



The RentCover Report

Industry News and Views from EBM

September 2009

RentCover Report - we've got you covered

Welcome to the September edition of the RentCover Report.

As I write, further signs are emerging of Australia's economy continuing to improve and challenge expectations of a prolonged downturn.

Earlier this month, the Australian Bureau of Statistics released figures which showed residential building approvals had risen in July – up 7.7% compared with market expectations of 3.3%.

Commenting on the release of this data, industry analysts shared the sentiments of many estate agents, observing that activity amongst home buyers continues to be strong in many parts of the country.

Speaking of estate agents, we received some terrific feedback from last month's mini survey about the professional relationships agents have with their clients.

I'd like to thank everyone who took the time to be a part of our RentCover survey and I'm pleased to announce the winner of the \$100 gift card is Jacqueline Blair of Century 21 Coast Property in NSW.

Congratulations Jacqueline. And keep an eye out for more surveys in future editions of the RentCover Report.

Turning to this edition, this month we pick up on an idea from Claims Account Manager Bradley Parker about the importance of regular inspections, for your protection as much as your landlords. We also look at how EBM seek to recover debts from errant tenants, as well as the workers compensation services provided by EBM. We also meet Nitin Gosh as part of our regular staff profile series.



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

Sharon Fox-Slater
General Manager, RentCover

Mini Survey Results

Q1. Do you agree that real estate agents only have "one-off" dealings with their clients?

Yes: 14.6%

No: 85.4%

With more than 85% of respondents voting 'no' it sends a very clear message that agents have an ongoing relationship with their clients, and strongly disagreed with the ruling.

[Click here](#) to see a selection of the comments that were made.

Q2. Do you believe that property managers are more likely to have an ongoing relationship with clients than salespeople?

Yes: 91.7%

No: 8.3%

The results were again one-sided with almost 92% of respondents saying they think property managers were more likely to have ongoing relationships than salespeople, certainly something that makes plenty of sense given the nature of the business.

[Click here](#) to see a selection of the comments that were made.

Winner

As mentioned above the lucky recipient of the \$100 gift card is:

Jacqueline Blair of Century 21 Coast Property in NSW.

Be sure to watch out for more mini surveys and prizes in the months to come.

Regular inspections a key management tool

As a Claims Account Manager for EBM's RentCover Division, Bradley Parker has heard his fair share of horror stories.

From rent defaulters to extensive property damage caused by



tenants, Bradley says property managers – and owners – are often left surprised by the cost that tenant-related damage can represent to landlords. Bradley highlights a couple of areas that can reduce potential losses for landlords.

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

No small change with EBM's debt recovery service

Many agents and landlords may be under the impression that once a claim is paid, the defaulting tenant gets off without loss.

Read how EBM is taking decisive action to make tenants accountable by recovering debts, and in doing so helping to keep premiums under control.



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

Injury management service adds real benefit

More than 130,000 serious workers' compensation claims are lodged each year in Australia. Behind the numbers of course, these claims are often time consuming, costly and draining on businesses resources, not to mention traumatic for the individuals involved.

Read about what EBM is doing to help clients deal with this complex area of business management.



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

Meet a member of the RentCover team...

This month we meet Nitin Ghosh from EBM's RentCover team in Melbourne. As an Assistant Account Manager, Nitin has been with EBM for almost two years.

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



1. **What do you like most about your position at EBM?** I like the fact that I have many varied tasks, friendly staff and management to work with and meeting new clients.
2. **What aspect of your role do you find most rewarding?** I find it very rewarding when our clients walk away happy and satisfied with our customer service.
3. **When not at work I...** am spending time being involved with building my new home.

4. **If I had a three week holiday planned, I would...** go overseas and catch up with my friends and family that I have not seen in years.
5. **I like to splurge on...** my Ford XR6
6. **One piece of advice that stays with you?** Learn from yesterday, live for today, hope for tomorrow.

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



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