

A note from Terri

Well, we are almost at the end of yet another financial year, and what a year it has been!!

So much has changed within the last 12 months, all for the better of the industry.

At Terri Scheer, we have just celebrated the first birthday of our software system that was created specifically for our unique situation. It was a while in the making, but it has been fantastic to work with since its introduction one year ago. We are now able to produce reports and statistics for both the Property Manager and our Underwriter that previously would have been a long and extremely manual process.

For me, personally, I have recently spent a lot of time and will continue to spend more time over the next month updating and learning new skills. I feel it is important to keep up to date with what's happening and there's always so much to learn and absorb. It also sets a good example to the team to show that even in my position, I still want and need to learn. There's so much that is constantly changing, if we don't move with the times, they'll go without us! We want to maintain our position in the market of being innovative and market leaders, to do that we must keep learning..

Enjoy your day!



Say no to meditation!

Dehnan Rendall
Business Relationship Manager
Queensland

Dealing with unforeseen circumstances such as loss of rent and damages can be a hard task!

The difference between dealing with such a circumstance when your landlord is insured, compared to if they are uninsured can be quite a relief.

The day's where hours upon hours of yoga and meditation were vital to the mental well-being of our property managers for stress relief have faded.

There's a new medication that's taken the nation "The insured rent roll".

With the introduction of the Terri Scheer new business model, now is the best time to ensure your landlords are informed of the need to obtain adequate insurance.

This can be done in various ways. A mail out is great for capturing the entire rent roll and can also be a good risk management exercise. You may wish to include the "insurance details form" in your property management presentation kit, a brochure and the "Landlord Insurance Information" pad to inform the landlord you can now place this cover for them directly. Should they wish to make alternate arrangements, they can acknowledge that you have provided them information regarding Landlord Insurance.

Please contact your Terri Scheer Business Relationship Manager for options on how to effectively capture your rent roll, and experience the insured difference today.

Purchasing a Rent Roll

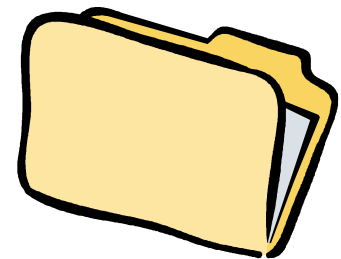
Sue Temby
Business Relationship Manager
Western Australia

In recent times it has become evident that when property managers take over an existing rent roll, sometimes not all the required paperwork is in the files. Then, if a claim occurs, not all relevant documentation can be provided.

This becomes a bigger problem when the agent that you have purchased the rent roll from is no longer in business.

If you are taking over a rent roll, it would pay to have someone go through each file and make sure documents such as leases, application forms and tenants rental histories are in the file just in case you need to provide these in the event of a claim. If the relevant documentation cannot be produced to support a claim, it is possible the claim will be reduced or refused.

A little bit of extra preparation can go a long way towards making life easier when a claim arises for one of these properties.



We are happy for you to use any of the information provided to you in scheer tips for your own newsletter. You should however, acknowledge that the information was provided by Terri Scheer Insurance Brokers otherwise you might be at risk of providing advice.

Please contact Carolyn Majda - carolynm@terriscbeer.com.au if you need further advice.

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Terri Scheer is happy to provide you with this information. However, if you would rather not receive future issues please let us know and we will delete you from our distribution list.



90 Day Unoccupancy

Janette Lawrence
Business Relationship Manager
New South Wales

You may well ask “when would a property EVER been vacant for this amount of time?”

A couple of reasons come to mind.....

- What if the rental market is quiet?
- What if the rent the landlord is asking is too high?
- What if the property is in an area where there is a surplus of available rentals?

If the Landlords property is vacant/uninhabited, we will provide cover for the property being vacant for up to 90 days*. After the property has been uninhabited for 90 days, we will not pay a claim under any section of the policy unless you obtain our prior written agreement for cover to be provided.

It is important to notify Terri Scheer by phone or in writing if a property is vacant for this period of time.

*Please refer to the Product Disclosure Statement for full terms and conditions.

If you have any feedback or would like to share your thoughts on our scheer tips, talk to your Business Relationship Manager or email our Marketing Manager, Carolyn Majda at carolynm@terriscbeer.com.au

End of Financial Year

Kellie Burton
Business Relationship Manager/Team Leader
Victoria

The end of financial year is fast approaching and it is a perfect opportunity for your landlords to review the adequacy of their insurance.

An end of financial year statement run is a great vehicle to get information to your landlords, whilst at the same time looking after your duty of care and risk management.

By looking after your duty of care you are minimising the potential risk of landlords being uninformed or unaware of insurance, therefore reducing the liability that could be placed back on to the real estate agent in the event of a serious claim.

Liability claims are a cause for great concern when involving a third party, such as a tenant. This type of claim is an immediate involvement of all parties including the tenant, landlord and real estate agent.

Liability claims can range from thousands to millions of dollars and the more pro-active instead of re-active you

are in regards to risk management, could change the outcome of a likely suit against you or your company.

Terri Scheer is able to assist your company by providing you with tools which can help to ensure that your landlords will have the information needed to make an informed choice about their insurance.

For further information please contact your local Terri Scheer office.



Request for cover form

Most offices have now been given the information to be able to arrange insurance for their Landlords once again. The request for cover form is a vital part of this process as it allows the Property Manager to fax through a request for cover on behalf of a landlord without having to have the signature of the landlord.

Once you have successfully faxed through the request for cover form to our office, we will issue an invoice and allow thirty days for payment. You can flag your software system to ensure that this payment is set-aside for when the invoice arrives in your office, hopefully avoiding the policy lapsing due to non payment.

If you haven't yet received this information, please contact your Business Relationship Manager and they will be more than happy to visit your office.