

Rentshield Newsletter

AUGUST 2009



CAPTAIN HOOK AND HIS WENCHES!

SUMMER PARTY

Rentshield has always been a big believer in staff relations and working as part of a successful team. This is why we regularly get together as a group, bringing together all departments including the accounts managers who work from home all around the country! This years summer party was held earlier this month starting with a boat cruise around Torbay followed by an evening of fun and frolics in the VIP room of a club in Torquay.

As you can see by the picture above the night had a 'pirate' theme- we have our very own Gary Abraham (MD) in the corner surrounded by his beautiful wenches (left to right: Felicity Morris [General Manager] Emma Hall [Internal Accounts Manager] Trish Albano [Referencing Administrator] Lauren Lieser [Account Manager] and Zoe Coleman [Referencing Administrator])

HAPPY LANDLORDS, HAPPY TENANTS, HAPPY HOMES!

In the present economic climate, more and more tenants are struggling to make ends meet or even losing their jobs through no fault of their own. As a result there are more and more tenants defaulting on rent than ever before. With some news media forecasting that unemployment could reach nearly 3 million by the end of the year, it goes without saying that some of these could be your tenants.

Through our association with DAS (Europe's' leading legal expenses insurer) we have developed the most comprehensive Rent Protection policy for the residential lettings market. Our

research indicates that our Rent Protection policy is unique and offers significant advantages over all similar and competing policies!

Our Rent Protection policies are priced at just £60 for six months and £99 for twelve months and will cover rental amounts up to £4,000 pcm. So for less than ten pounds a month, your landlords can have complete peace of mind.

If you are not already offering this product- give our insurance team a call to find out more!

0845 070 2434



Rentshield

- Employees of the month (see page 2)
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"No man is an island, entire of itself; every man is a piece of the continent."

— John Donne



LETTING US REMOVE THE RISK



VITTO & BEN

EMPLOYEES OF THE MONTH (JULY)

Every month Rentshield rewards those members of staff that have gone that extra mile with the notorious accolade of 'Employee of the month'. If applicable we will present this award to one of the Referencing team and one of the Insurance team.

For the month of July the Employee of the Month for the referencing department was awarded to Ben Strike – one of our Team Leaders. Since Ben started working for Rentshield the service he has provided has been exceptional, he is always willing to go that little bit further than the expected. His attitude to work is of the highest standard and he is always keen to keep up the morale levels within the office with his great sense of humour. Ben is a very loyal, responsible and valued member of the team.

The Employee of the Month for the insurance department was awarded to Vitto Stans- one of our Insurance Administrators. Vitto only started 2 months ago but he has quickly settled into the department and is doing a remarkable job. He has brought a lot of new ideas to the Insurance department which have helped make the team more productive. Not only this, but Vitto is a really fun person to work with and has a fantastic sense of humour- ideal for a sales team!



★ AUGUSTS RISING STAR



NAVEET

On the 2nd June 2009 Naveet Prasad joined the Rentshield sales team. Naveet moved over to the UK from New Zealand earlier this year and is enjoying his time in the country to the fullest- travelling to different corners of Europe, making the most of the close proximity to our neighbouring countries. He currently lives in Paddington, West London and is covering the South East Area for Rentshield.

Since starting for the company, Naveet has introduced many new letting agents in the London area to our services and we have high hopes that he will introduce many more!

Naveet also owns rental properties in New Zealand- so is not only an experienced account manager but also an experienced landlord- an ideal candidate for the role he has been allocated.

Naveet has already been down to visit the office on numerous occasions and marvelled at the natural rustic charm of the Devonshire coast and countryside- as well as experiencing his first Rentshield Party!

We look forward to seeing great things from our newest Account Manager, Naveet Prasad!



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*"The future belongs
to those who
prepare for it today."*

~
Malcolm X

FELICITY'S FEEDBACK



Rentshield is consistently striving to exceed customer expectations. Since our large investment on a web based system back in March we have learned many things. We have tried and tested numerous methods of ensuring that the service we are providing is not only efficient but that we surpass the standards you have come to expect from a referencing agency.

It has been said that 'making mistakes simply means you are learning faster' and this is an approach that we at Rentshield not only use as a company, but in life. We believe that if we are presented with errors we have made, we will endeavour to learn from them, only to improve- and this makes us stronger.

We have recently implemented the full workings of our web system and have now added new practices to make our referencing service faster and more efficient. Although we did experience a backlog in some of the work due to faults out of our control, we quickly rectified this as a team, working many hours of overtime and have found that we are now more equipped in terms of managing the workload comfortably and conscientiously. The percentage of reports we are now sending back to our clients within 24 hours of receiving applications is constantly increasing. We will always experience those tricky references that take longer than expected- but I can confidently confirm that we are doing everything in our power to obtain required information.

We have found that agents who have been inputting applications directly on to

*"Success is to be measured
not so much by the position
that
one has reached in life as by
the obstacles which have
been
overcome while trying to
succeed."*

~
Booker T. Washington

our online system are generally receiving reports back faster than those that are continuing to fax them. Respectively, out of the agents that do fax applications to us- we are finding that the delayed applications are in many instances the ones that have been sent through with either missing information or illegible handwriting. If before sending applications through they are checked through with the tenant to pick up on anything that may be missing- I believe you will find that the service you receive will be again, of a higher standard.

SOME GENERAL NEWS FROM THE COMPANY

We have recently hired some new staff within Rentshield including Tom [Insurance Consultant], Naveet [Accounts Manager], Mike [Compliance Officer] as well as Ellie and Ross who will be working with us over the summer and out of school hours after the summer holidays to help us input applications.

We recently welcomed Adam [Insurance Manager] and his wife Tash [Compliance Officer] with their new arrival- Baby Mya who was born on 14/07/2009.

Should you wish to contact me to discuss anything mentioned within this publication please do not hesitate to email me: felicity@rentshielddirect.com