

## Comments from Carolyn

I'm on a mission. A mission to double the number of insured properties under your management. Why? Why not? It's a three way win win win situation.

First and foremost, your landlords have peace of mind that their property is protected against loss caused deliberately or accidentally by their tenant. This is especially important in the current economic climate where a loss could mean the landlord is unable to meet their mortgage repayments.

Secondly, you win because your role as the manager of your client's valuable investment becomes a whole lot easier when there's an insurance policy in place and a loss occurs. In a double whammy for you, there's the added bonus of increasing the income of your agency through referral and processing fees; with sales reportedly slowing around the country, increasing the number of insured properties helps improve cash flow. If your office prefers not to receive fees, you might like to donate 100% of the fees paid to your office to your favourite charity. The charity would certainly be grateful and it's good for your business to be seen to be supporting worthy causes.

And thirdly, we win! Let's face it, we're all in business for a reason and there's no point pretending we don't benefit from an increase in sales – increased growth means greater employment opportunities which benefits the community as a whole, not to mention the obvious benefit of a stronger bottom line.

Clients around Australia often bemoan the fact that only a small percentage of the rent roll is insured – how proactive are you in changing that? Arranging cover is very simple. Our 'Opt-Out' pads are a great tool to help achieve extra cover – talk to your Terri Scheer Business Relationship Manager and they'll explain how simple it is to improve your strike rate.

As an added bonus, due to popular demand we've extended our 15 4 12 promotion until the end of August – that means you've got an additional two months to offer your landlords three months of additional cover at no extra price.

Part of my mission involves me touring around the country in July and August in an effort to meet with as many of you as I can. We want to know what you and your landlords want from your landlord insurance provider. I'll be in Sydney on 7, 8 & 9 July, Brisbane on 14, 15 & 16 July, Melbourne 25, 26 & 27 August and Perth on 11 and 12 August. Tassie, Darwin and ACT – I'll also visit you before the end of the year and Adelaide clients, I can see you in between. In the meantime, if anyone has any comments or questions or wants to make a time with me on any of the above dates – email me at [carolynm@terrischeer.com.au](mailto:carolynm@terrischeer.com.au) – I'd love to hear from you.

Until next month, kind regards

*Carolyn*

Carolyn Majda, General Manager—Insurance Services

## Issues Facing Landlords

Deeon Aslin  
Business Relationship Manager, New South Wales

There have been numerous media reports of late regarding low vacancy rates, over the top rent increases, huge numbers of prospective tenants queuing up to lease properties...this is certainly not the case in many areas we have visited recently, particularly in smaller communities. Despite rent increases, landlords continue to face rising interest rates, raised levies, repairs and maintenance costs and in some cases, a significant vacancy factor.

Even though there is supposedly a rental shortage, it does not mean the calibre of tenant is improving. Property Managers inform us that prospective tenants are going to great lengths eg supplying false references to secure a tenancy. They tell stories of Landlords being enticed by offers of increased rents or a bidding war between tenants and some tenants offering to pay 3 months in advance. These circumstances do not guarantee a better quality tenant - in most cases, quite the opposite. Now, more than ever, Landlords need to be made aware of the pitfalls of owning investment property and Property Managers cannot be held accountable for everything that can go wrong.

## OFFER EXTENDED



**Due to the overwhelming response to our 15 4 12 promotion, we are delighted to announce that the offer has been extended for a further 2 months.**

**This means that any landlord who purchases a Terri Scheer policy with the effective date prior to 31 August 2008 will receive a bonus 3 months cover—that's 15 4 12!!**

**Take this opportunity to inform your landlords of our extended offer, send out our DL flyers to your landlords in your end of month statements.**

### Get 15412

Because you can't watch your property 24/7.

**BONUS** Three months with a 12 month Landlord Insurance policy

Full terms and conditions are available at [www.terrischeer.com.au](http://www.terrischeer.com.au)

## Haven't had a claim? Doesn't mean you won't!

Carol Peach, Team Leader NSW

Business Relationship Managers always ask Property Managers 'do your landlords have insurance?' The response is very often that the Landlords have had an investment property for so long, they do not see the point in taking out insurance. They are generally of the belief that should anything should go wrong, their Property Manager will be responsible and the bond will cover any disaster. How wrong can they be? You may not have had a car accident in 5 years but would you be so foolish as not to have insurance?

We understand the Property Managers role has become more demanding, and is an enormous responsibility. With many of our staff being ex Property Managers, we realise how important it is that Landlords take as many precautions as they can to protect themselves from the risks involved with owning an investment property. It doesn't matter how many reference checks and inspections you do, life changing events do happen and sometimes these can drastically change a tenants personal circumstances.

Interestingly that particularly in our NSW office, a lot of Landlords are being referred to us by other investors, without their Property Managers informing them that they can be protected. Our May figures for 2008 compared to 2007 show an increase over 30%, proving that informed investors are taking their property portfolio seriously.

Remember, as a Distributor of Terri Scheer Insurance Brokers you can not only inform your Landlords of the availability of Landlord insurance, you can also arrange cover for your Landlords – a simple process which does not even require the Landlords signature. If you are unsure how to place cover, please call your local Terri Scheer office.

*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@terrischeer.com.au if you need further advice.*

*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.*

## Submitting a property damage claim

Amber Cauchi, Claims Officer

Often the thought of submitting a claim can be a daunting prospect, however our in house Claims Officers aim to make the process run as smoothly as possible.

To ensure you maximise the claim for your landlords, it is important to notify the claims department of significant losses straight away. Where you expect costs will exceed \$2000, it is likely we would appoint an assessor to inspect the loss/damage on our behalf. If we are not given the opportunity to inspect the damage before it is repaired, then your claim may be reduced or even declined as there may be insufficient information to prove that an insured event has occurred. If you have a claim that you think may exceed \$2000, please contact our claims department.

At this time we will then advise the best course of action for you to take, provide you with a claim form and also discuss any issues or queries that you may have with the claims procedure. Whether we appoint an assessor or assess your claim ourselves, there are some key documents we will need from you before we can process your claim any further. For malicious and accidental claims these documents include:

- List of damages
- Photos of the damage
- Tenant lease
- Tenant rent ledger
- Entry property condition report

We need this information to enable us to determine all policy conditions have been met.

An itemised quote for each area of damage should also be sourced and submitted as soon as possible.

You should be mindful that the insurer is unable to consider loss of rent which accrues as a result of **your** delays in returning the property to a tenable condition. To prevent your claim being reduced, be sure to act on our instructions and provide the documents we ask for promptly.

Once all of the required supporting documentation has been supplied, we will review the claim and advise you what steps must be taken next. If an assessor has been appointed, it may take 7-10 days before we receive their report and recommendations. During this time you should undertake general clean up, rubbish removal etc so that repairs can commence as soon as we have approved them.

Different types of claims will require slightly different supporting information, so the list provided above should be used as a guide only. At the time a claim of any type is notified, we can provide you more specific details on what you may need to provide, or need to do for that particular claim.

With your assistance and co-operation throughout the claims process, we can ensure a speedy turnaround and prompt settlement of the claim for you and your landlord. If of course you have any queries relating to the submission of a claim, please feel welcome to contact one of our Claims Officers for further assistance on 1800 804 016.

### SA/NT/TAS

102 The Parade  
Norwood SA 5067  
ph: 08 8132 3100  
fax: 08 8363 3811  
freecall: 1800 804 016  
email: tsibho@terrischeer.com.au

### WA

31 Teddington Road  
Burswood WA 6100  
ph: 08 9361 6822  
fax: 08 9361 7608  
freecall: 1800 853 694  
email: tsibwa@terrischeer.com.au

### VIC/ACT

Level 1/159a Glenferrie Road  
Malvern VIC 3144  
ph: 03 9576 2533  
fax: 03 9576 2544  
freecall: 1800 609 911  
email: tsibvic@terrischeer.com.au

### QLD

3/18 Torbey Street  
Sunnybank Hills QLD 4109  
ph: 07 3216 9555  
fax: 07 3216 9500  
freecall: 1800 351 788  
email: tsibqld@terrischeer.com.au

### NSW

Level 3, 465 Victoria Avenue  
Chatswood NSW 2067  
ph: 02 9978 9477  
fax: 02 9978 9577  
freecall: 1800 300 394  
email: tsibnsw@terrischeer.com.au