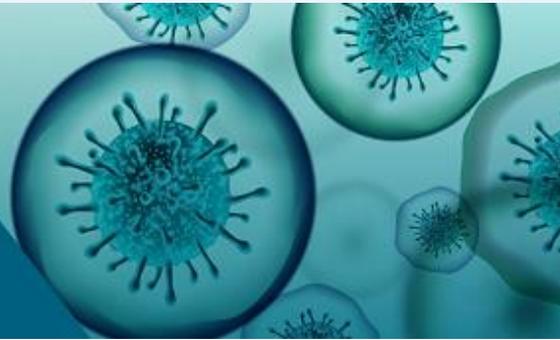




Smoke Alarm Solutions®
PROTECTING AUSTRALIANS



Coronavirus + Smoke Alarm Maintenance



We are here to help - Finding the right balance

The Coronavirus (COVID-19) pandemic is likely to impact our daily lives for the next 6 months with most people at home and practising social distancing.

With this new way of life Smoke Alarm Solutions are finding some tenants are confused as to whether they should allow our technicians access to their properties for us to complete our scheduled inspections. This is resulting in a high volume of appointments being rescheduled.

We recognise and understand that tenants have concerns with allowing contractors into their home during this time.

At Smoke Alarm Solutions we are also aware that with everyone staying at home and Winter fast approaching the importance of ensuring functioning smoke alarms in every rental property is critical.

Smoke alarm maintenance remains a vital service for Australians, and the current Government restrictions do not prevent our technicians entering homes to ensure smoke alarms are working.

Even amid the pandemic, essential safety services such as smoke alarm compliance still need to occur, as there is still a duty of care to ensure tenanted properties are safe for habitation and to fulfil the legislative requirements.

With the current rate of inspections being rescheduled, we have had to extend our 'reinspection' window to 8 weeks. Please work with us to try to avoid any delay in smoke alarm inspections, maintenance and compliance.

What to do if a Tenant refuses entry

We have had some agents query what to do if tenants refuse entry for smoke alarm maintenance. The REIQ (Real Estate Institute of Queensland) has suggested if a tenant refuses entry for smoke alarm testing, the Property Manager needs to obtain in writing the reason for refusal, which is then passed onto the landlord so they can raise this with their insurance for further advice.

To assist in communicating this advice, we have developed two templates for property managers to use during this time.

[CLICK HERE TO DOWNLOAD THE TEMPLATE LETTER FOR TENANTS](#)
[CLICK HERE TO DOWNLOAD THE TEMPLATE LETTER FOR CLIENTS](#)

To ensure tenants feel comfortable with allowing us to complete our work we have also initiated the following additional measures:

- All tenants will be contacted via SMS the day prior to booked inspections.
- Added communications to our entry notices asking tenants to notify us as soon as possible if they do not wish us to attend.

Personal Protective Equipment

Smoke Alarm Solutions has implemented new process and procedure to ensure the safety of our staff, clients and tenants.

- Smoke Alarm Solutions' technicians are equipped with additional personal protective equipment including disposable gloves, masks and coveralls.
- Smoke Alarm Solutions' technicians adhere to strict social distancing requirements at all times.
- Before entering a property, the technicians qualify if anyone in the property has tested positive to the coronavirus or is on enforced quarantine. If there is any risk the smoke alarm inspection will be postponed for 6-8 weeks.
- Minimising the amount of time spent within the property to lower exposure to risk.



- As is always the case, any Smoke Alarm Solutions' technician that is unwell does not attend work and requires a doctor's assessment prior to returning to work.

Latest News



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Smoke Alarm Solutions is Australia's leading provider of smoke alarm services to the real estate industry.

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