



February 2009

RentCover Report – we've got you covered

Hello and welcome to a special edition of *RentCover Report*.

Instead of bringing you our regular newsletter this month, we would like to share the results of the recent RentCover survey with you.

In just a short period of time we have had a fantastic response from hundreds of RentCover readers. A big 'thank you' must go to all of you who took time out to send us your thoughts and comments about the newsletter.

The feedback has been really valuable and covers a wide range of topics about the publication.

After collecting all your comments, the team here at EBM is making some key changes to the newsletter and look forward to bringing you an even better *RentCover Report*, starting next month!

For now, have a look at what some of your fellow RentCover readers have said!



Sharon Fox-Slater
General Manager, RentCover

And the survey says...

We received hundreds of responses to each of the nine RentCover survey questions with some pretty clear results coming through.

Some results of particular interest are:

- More than 80% of all respondents said they are happy with the length of the stories.
- The two issues you would like to see covered more often are tenant/landlord claims relating to property damage and current legal issues faced by landlords and tenants.

- Almost nine out of every 10 respondents are happy with the number of editions produced each year.
- For many of you, the end of the month is a busy time, particularly for property managers needing to file End-of-Month accounts. Others said the start of the month was their busiest period.
- Recognising this, we are changing the release date of *RentCover Report* to better suit our readers. The newsletter will now be distributed on the second Wednesday of each month.
- More than 80% of all respondents said they preferred the current format of *RentCover Report*, saying the small article summaries are easier to scan through.
- The staff profile seems to be a popular section with many of you saying you enjoy reading about some of the RentCover team with whom you are dealing, particularly being able to put a face to the name.
- And more competitions and prizes were a clear favourite amongst our readers in a list of things they would like to see in future editions.

Again thank you to everyone who completed the RentCover survey. We look forward to making your thoughts part of future editions of the newsletter.

Congratulations

Congratulations to our competition winners;

Jodie Keidge First National Action Realty Ipswich, QLD
 Alex Niolska L J Hooker Blacktown, NSW
 Evelyn Wilson Armadale Real Estate, WA

You have each won a sensational holiday of up to 14 nights from a wide range of hotels, resorts and guesthouses throughout Australia.

We will be contacting you soon to provide further details on how to redeem your prize.



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