



REAL Insight



DECEMBER 2009

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MESSAGE FROM DIANE

•Thank you for your continued support throughout 2009. We know that we have saved many landlords from losing literally tens of thousands of \$\$\$ from rent arrears this year, and also saved your companies income!

I am looking forward to seeing you all again in 2010 so look for our training dates.

PS. I am bringing Annie Gregg back for another DNA tour next year! Keep an eye out for dates (March—April)



Website updates www.rlinz.co.nz

At long last the changes to our website are underway!

And should, *fingers crossed*, be up and live in the New Year. Keep watching.

Just one of the changes includes an online application form—this means you will be able to copy a landlords application directly online and send to us.

The form replicates the 'paper' copy so this means you can send accurate information.

We have developed a new page dedicated to

Website Enhancement for Preferred Suppliers
Approved Property Management Companies and their details listed

our Approved Property Management Companies. We want to be able to have your company listed under Cities, so that any discerning landlord who is looking for the

services of Professional Property Managers in your area, may source your information.

Before we go live with this information, however, we need to ensure that you agree with your company being listed on the website.

To try and limit the numbers of emails (because we know that you will want to be listed) please contact me

If you DO NOT want your company profiled

please send an email directly to me before 31st December 2009.

Please send an email requesting that we DO NOT include your details to dianen@rlinz.co.nz



We are going on holiday!



Yes, once again we are going to take some REAL time off, to *really* energize ourselves for the coming year.

The office will be closed Tuesday 22nd December '09 from Noon and reopening on Tuesday 5th January 2010.

In Emergencies only please
Phone Diane 021 435574

Hope you have a great break too!



Claims Information



This has certainly been a busy year for claims—with absconding tenants (40%) and Evictions (27%). We experienced a number of water damage claims and a few involving Malicious Damage and many other Loss of Rent claims.

Claims paid for the last year exceeded \$142,000.00. That is an average claim of around \$1350.00.

A large claim paid was \$4340.00. Let me share what happened....

Tenant failed to pay the rent on a fixed



term tenancy, the property manager went through the proper routine of issuing notices, applied to the tribunal, went to mediation, (tenant no show) then onto the Tenancy Tribunal. They finally got an eviction but due to delays with removing the tenants possessions, the loss had accrued up to 17 weeks loss.

Boy! was this Property Manager happy that the landlord had the REAL Landlord Preferred Policy, and just think about the loss of income for the company if the landlord had not insured their income for them!



We know you need to have a break, but don't forget to ensure your landlord has continuity of cover, you don't want their policy to lapse over the Christmas period!

Payment of invoices

Over the Christmas period, tenants often believe that presents, food and alcohol are a higher priority than paying their rent.

This is the point where the Landlords Preferred Policy becomes even more vital than usual!

To ensure that your owner has continual cover during this period, please make sure that you have paid any of your outstanding invoices before the due date or the policy may lapse leaving the owner at risk. If you

are also taking a break over this period, may we suggest that you ensure the policy invoices are paid before you go on leave.

After all, wouldn't it be great to know... if the tenant fails, you have a back up plan in place!



HINT: Check to see if you have any policies due for payment over the Xmas period and please don't forget to email or fax your remittance when making payments to us!

Protect your landlord!

Protect your income!

At Real Landlord Insurance Ltd, we pride ourselves on providing a superior insurance product to landlords.

In addition to the advantage this product provides as a listing tool to secure new managements, it is also a powerful risk management aid.

Many of our clients welcome the ability

to tell their Business Owners, 'don't worry you have insurance to cover that', when the tenant abandons the property and leaves, owing weeks of rent.

Why don't you take the opportunity to relieve yourself of the stress involved when the tenant decides not to pay. Wouldn't you like your business

owners to insure against your loss of income?

Give us a call at REAL, we'll help you along the way!

Take REAL action!

Get REAL today!