

## A note from Terri

Wow, I can't believe it's February already! Holidays have ended, school is back and we're continuing with the launch of our new 'scheer simplicity' business model following the recent Financial Services Reform refinements.

With the introduction of the model, you may like to take advantage of the mail-out letter we provide and do a mail-out to all of your Landlords who don't currently have Landlord Protection Insurance. Your Landlords will thank you for providing them with information that helps protect their valuable asset.

The mail-out can work in two ways, firstly it lets Landlords know that insurance is available to protect their investment and secondly, can act as a risk management tool for your office. If your Landlord asks you to help them arrange the insurance as a result of receiving the information, the good news is .....you can!!

We look forward to seeing you all again throughout the year.



Terri Scheer  
Chief Executive Officer

## Advertising Requirements for claims

Ryan Peacock  
Claims Manager—Team Leader  
South Australia



If claiming loss of rent beyond the date a tenant vacates the property (subject to standard policy terms and conditions) then you must demonstrate to the insurer that reasonable attempts have been made to re-let the property. Failure to do this could result in your rent loss claim being paid to the vacate date only.

Evidence of advertising is required for two reasons:-

- We require the invoice for the advertising to verify the charge if you are claiming the advertising cost from the tenants bond.
- Copies of the actual advertisements are required to show what efforts were made to re-let the property.

There are many ways you can market your property, with some being more effective than others. To ensure that you achieve the best possible outcome when you submit a claim we would recommend that you provide two forms of advertising. We have set out below the forms of advertising that the insurer would expect to see in a claim situation:-

- One form **MUST** be internet or an extract from a newspaper; and the
- Second form can be one of rent list, window card, sign board etc

All forms of advertising must be clearly dated to show when they were placed and be produced on a weekly basis through to when the property was re-let. For internet advertising a 'hit list' needs to be provided – this shows when the property was listed and how many 'hits' the property had on a day-by-day basis.

For standard loss of rent claims the insurer expects that advertising for a new tenant would have commenced within a week to 10 days from the previous tenant vacating. This allows a reasonable time for general cleaning of the property. If advertising is delayed beyond this period then your claim could be reduced.

Providing the above requirements are met, you should have no problems in maximising the claim for your landlord for the rent loss incurred whilst searching for a new tenant. If you require further clarification on our advertising requirements or need general claims advice then please don't hesitate to give one of our friendly claims staff a call.

## Rent Exceeding \$1000 per week

Anna Cook  
Client Service Associate  
Victoria

Please keep in mind when organising your landlords cover that the maximum weekly rent recoverable under the Landlord Preferred Policy is \$1000 per week.

Should the rent for your landlords property exceed this, please ensure that you notify our office. The landlord will then have two options; Paying an additional premium to ensure that they are covered for the full rental amount in the event of a claim or; Not paying an additional premium and, therefore, the maximum amount recoverable will remain at \$1000 per week.

It is important that we have this noted on the landlords policy to avoid any disappointment should a claim arise.

**Terri Scheer Insurance Brokers**  
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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.*

## High Rise Safety

Janette Lawrence  
Business Relationship Manager  
New South Wales

As more Australians move into tall apartment blocks, the issue of safety has become paramount.

Many people are unprepared for an emergency situation created by fire, gas leak, storm damage or damage from a terrorist attack.

Emergency management plans, such as the appointment of fire wardens and designated emergency assembly points, have long been part of the management of commercial buildings but not residential. However, growth in the number of people living in high-density dwellings means it's likely to become increasingly significant.

While standard building codes already require the installation of such features as smoke alarms, wired-in alarms, sprinkler systems, smoke doors and enclosed fire escapes, engineering solutions are not the sole answer. There are issues such as tracking who is in a building at a given time and whether any of them have specific needs in time of emergency arising from disability or age.

What do you do??

- establish an information booklet informing residents on what actions to take in case of fire. These should include evacuation plans, and the names, location and contact details for residents
- conduct regular building inspections to identify possible safety hazards and ensure that the evacuation plans and fire orders are relevant.
- establish a notice board for communicating safety related information to residents.
- ensure emergency response plans are prepared in co-ordination with the occupants of nearby buildings, whether residential or commercial, to ensure a cohesive approach to any emergency.

## I can't believe you're a real person!

Belinda Butler  
National Sales Manager  
South Australia

Oh, are you a real person?! Our Client Service staff get asked this many times a week because calls are personally answered at every Terri Scheer office.

The reality is that a lot of companies have adopted the 'push button' service where you dial the number, select from different options, press 1 for this, press 2 for that and then get put through to yet another push button menu and end up speaking with someone in a call centre in a totally different department than you thought you had requested! How frustrating!!

At Terri Scheer, because we have real people answering telephones, if the person answering the call is not able to help you with your query, they will be able to transfer you to someone who can.

We pride ourselves on providing outstanding customer service and realise the value of your time and endeavour to provide our services accordingly.



***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.***

## Try SMS to save time

Kathy Axon  
Business Relationship Manager  
Western Australia



TELEPHONES....they can be the bane of the property managers existence!!

Whether you have to make calls or receive them, they take up so much of your precious time.

Sometimes calls need to be made to tenants late with their rent and the conversation can take up so much of your already busy day.

Have you considered making use of the SMS systems now available? It's so easy to have the SMS system set up on your computer—just type your message to the tenants mobile and they can SMS with their reply.

This will save you a lot of time by alleviating lengthy phone conversations.

Of course, sending an SMS reminder doesn't replace sending the required vacate/breach notices in accordance with the Act as these notices are an integral part of the documents required when placing a claim.

You can locate information on the SMS system through the internet.

**For Property Managers and Principals that do not currently receive our scheer tips via email each month, please contact us with your email address and we'll add you to our list.**