

Rentshield Newsletter

JANUARY 2010



CHRISTMAS PARTY 2009

CHRISTMAS PARTY 2009

On the 19th December the entire Rentshield Team headed up to a Snow covered Berkshire for the Christmas Party of 2009!

We started off at Lingfield Racecourse where we all had a little flutter on the horses and in the evening we attended the 'Atlantis Party Under the Sea' at Legoland, Windsor! This included a 5 course meal, a live band, contortionists, a casino and bumper cars! I think all of us will agree that it was an absolutely fabulous day and evening- and I have included some

evidence of this in the pictures above for your amusement!



AMY AT THE RACES

NEW APPOINTMENT

In November last year, we made the decision to take on board a Sales & Marketing Manager to assist in Rentshields growth and continuing success.

Mark Tidridge, who was previously Marketing Manager for a highly successful South West based company for 12 ½ years says "I felt that it was time to take on a new challenge in a different direction. I'm really excited to be working with such a young company with so much potential. Being born and bred in the local area, I am so happy to be working for a local business full of local people with a wealth of local experience."

Gary (MD) said "I have worked with

Mark before and I know that he has a wealth of knowledge in Direct Marketing, he is passionate about the industry and I am confident that by adding this type of experience to our fast growing company we will catapult our business to a new level!"

As a company, we are very excited to see how our newcomer will move us forwards with our goals.

To welcome Mark to the company, I felt it only right to include an appropriately embarrassing photo of him taken at our recent Christmas party- showing his pure excitement for the bumper cars (as well as his new job role no doubt!)



Rentshield

- Employees of the month (see page 2)
- New Year – New Start – Be Prepared! (claims procedures see page 2)
- Felicity's Feedback (see page 3)

"Life may not be the party we hoped for, but while we're here we should dance."

~
Unknown



MARK TIDRIDGE

EMPLOYEES OF THE MONTH (DEC)



ZOE AND VITTO

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 December, the Employee of the Month for the referencing department was awarded to Zoe Coleman- one of our Referencing Administrators. She is an extremely hard worker, very thorough in everything she does and very rarely makes mistakes, always delivering the highest standards of work. She has built a good working relationship with her colleagues and she is proving to be an asset to the referencing department.

The Employee of the Month for the insurance department was awarded to Vitto Stans. Vitto is a member of the insurance admin team, and since starting for the company last year, he is proving himself as an exceptional member of staff. More recently he has stayed on beyond his working hours to help with crucial administrative duties including the invoicing for the entire department.

Congratulations Zoe and Vitto!

NEW YEAR – NEW START – BE PREPARED!

With Christmas been and gone, having all spent too much on presents, everyone's feeling the pinch, including your tenants! 2,500,000 people remain unemployed in the UK with this figure increasing daily (statistics.gov.uk) If your tenants have no income, they may not be able to meet their rental commitments. For those of you who have our Rent Protection & Legal Expenses policy, no need to worry- you are completely covered!

Should your tenant not pay their rent here is your guide of how to ensure you claim runs as smoothly as possible.

- ☆ Tenant Missed Payment Day 1 - Call the tenant, discuss any issues they have and try to help them resolve them.
- ☆ Day 7, 14 & 21 - Send out letters to the tenant informing them of the arrears and the severity of the situation. Each letter should become sterner than the last, eventually threatening legal action and eviction.
- ☆ Day 31 (2 payments have now been missed) – Call Myself, Louise Heath, Claims Manager at Rentshield Direct LTD on 0845 070 2433 and I will begin a claim.
- ☆ Once all the required information has been received a claim will be submitted to the insurers, their decision takes approximately 5 working days
- ☆ Upon acceptance your claim will be passed to our solicitors who will begin legal proceedings to recover the rental arrears and regain possession of the property.

Rent indemnity monies will be sent to you as soon as possible and this is on average only 10 days after submitting a claim officially to the insurers. During this time, contact will be made with the tenants by me at Rentshield Direct and I will contact them by phone & letter.

It is vital that we are kept up to date at all times with any correspondence or monies received by the tenants as any delays may cause the insurers to withdraw cover at any point, in line with the terms & conditions.

During the whole procedure I am available to contact for advice, guidance or updates as are our solicitors.

Below are the top 3 reasons why claims are refused by the underwriters –Please read carefully and ensure that you do not become part of the statistics!

- ☆ Guarantors covenant/contract not being issued and/or signed. If your tenant passes referencing with a guarantor, the guarantor must also sign an agreement similar to a tenancy agreement. Examples of these can be found online for your use. The Rentshield Direct referencing forms are not legally binding and only allow us to credit check the individual.
- ☆ All claims need to be made within 60 days of the incurred arrears. i.e. if you tenant falls into arrears (misses their first payment) on the 1st January 2010 you have until the 28th February 2010 to provide all required information to the underwriters, therefore it is advisable to inform ourselves earlier allowing plenty of time to collaborate the information
- ☆ Stipulations not being met. I.e. if the referencing states that additional information is required (N.B Subject to applicant's proof of residency at current stated address) it is a condition of the insurance that a copy of any requested proof is taken and kept on file by yourselves. Failure to do so will result in an invalid claim.

If you are unsure or have any queries regarding the insurance policy, the referencing requirements or the claims procedure, please contact our office on 0845 070 2433.

LOUISE HEATH
CLAIMS MANAGER

Rentshield Direct
Rentshield House
Broadmeadow Trading Estate
Teignmouth
Devon
TQ14 9AE

Phone:
0845 070 2433

Email:
enquiries@rentshielddirect.com

Website:
www.rentshielddirect.com

*"Try not to become
a man of success
but rather try to
become a man of
value."*

~

Albert Einstein

FELICITY'S FEEDBACK



2010 is said to be the year for the Lettings industry!

Private renting is making a comeback after years of decline as a consequence of the massive growth in buy-to-let investing over the last decade. The number of people that own their own homes has now begun to slip back down, leaving a perfect opportunity for the lettings industry! Over the last 30 years, privately rented homes decreased to around 9%, however, more recently this figure has been growing and growing and now approximately 31% of the population are now renting their homes!

It is predicted that the demand for rental property will remain strong in 2010, as uncertainty lingers in the UK housing market.

Rentshield Direct is constantly striving to exceed customers' expectations. Based on the expected rise in lettings in 2010, we have started to implement procedures and systems to ensure that we continue to provide the best service possible to all our clients. We have hired more Referencing Administrators as well as Insurance Consultants and we are in the process of integrating new systems to speed up processes within the Insurance Department.

SOME GENERAL NEWS FROM THE COMPANY

We are all looking forward to visiting the pantomime on the 29th to see our MD Gary appear in the local production of 'Mother Goose'! I will try and get some photographs for the next newsletter!

*"Your dream is
Your direction,
Your motivation
Your inspiration.*

*Decide on a dream today,
Nothing will inspire you
In quite the same way."*

~
Unknown

On 12th February we will be holding a Charity day to raise money for Meningitis UK. One of our team has a younger brother who suffered with the disease 4 years ago, and she is now intent on doing all she can to help not only raise awareness of the disease, but to try and assist in finding a vaccine.

[www.meningitisuk.org] Members of staff will be entering our fancy dress and cake baking competitions and we have managed to get a few of the boys to do a sponsored leg wax!!

We have recently hired some new staff within Rentshield including Agata Owston [Referencing Administrator], David Whitford [Insurance Consultant], Mark Allin [Insurance Consultant] and Mark Tidridge [Sales & Marketing Manager]

On 06/01/10 we welcomed Josie's [Referencing Administrator] new arrival-Baby Archie, born at 11:59pm weighing 7lbs 9oz. Congratulations Josie!



BABY ARCHIE

Should you wish to contact me to discuss anything mentioned within this publication, or to pass on any feedback, please do not hesitate to email me: felicity@rentshielddirect.com