

MAKING SPACE ON SITE:

A guide to VIC display homes during COVID-19



Building a new home is always a big decision. Making that decision now, while the COVID-19 restrictions are in place, is likely to feel even more challenging.

This Guide has been prepared to explain how home buyers can still visit a display home or village in VIC.

Home building work is permitted to continue

The Federal, State and Territory governments have agreed the home building industry is an essential service and it is not subject to the current restrictions on non-essential public gatherings. This means that home buyers are permitted to attend meetings, visit a display home, showroom or selection centre to make home buying decisions, product selections or attend required inspections of completed building work.

Home builders understand how important it is that you have the opportunity to make an informed decision and visiting a display home provides an important way to understand the products and workmanship they offer.

For this reason, builders will follow these guidelines in their display homes to help ensure the safety of their customer and their staff during COVID-19.

1

Manage access and entry to the display home by:

- Collecting contact details for all visitors to assist with potential contact tracing, including customer name, contact details (phone, residential address and email) and time of entry and exit of the display home.
- Ensuring anyone with symptoms of illness does not enter a display home.

2

Ensure the Government's social distancing requirements are met at all times by:

- Limiting the number of people in a display home to 10 people at any one time, including sales staff.
- Limiting access to any site to people directly involved in the activity of display, design or contract administration.
- Adopting the 1.5 metre social distancing requirement at all times.
- Applying the 1 person per 4 square metre rule for any enclosed or internal work spaces.

3

Ensure adequate hygiene facilities and cleaning regimes are in place by:

- Providing hand-wash facilities, hand-sanitising or gloves upon entry and exit to the display home.
- Cleaning all high-touch areas including door handles, taps, counters, benches and amenities with an anti-bacterial cleaner before and after viewings.
- Using digital sales and communication platforms where possible to reduce the need for physical contact and supplement the sales process
- Promoting healthy air flow within the home or showroom by opening windows, using air conditioning or other ventilation options.

These measures, are recommended in the interest of the health and safety of the consumer, the staff and the community. If you are interested in viewing a builder's display home or showroom, please reach out to the builder or showroom directly, they will be only too happy to assist you.