



# Rentshield News

JUNE 2011

## News Update

Welcome to Junes edition of Rentshield News!

Within this newsletter you will find all the latest news from various departments across our business. With the Referencing Manager telling you our latest plans to improve our services, The Insurance Manager telling you how you could actually earn money from doing business with Rentshield & some of the latest information about our Employees of the month/Year!

There have recently been some

exciting developments at Rentshield– we have extended our offices for the Insurance Department & hired 4 new staff within the Tenants team to cope with the huge increase in demand for our Tenants Contents Insurance policy– tenants love the fact that our policy covers them for accidental damage to the landlords fixtures and fittings– as many other similar products do not cover this aspect of renting. We are also in the process of giving the rest of our office a

makeover– including the staff room– where our employees will now be able to switch off & relax or have some fun during their breaks! Our clients are always welcome to visit the offices– just give us a call to book an appointment!

*Felicity Morris*  
General Manager



Rentshield

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## Rentshield Referencing...



At Rentshield we believe that the referencing department is the backbone of the company, and what you guys, the agents, will judge us on before anything else.

We are constantly striving to exceed your expectations and provide you with the best level of service we can. I write this article to hopefully give you an insight into the world of referencing, (as well as asking for a bit of help!)

The referencing department has been through some significant changes this year which I hope

you will agree have been for the better. We have become more target driven to encourage the team to get your references back as soon as possible and they have been incentivized to do so.

The good news is that our turnaround times have improved by **8%** compared to this time last year!

We are now in the process of re-structuring our quality control system, as we not only aim to provide you with **the quickest service** but also **the most accurate service** that we possibly can!

So where do you come into this? Well, as Referencing Manager not only do I want a happy, productive team, but I also want happy, satisfied clients. Don't ask for much do I?! If you have any comments, questions, queries or complaints please contact the team in the first instance so we can do everything we can to resolve them for you. Should their response not satisfy your expectations, you can contact me by either email [amy@rentshielddirect.com](mailto:amy@rentshielddirect.com) or give me a call on 01626 771056.

*Amy Warren*  
Referencing Manager

"DON'T JUDGE EACH DAY BY THE HARVEST YOU REAP BUT BY THE SEEDS THAT YOU PLANT"  
~ ROBERT LOUIS STEVENSON~



## EMPLOYEE OF THE YEAR AWARDS

The 3rd of March saw Rentshield Directs 3rd Annual Employee of the Year Awards. It was a fantastic night and we took the time to congratulate every single member of staff for their hard work in 2010. The winners were as follows:

- Newcomer of the Year:** Sarah Dixon
- Support Staff of the Year:** Vitto Stans
- Manager of the Year:** Felicity Morris
- Sales Representative of the Year:** Lauren Lieser
- Insurance Consultant of the Year:** Liam Schofield
- Referencer of the Year:** Kylie Bull
- Employee of the Year:** Vitto Stans



Sales Representative of the Year, Lauren Lieser with National Sales Manager Carl Piercy.



Newcomer of the Year, Sarah Dixon (centre) with Sales & Marketing Manager Mark Tidridge and General Manager Felicity Morris



Referencer of the Year, Kylie Bull (right) with Manager of the Year, Felicity Morris (left)



Employee of the Year Vitto Stans (right) with Barbon CEO Martin Oliver (left)

## Our New Department...

### HOME & CONTENTS INSURANCE



Our Home cover has been designed to give you, the discerning property owner, complete peace of mind and a level of protection that is

second to none. We pride ourselves on offering first class cover for all aspects of your home. As you would expect, we provide comprehensive protection against the usual risks of fire, theft, flood, vandalism and subsidence as well as accidental damage around your home. In addition, this cover is supplemented by a series of extra policy benefits for your convenience.

### CORPORATE INSURANCE

Our Corporate service to existing clients and new prospects starts with a detailed analysis to identify areas of risk to a company, which will then enable us to discuss fully how to manage those risks and which of them need to be covered by insurance. A detailed broking submission bringing out

the positive aspects of your company will be sent to our panel of insurers to ensure that the best possible terms are obtained. Our aim is to build long term relationships with our clients and provide some stability in an often fluctuating insurance market.

### RETAIL AND LEISURE

If you are looking for a competitive premium for your pub, club, restaurant, shop or office, then Rentshield Direct could have a "package" policy for you. We have access to products from all the major insurers. A key part of our service is to transact business wholly over the Internet or by telephone to ensure a speedy competitively priced service.

All our clients benefit from our proactive renewal service and full claims service as well as professional and friendly service for all day to day insurance queries.

### HIGH NET WORTH INSURANCE

We have forged partnerships with various leading insurers to offer a High-Net-Worth policies providing cover for those clients who find their needs are not met by 'basic' home insurance products.

The product is a lifestyle portfolio product providing cover for not only the main home, but also specialist collections, extending to cover for boats and even foreign holiday homes. We continually strive to improve the products and service that we provide to our clients with a choice of products which compliments their lifestyles.

*James Holman  
Insurance Consultant*

## Rentshield Compliance



Whilst carrying out annual reviews, the compliance department have regularly found that agents are not aware of the rules regarding the Information Commissioners Office (ICO) or the Office of Fair Trading (OFT) and therefore would like to take this opportunity to raise the awareness.

The ICO require by law that businesses handling or storing personal information should obtain a Data Protection Licence (referred to as the register of data controllers) yet many agents seem unaware of this. You must check to see if you have a licence and if not consider whether you may need one. Please visit the ICO website – [www.ico.gov.uk](http://www.ico.gov.uk) for full information.

It may also be that your business requires a Consumer Credit Licence. Although this will effect far fewer agents than the Data Protection Licence, it is just as important. Please visit [www.offt.gov.uk](http://www.offt.gov.uk) and click on 'Credit Licensing' to find out more.

If you are having any difficulties there are FAQ sections and help numbers on the sites.

**REMEMBER** – It is your responsibility to apply for and maintain these licenses if you need them. You could be fined if you do not hold the correct licences.

*John Northcott*  
Business Compliance Officer

## Extra money...?

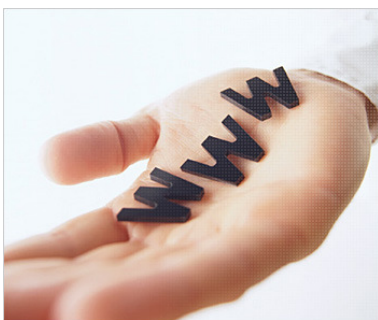


I would like to take this opportunity to remind all letting agents of the extra revenue you can earn for your business through tenants and landlords policies sold by our office. We are currently

converting 15% of all tenants that are referenced and are working towards increasing that to 25% sooner rather than later. Remember, you can get **15% commission** of the premiums sold and that little bit of introduction from your end goes a long way towards improving the sales ratios. We are also working on building stronger relationships with all our letting agents, so if there is anything that you feel we can do to earn us all some extra cash then please get in touch.

*Robin Davey*  
Insurance Team Manager

## Rentshield Invoices....



Back in October 2010, we released the news that we were in the process of setting up an 'online portal' in order for agents to view their invoices via email on a monthly basis.

The choice to send invoices via email was not taken lightly, but nowadays it's all about 'Think Green, Save the Planet', so we all must try our best. We are very happy to talk you through the process of logging in for the first time, and you can speak to several members of staff if you are struggling.

Once you have this up and running you will find that you will not need to log in again and invoices will be sent to an email address of your choice once they are completed.

To access the online portal, all you need to do is send an email to [enquiries@rentshielddirect.com](mailto:enquiries@rentshielddirect.com) if your log in has timed out, or alternatively, call us on 0845 070 2433, we will then resend the information required to log in, you can access the portal through the normal website, look out for the picture of the lady with the clipboard. As standard, your username is the same as that for the referencing system log on. You will first be asked to change your password to something memorable, and it should come up with green writing to tell you that the password has been updated. You can then use the tools on the left hand side to view invoices, or amend the email address the invoices are sent to by selecting account.

Don't forget we are here to help should you have any difficulties.

*Lauren Turner*  
Accounts Assistant



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"A SMOOTH SEA  
NEVER MADE A  
SKILLED MARINER."

~ENGLISH PROVERB~

## Rentshield Gives Back

Here at Rentshield Direct we strive to help people every day so they can live in the property they wish. Unfortunately this is not a luxury that everyone has. This is why Rentshield has joined forces with Nightstop Devon, a local homeless charity which provides emergency accommodation to young adults who have nowhere else to turn.

Nightstop Devon provides on average 6,800 nights of accommodation to over 1000 young adults each year, and relies solely upon charitable donations.



Rentshield employees strongly believe that everyone has the right to a safe, warm home and we aim to significantly reduce youth homelessness in the local area. Since teaming up with Nightstop we have decided upon TWO initiatives;



### The BIG 1

Rentshield will donate 1p from **every** reference to Nightstop Devon.



### Rentshield's BIG Charity Sleepout 2011

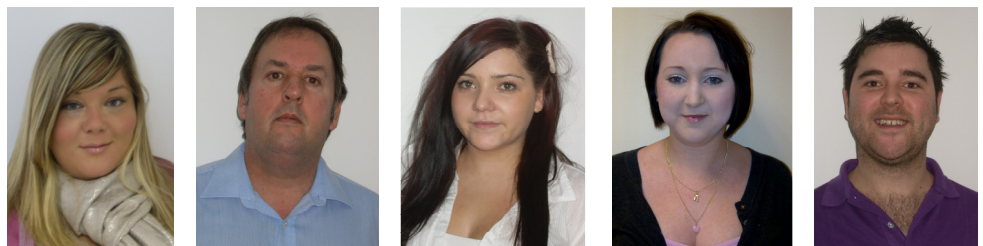
Rentshield employees will be spending the night on the streets to raise vital funds and awareness of homelessness in our area. The event will be held on July 22<sup>nd</sup> in Teignmouth and we hope to raise at least £1000.

All monies raised by Rentshield will then be matched by Barbon, our parent company!!!

If you wish to make a donation please visit our website [www.rentshielddirect.com](http://www.rentshielddirect.com) and click on the "The BIG One" on the left hand side

Louise Heath  
Charity Campaigner

## Rentshield Employees of the Month 2011 to date



From Left to Right:

**January:** Amy Warren, Referencing Manager

**February:** Steve Preston, Renewals Manager AND Megan Crow, Internal Account Manager

**March:** Zoe Coleman, Referencing Administrator

**April:** Ben Strike, Business Analyst