

EMPLOYEE OF THE YEAR

2009

The 12th March saw us celebrating the 2nd Annual Award Ceremony for Rentshield Employee of the Year. The awards are nominated for by the staff of Rentshield in various categories, including Newcomer of the Year, Insurance Consultant of the Year, Referencer of the Year, Manager of the Year and the overall Employee of the Year.

Rentshield voted and a unanimous decision was made that Louise-Michelle Heath- our Claims Manager, was to be crowned 'Employee of the Year.

Louise started for the company in July 2008 as a Referencing Administrator. It took her a while to settle into the company, she has never had an office based job before. However, we saw so much potential. In April 2009 Louise moved to take over the claims from Gary (MD) and has done a fantastic job!



LOUISE-MICHELLE HEATH

Louise sees every single claim that comes through from start to finish and manages so well due to her outstanding organisational skills and her professionalism. In February 2010 Louise won 'Personal Achievement of the Year' from the Education and Training Skills Group at their apprentice of the year awards. She completed an NVQ level 3 in Business Administration last year, and is now undertaking a Management NVQ to further improve her skills.

To be voted for by her colleagues for the top award of our presentation evening has just topped off an absolutely fabulous 2009 for Louise! WELL DONE!!!

The Runner up in this category was Vitto Stans – Insurance Administrator
3rd Place went to Ben Strike – Referencing Supervisor

MEGAN NEW JOB

At Rentshield we have a team of Account Managers throughout the country bringing in new business and looking after current accounts. We felt that we also needed an office based Account sales exec and we therefore interviewed a number of candidates that were both internally and externally sourced. After much deliberation we decided that one of our current

Referencers, Megan Crow, was ideally suited for the role. Her bubbly, confident nature is perfect to not only manage some of our smaller accounts, but to also bring on new businesses over the telephone.

She started her new role on April 1st and is so far, doing a fantastic job!

Well done Megan, we look forward to seeing what you're made of!!



Rentshield

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"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."

~ Winston Churchill ~



MEGAN CRAW

EMPLOYEE OF THE YEAR AWARDS 2009



MARK TIDRIDGE

NEWCOMER OF THE YEAR

We had an array of newcomers last year, each and every one has proved to be an asset to the company, whether they are in Insurance, Admin, Referencing or Management. The nominees were voted for where they were seen to be exceptional new additions to Rentshield for the exclusive, distinctive, individual impression they have left with their colleagues.

Winner - Mark Tidridge who we hired in November 2009 as the Sales and Marketing Manager. Since starting his role we have seen an immense improvement with regards to the monitoring and management of these departments, definitely a worthy winner!

The Runner up in this category was Vitto Stans, Insurance Administrator and third place went to David Whitford, Insurance Consultant. – Well done to all 3 of them!!

REFERENCER OF THE YEAR

To be a successful member of the Referencing Team you must be methodical, logical and tenacious with excellent attention to detail. You need the exceptionable ability to successfully multi- task while remaining conscientious and going above and beyond what is required as standard. Referencing requires a positive attitude at all times in order to achieve the right results.

Winner – Ben Strike joined the company in January 2009. Since he started, Ben has been a fantastic addition to the team. He was promoted to Supervisor just 3 months into his employment and has shown such a high level of commitment and dedication to the company.

Runner Up – Megan Craw
3rd Place – Helen O'Brien



BEN STRIKE



LIAM SCHOFIELD

INSURANCE CONSULTANT OF THE YEAR

The Insurance team live in a world that does not accept failure and 1st place is everything. The best need to be ultra professional, tenacious, inquisitive, thick skinned and most importantly...Positive ! We have a great team at Rentshield and every one of the team contributes something different, that's why they are so successful !

Winner- Liam Schofield joined the company in May 2008, and last year really excelled to become our top insurance consultant. He consistently strives to be the best, always smashing his targets while remaining professional and positive!

Runner Up – Adam Parnell
3rd Place – Kim Barratt

MANAGER OF THE YEAR

Managers need to have the skills to give a kick up the backside, put an arm around a shoulder, make important decisions and deal with every problem imaginable. They are there to help, train and motivate and ensure staff excel in their roles. The whole team here is friendly, approachable, knowledgeable and professional.

In truth, the managers work together as one unit. We are a team, and do everything we can to push each other and help each other in whatever way we can. Unfortunately, not everyone could win the award- although they all deserved it!

Winner –Felicity Morris- General Manager
Runner Up – Adam Parnell – Insurance Manager
3rd Place – Mark Tidridge – Sales and Marketing Manager



FELICITY MORRIS

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*"If we had no winter,
the spring would not
be so pleasant; if we
did not sometimes
taste adversity,
prosperity would not
be so welcome."*

~ Anne Bradstreet ~

FELICITY'S FEEDBACK

The first quarter of 2010 has been an exciting and energetic one here at Rentshield!

We have started to implement new systems within the Insurance and Sales teams to ensure we are providing consistently high quality service across the board.

We have seen a couple of record months due to the amazing job that the Account Managers have been doing out on the road. The Referencing team have thrived on this energy and have diligently pushed themselves more and more every single day.

We are happy to see more of you inputting your applications via our online system – this not only assists us immensely, but also it actually speeds up the referencing process quite considerably! If the information has been completed online by yourselves or your applicants – we then don't have to spend time inputting the information, the application doesn't wait in a queue to be entered, and, the reference requests get sent out immediately – ensuring that we are doing all we can to get the results as quickly as possible for you! If you are unsure how to do these forms online and would like to give it a go- please contact your account manager or give the office a call and we can either talk you through it or get someone to pop round and quickly show you- it is easy to do and makes our services to you even better!

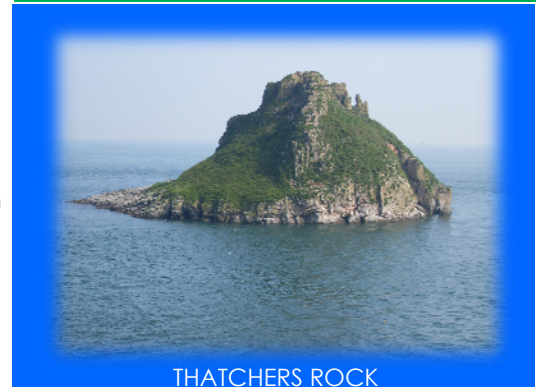
Some information I have been passed on from the Insurance Manager is to ensure that everyone is remembering to write the Landlords name on any Rent Protection Renewals as it is a requirement of the policy (and will save you from being pestered by the admin team!!)

The compliance team have asked me to bring it to your attention that we will not send any commission to an agent for insurance business put forward to Rentshield Direct unless an Introducer Agreement has been signed. If you are unsure whether you have returned an agreement, or would like more information, please contact Mike or Tash via the main office number.

We have recently hired some new staff within Rentshield including Adam Steele [Referencing Administrator] and our 3rd Mark in the company....Marc Smith! [Insurance Consultant] Welcome to Rentshield!

*"Everyone is a star and deserves
a chance to shine"*

~ Marilyn Monroe ~



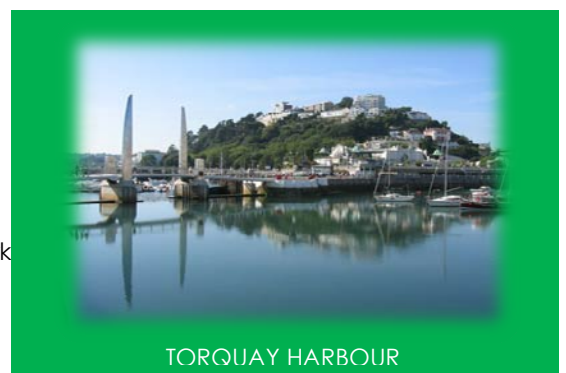
THATCHERS ROCK

Some local trivia.....

Aprils Rentshield Calendar photograph is of Thatchers Rock, a small island off of Hopes Nose, the most Northern point of Torbay. It is solely inhabited by sea birds, and in the evenings you see the entire seagull population of Torquay flocking to the rock for food and sleep!!

A short walk from Thatchers Rock is the 'Gleneagles Hotel'. In 1971 The Monty Python team stayed here, and it was during this time that John Cleese found his inspiration for Fawlty Towers (a popular sitcom in the late 70's) Incidents during the Pythons' stay are said to include the owner, Donald Sinclair, having thrown Eric Idle's suitcase out of the window thinking it was a bomb!

Thankfully, Torquay has moved on since the 70's and is now known as the "Queen of the Riviera". With a palm-lined promenade, seafront gardens, a lively harbour and an international marina as well as stylish cafes and restaurants. Yet within minutes of the town centre there are beautiful beaches easily accessible by foot, road or water. If you have a few hours to fill then there are attractions to suit everyone: from ancient evidence of cavemen at Kent's Cavern to amusement in miniature at Babbacombe Model Village!



TORQUAY HARBOUR