



REAL
LANDLORD INSURANCE NZ LTD

REAL Insight



FEBRUARY 2010

PAGE 1

CONTACT US

P O Box 1167
Whangarei 0140
PH: 09 438 0650
FX: 09 438 0651
E: office@rlinz.co.nz
W: www.rlinz.co.nz

MESSAGE FROM DIANE

•At last its finished!
Check out my new
website and familiarize
yourself with the
downloads and the
new online application
form.

If you need (hard copy)
application forms to
include in your new
management packs
please contact the
office and we'll have
them in the post to you
overnight.

Send an email to
office@rlinz.co.nz or
call 09 4380650



Cover your duty of care—and your wallets!

When attending our free training sessions on the Landlord Preferred Policy I inform you of the **Risk Management Strategy** we have in place to ensure that your company is not held liable should a landlord suffer a loss, that he could have been insured for.

The Risk Management Strategy is as follows.

1. Send a letter offering the product to ALL current landlords, with a response form—keep a printed list of all the contacts with a copy of the letter sent
2. Follow up with a second letter one month later to anyone who has not responded.
3. All new landlords offered the product.

Why do we recommend that you do this? This **Risk Management** tool ensures that you have covered your duty of care to inform your clients of a product that may protect them if a tenant defaults etc. This is particularly important if you have even one landlord with the policy.

At training I use the example of an Aussie Property Manager whose company was held liable by a landlord who suffered a loss, (even though he had been informed of the product

through regular newsletters and mail outs),, as the property management company could not prove specifically that information regarding this type of insurance was sent to him the . This cost the company in excess of \$8000.00.

Why am I highlighting this again?

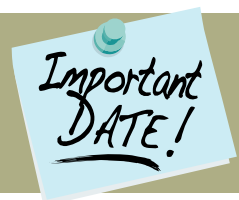
Recently a Property Manager from Auckland told me of a landlord who wanted compensation from their company for loss of rent, as he said he should have been told about this type of insurance, thereby covering any losses he had suffered.

Imagine the glint in the eye of the Property Manager when she produced his declined response for the insurance that they had on his file. He had no comeback to that.

Remember this is not about selling the insurance package it is about covering your back! We don't want you to be held liable—when all you are doing, is your job.

HINT— one PM has new landlords sign the application form in their management pack—with DECLINED printed through the middle of it.

Next training



AUCKLAND TRAINING

Monday 22nd February 2010 2.00pm — 4.00pm

Ellerslie International Motor Inn 2 Wilkinson Avenue, Ellerslie

To register please email office@rlinz.co.nz or phone 09 4380650

Numbers are limited, so don't delay, register today

Claims Information

To make a claim



I am sure that many Property Managers would love to be able to put a sign like this on the properties you manage when the tenants continue to fail to pay their rent?



Whilst there would be some satisfaction, I imagine it would create ongoing issues for your company, so

in order to protect your income, your best solution is to ensure that all of your landlords have the Landlord Preferred Policy.

Claim forms are downloadable off the website www.rlinz.co.nz —we no longer supply hard copies of these.

What you do need to do

1. Send in claim form, filled in with as much information as possible, and signed.
2. Attach the tenants ledger—we must ascertain if the claim will be valid or not.
3. Send all required documents to support the claim
4. In order to claim you must receive (or intend to receive) a full bond refund— this means that the tenant has not met their obligations under the law.

Ensure that all the required information is sent— as outlined on the back of the form. (you may not be able to send all documents at first, but note until we receive all of the required documentation we cannot finalise the claim)

Please attend a training seminar when we are next in your area to help you understand the way the policy protects your owners and your company.

NEW

Website enhancements

Online application form—either you can direct your landlords to do this in their section or you can input the data off their filled in application form directly.

Preferred Suppliers

We are still working on this, but your company will be listed if you are offering the product. I have limited this to the Area, Name of the Company and phone details only at this point—however we will continue to enhance this as time moves on.

Further developments are continuing with a News Manager (Blog) where information regarding claims, news, etc will be available.

If there is anything you would like to see that would assist you, please let me know. I am always looking for ways to make life easier for you and us!

Email: dianen@rlinz.co.nz with your suggestions

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!