



INDUSTRY UPDATE: APRIL 2020

No industry is exempt from the widespread effects of Covid-19; however, we have seen a swift and positive reaction from the property industry that has allowed business to continue in these challenging times. I thought it may be useful to provide a quick business update from the team at Ideal Conveyancing.

Although it may not be 'business as usual', there is certainly business. The quick adoption of Agents conducting virtual tours, the willingness of the clientele to embrace digital signing tools and my team welcoming the ability to be able to work from home, has all been instrumental in ensuring that there was minimal disruption to our clients. Some necessary modifications to our normal business practice have included:

Social Distancing: Our team is fully operational from the comfort of their home offices with full phone and email access alongside their personal assistants...



Customer Contact: The full team can monitor and respond to your calls in real time with full access to all property settlements. Clients have been informed of our new policies and have adapted exceptionally well.

Settlements: At the time of writing, settlements all are progressing as normal. Banks, Brokers and Agents all seemed to have grasped these changes and are meeting the expected deadlines. The government has confirmed that Stage 3 restrictions are exclusive of Removalist's that maintain social distancing laws.

Office Access: Although our office is currently closed to the public, we are equipped to have teleconferences through a variety of platforms. Further, we are monitoring our postal boxes for when original documents are required and can accommodate clients with minimal internet access.

We will continue to operate and provide the service and advice you have come to rely on from the team at Ideal Conveyancing. The team and I sincerely appreciate your ongoing support and look forward to continuing to build with businesses like yours as the world tries to navigate this pandemic.

Please stay healthy and safe and we look forward to seeing you in person as soon as possible.