

# scheer tips



terri **scheer**

## Turn a tenant's dark side into \$10,500



### Terri Scheer Risk Management Award

Win your share of \$10,500 in prizes by protecting your client's investment

terri **scheer**  
Landlord Insurance Specialists

## We are proud to announce and congratulate the **winners** of the **Terri Scheer Risk Management Award** for **June 2010**.

The Real Estate offices which demonstrated great risk management with regard to **Landlord Preferred Policies** for the month of June 2010 and which have each won a \$200.00 VISA Voucher are;

**NSW/ACT** - Integrity Property Agents  
**SA/NT** - LJ Hooker West Lakes  
**WA** - LJ Hooker City Residential.

**VIC/TAS** - Hocking Stuart (Richmond) Pty Ltd  
**QLD** - Sphere Management Pty Ltd

The Real Estate office which demonstrated great risk management with regard to **Scheer Short Stay policies** for the month of June 2010 and have won a \$200.00 VISA Voucher is;

**QLD** - Gold Coast Property Expo

*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](mailto: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.*

## Regular maintenance = Rental income flow

Tim White, Senior Business Relationship Manager, Victoria



**VS**



Good Property Managers and landlords know the importance of keeping their rental properties well maintained, not only are tenants entitled by law to have a safe and habitable living environment, it is also in a landlord's financial interests to ensure the property is kept in good condition. After all, without rent coming in regularly each month, a property is worthless. Prospective tenants viewing a neglected property are also less likely to want to rent it. Meanwhile, tenants residing in a property that is suffering from neglect are more likely to treat the property poorly and not pay their rent on time.

If a property does not receive ongoing general maintenance, and if repairs are not acted upon straight away, in the long run the work is only going to cost more and take longer when maintenance or repairs are finally undertaken. Furthermore, the value of a property in disrepair is significantly lowered, decreasing both its investment and rental income potential. Many landlords insurance providers expect homeowners to maintain their property to the standards of the relevant Tenancies Act, and failure to do so could result in claims being denied.

As a Property Manager, it is crucial that you make your landlords aware that their property should be maintained as required and that certain standards for repair are met. Obviously if your tenants inform you of a problem in need of repair, you/your landlord needs to act immediately but preventative maintenance is equally important.

During your routine inspections potential problems can be identified and fixed before they worsen. The landlord may like to arrange routine maintenance on an annual basis such as checking drains and gutters, checking for signs of mould or damp, having air-conditioners serviced, mending any broken or leaking fixtures and generally inspecting and repairing any aspects of the property that could present problems. Examining fences and garden walls to ensure they remain in sound condition together with inspecting the roof and any chimneys for signs of damage are vital.

Other things that can affect the quality of tenant applying for a property is the cosmetic maintenance too, when necessary is essential. Touching up the paint job on interior walls when the property is between tenants is a simple enough task, and reasonably inexpensive if your landlords do it themselves. It may enable you to add extra dollars to the rent you charge the next tenant. The same applies to replacing aging fixtures and appliances.

If your landlords keep their rental properties in good condition, ultimately they will prevent unnecessary problems for you down the track and save you both time and money.

### Comments from Carolyn

The start of the new financial year provides an opportunity to review business practices to ensure they are aligned with your overall business strategy. You are more likely to achieve your goals if your processes and strategic direction are aligned.

One of the things we've done at Terri Scheer is review our claims processes. We've added an extra person to our claims team, taking the team to 8. In the unfortunate event of your landlord suffering a loss, we're confident in a faster turnaround time, making your job simpler and ensuring your landlord is inconvenienced as little as possible. Of course it always helps to have as much supporting documentation supplied with your claim at the time you submit it; the Terri Scheer Claims Team will assist you by letting you know at the time you advise the claim of what evidence is required to enable us to process your claim.

Our goal is simple; we want to be the first choice landlord insurance provider for Australia's property investors - to that end, I'd love for you to let me know how you think we're doing, whether you think we're on the right path or that we've more work to do. Drop me a line at [carolynm@terrischeer.com.au](mailto:carolynm@terrischeer.com.au).

Happy New Financial Year to you all - thank you for your support and from the Terri Scheer Team, we wish you the very best for your business in 2010/11.

*Carolyn*