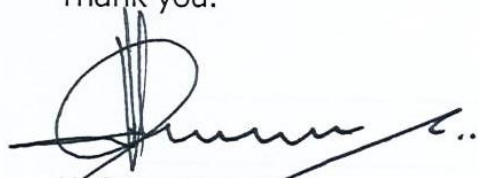
TO PRACTICE GOOD HYGIENE BY EVERYONE:

- Social distancing of at least 1 meter or for better results 2 meter in all situations.
- Wearing facial masks always.
- To adopt good cleanliness ethics.
- Always wash your hands with soap or hand sanitizer.
- To provide this facility to all employees and clients.
- To ensure the premises are constantly and consistently cleaned and sanitized at least three times daily.
- To adopt good practice to prevent infection.

FOR FIRMS

- Establish protocols to monitor and prevent the spreading of the virus.
- All employees to be checked daily to ensure there are no symptoms including checking body temperature (not above 37.5°C).
- To report to the department of health if there are any information on any infection precaution of COVID19.
- Train your staff to monitor and to act if they suspect any cases.
- Avoid any form of gathering exceeding 10 people.
- Please note that you may be responsible to fully cover the medical expenses in the event the employee is infected.

Thank you.



K. Soma Sundram
Chief Executive Officer