



The RentCover Report

Industry News and Views from EBM

August 2009

RentCover Report - we've got you covered

Welcome to the August edition of the RentCover Report.

Over the last few weeks we have started to see signs of stability and confidence return to the property market, and the economy in general.

Improving credit conditions, record low interest rates and government incentives are continuing to help maintain activity and put many investors' minds at ease.

As the property industry prepares for the phase-out of the First Home Owners Boost, signs have also emerged of investors returning to the residential property market.

Investors have been buoyed with news that residential building approvals and house prices have risen in all market sectors in the first half of the year, with the Rismark Index showing values nationally were up 4.5% in the first six months of 2009, and up 0.4% in June alone.

With more and more investors looking to re-enter the property market or expand their portfolios, this month we look at the continued growth of RentCover and how it is protecting even more investors and real estate agents.

We also look at how a new online documentation system can save you time and money when completing rental agreements, and we review a recent case that sheds an interesting light on the relationships real estate agents have with their clients.

We hope you enjoy this edition and look forward to updating you next month!

Sharon Fox-Slater
General Manager, RentCover



Record year for RentCover



RentCover

A concentration on customer service has helped RentCover complete its most successful year on record.

“I am pleased to report that as a result of the hard work from all our staff and the fantastic relationships with our clients, RentCover achieved an overall growth rate of 8% for the 2008/09 financial year,” EBM General Manager Sharon Fox-Slater said.

[To read the full story click here.](#)

An easier way to complete paperwork

Tenants and agents who think tediously filling out forms is just part of leasing a home are in for a pleasant surprise with an online tool that takes the hassle out of applying for a rental property.

The system integrates questions from hundreds of real estate rental application forms into one form which then is submitted securely, accurately and in an instant to real estate agents.



[To read the full story click here.](#)

Agents in a class of their own



A recent decision from the NSW Supreme Court has confirmed what most in the profession have known for quite some time – real estate agents really are special.

After reading this story you can vote on whether you agree with the decision as well as have your say. We'll publish the results next month as well as award a \$100 Coles Myer gift card to one lucky person, simply vote for your chance to win (one entry per person).

[To read the full story click here.](#)

To VOTE on whether you agree with this decision or not [click here](#).

Meet a member of the RentCover team...

This month we meet Laura Hingert from EBM's RentCover team in EBM's Melbourne offices.

Laura is an Assistant Account Manager with EBM and has been with the company for just over a year and a half.



Here are a few other things you might not know about Laura:

1. **What do you like most about your position at EBM?** I love the people who I work with. Everybody is really social and it has helped me a lot with my move over to Australia. I also love that I am faced with different situations everyday as that makes my days at work interesting and not boring. I love getting up for work in the morning knowing that it isn't going to be the same as the day before.
2. **What aspect of your role do you find most rewarding?** I enjoy being able to help our clients with their queries and for them to go away feeling happy with the service that I have provided.
3. **When not at work I...** love to socialise with family and friends and I love a good dance and drink!!!
4. **If I had a three week holiday planned, I would...** go back to England to see my friends and family! Another place I would love to go is Thailand!
5. **I like to splurge on...** clothes and shoes and also going away on holidays!
6. **One piece of advice that stays with you?** Treat others how you would like to be treated!!

For a downloadable version of the full newsletter - [click here](#)



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