

scheer tips



terri **scheer**

Please remember our new contact details:

☎ 1800 804 016

F: 1300 370 874

Post:

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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 otherwise you might be at risk of providing advice. Please contact Belinda Butler belindab@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.

Brand New Benefit Cover for Landlords.....

Gaynor Megaw, Business Relationship Manager, New South Wales

Recently we updated our Landlord Preferred Policy for Landlords by including Deliberate Damage as a separate cover along with Accidental Loss or Damage/ Malicious Damage by tenants.

Deliberate Damage is classified as an act carried out by the tenant without the owner's permission, knowing that the action will cause damage (or alter the state of the property) although it has not been maliciously inspired and also has not been done accidentally. It does not however cover neglect, unhygienic or careless living habits nor poor housekeeping. Neither does it cover pet damage, scratching, denting or chipping and there is a small excess that will

apply to Deliberate Damage claims.

As an example, if a tenant has installed picture hooks without permission from the Landlord and it causes damage to the wall which requires patching and painting, this may be classified as Deliberate Damage as there was no malice or intent to damage involved.

If you have any queries regarding the new benefits introduced in August 2009, please contact your Business Relationship Manager or our Customer Service team on 1800 804 016 to discuss further.

Comments from Carolyn

I have had the honour recently of being amongst some of Australia's best property management specialists through our sponsorship of both the REISA and REIACT Awards for Excellence.

Each year the benchmark seems to have risen a little bit more which is great for the profession and for the individuals and offices involved. To strive for excellence in what you do and have it recognised by both your customers and your peers would be very satisfying; and of course the winners go on to represent their state in the national awards where the best practitioners from around the country vie for the title of 'National' award winner. As a proud South Aussie it was pleasing to see 6 of the 16 awards at this year's national awards won by South Australians.

Congratulations to all those in property management who have won awards this year, we salute you all.

As sponsors of the SA and ACT Awards, Terri Scheer Insurance would like to take this opportunity to acknowledge the following award winners:

South Australia

Property Management Agency (small) - Raine & Horne Burnside/Norwood & LJ Hooker St Peters

Property Management Agency (large) - Toop & Toop Norwood

Property Management Agency (commercial) - Commercial SA Property Group

Property Management Practitioner (commercial) - Andrew Carapetis, Commercial SA

Property Management Practitioner (residential) - Peter Treacy - Raine & Horne Burnside/Norwood

ACT

Residential Property Manager of the Year - Hannah Gill - Independent Property Group

Small Agency of the Year - Maria Selleck Properties

Medium Agency of the Year - L J Hooker Tuggeranong

Large Agency of the Year - Independent Property Group

I would personally like to add congratulations to Hannah Gill who was also announced as the Newcomer of the Year - it is quite an achievement to be awarded as best newcomer and Property Manager of the Year in one year, well done Hannah.

Congratulations to all of the finalists too - whether it's a public nomination or office nominated, the process of submitting your entry is a great way to look at what you have done and to help you plan your future goals, and that can only lead to future success.

Carolyn

What is and isn't covered?

Andrew Ashurst, Business Relationship Manager, Queensland

What is and isn't covered under Landlord Insurance Policies is often a hot topic whilst meeting with Property Managers and Principals.

To try and assist you with answers to this question, below are some examples in regard to damages to a rental property as per the Terri Scheer policies:

General Exclusions:

Wear and tear: paint fading, worn carpet, pull strings on blinds frayed or snapped.

Poor Housekeeping: failure to clean oven and cook-top, lack of garden maintenance.

Scratching and Denting: dragging table legs along a wooden floor.

Pet Damage: dog urinates on a carpet.

The reason that these kind of exclusions apply is to help keep the cost of policies at a reasonable and affordable rate. Including these features would force premiums up and consequently make landlords think twice about the affordability of insuring their investment.

Inclusions:

Malicious Damage: holes punched in walls, doors kicked in, slashing carpets or blinds, kitchen doors ripped off their hinges and graffiti sprayed over the walls.

Accidental Damage: hole in the wall caused by tenant moving furniture, tenant spills red wine on the carpet.

Water Damage to contents: a pipe disconnects from a washing machine and saturates the carpet, a fish tank explodes or a pipe bursts suddenly.

Deliberate Damage: putting up a shelf, creating a hole in the wall after hanging a picture up

Some landlords have unrealistic expectations that their property will remain in exactly the same condition at the end of the lease as when tenants first move in. If you have someone occupying your property, you need to understand that they are living there and to expect a reasonable amount of 'wear and tear'. Should you need to make a claim, email claims@terrischeer.com.au or contact them on 1800 804 016.



Risk Management

Hayley Price, Business Relationship Manager, Victoria

In addition to our Customer Service Team, we have Business Relationship Managers in the field across Australia to personally assist all Property Managers and their clients by providing risk management tools to help make insurance as easy as possible and help reduce the risk of exposure to you.

Our Landlord Insurance Information carbonised pads can be used in instances where a landlord decides they do not want you to arrange a Terri Scheer policy; ask them acknowledge that you have alerted them to the availability of insurance and that they have elected not to insure by signing the form. The signed copy can be kept in the file with the Managing Authority acting as a record of the owner being informed of the availability of Terri Scheer landlord insurance and their instructions.

We also provide mail out letters that you can send to Landlords who don't currently have insurance or have insurance with another provider. The standard letter informs owners that there are unique risks associated with owning a rental property and alerts them to the availability of the specialised policies at Terri Scheer. Agents are finding it a good time now to send these letters together with a brochure due to the increased policy features and benefits in our Landlord Preferred Policy.

Please contact your Business Relationship Manager if you would like to send your existing owners who are not currently insured information on landlord insurance and the new benefits available to them.



Terri Scheer Insurance staff were proud to hold our first Pink Ribbon Breakfast on Monday 26 October 2009.

1 in 9 women are expected to be diagnosed with breast cancer by the age of 85 and by holding this event ensured we made a direct contribution to stopping this disease that affects mums, wives, sisters, girlfriends and their families.

Terri Scheer encourages everyone to get involved with charity events, no matter how little or big your contribution is, it all helps.