

Protecting People & Property

PRINCIPALS & PROPERTY MANAGERS



**Protects you against claims
and reduces your risk**



The Game has changed....

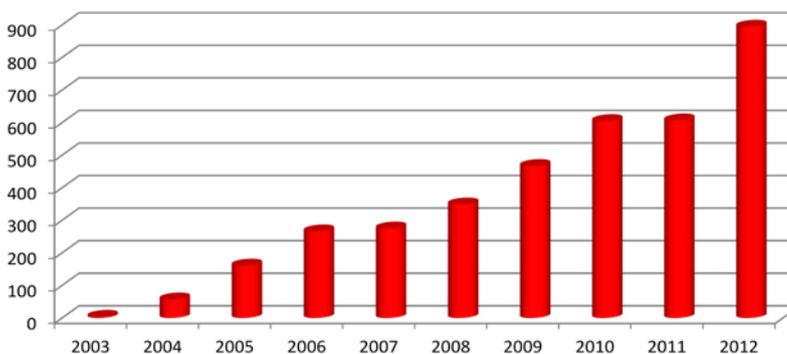
Agents need to protect themselves against claims

There is no doubt that you, as a Managing agent, have a duty of care to Tenants as well as to your Landlords. As such, you have no choice but to ensure that a property is safe to protect the wellbeing of the tenants but also to protect the financial security of your landlords and your business. PropertySafe uniquely offers a level of protection that reduces the risk of harm and litigation from a potential claim.

PropertySafe is one of Australia's leading property inspection companies and has developed a specific Risk Management System that addresses the health and safety issues of a rental property via a patent-pending process. It provides a high degree of completeness to a significant risk area. The inspection covers 16 potential hazard groups, including the legislated requirements, resulting in a single comprehensive report that summarises all the visible safety hazards.



Reported Finalised Real Estate Claims per Calendar Year



Only includes data submitted up to 31 Dec 2012
Source: National Claims and Policies Database (NCPD)

Risk vs. Reward

1 in 10 agents lodge claims every year against their insurance and this alarming trend is growing rapidly. Now every Principal and Property Manager has the opportunity to address the Risks with PropertySafe.

The ramifications and exposure for Property Managers are significant if known or unknown issues result in tenant injury. The reality of time pressures and the lack of true building knowledge mean that all risks cannot effectively be identified and mitigated. Agents cannot rely solely on their insurance as a complete solution, as a single claim could easily exceed the level of PI coverage. The wasted time and cost in defending unnecessary claims is excessive.

Demonstrate "best practice" by referring the PropertySafe Risk Management System to your Landlord. It all starts with the PropertySafe report and is further complemented by the ease with which the outcomes can be managed and implemented.

If a Property Manager fails, or is deemed to fail, to exercise the appropriate duty of care and something happens in a managed property that should or could have been avoided, the Landlord and/or Tenant has the right to take legal action against the Agency, including the Principal and Property Manager.

If a successful claim is made against an agency it can, at worst, wind-up the business, or at the very least, consume significant time and money plus seriously impact the agency's reputation.



Reduce your risk today and be rewarded



Landlords will benefit from safety checks on their investments.

PropertySafe reports can be positively positioned:

- Pro-active approach to reducing risk
- Increased rental returns resulting in the inspection being cash positive
- Easier to rent
- Potential to lower insurance premiums
- Peace of Mind
- Prioritisation of maintenance work.

Reduce workload & demonstrate “Best Practice”

Principals

- PropertySafe manages and significantly reduces your Risk Exposure to Personal Injury Claims and Trade Verification issues
- Delivers real savings via improved efficiencies, in the 10's of \$1,000's
- Protects and grows your valuable Rent Roll asset
- NO COST to the Agency
- Total Control - you can rely on the system to know it is managed, rather than hope it is being done correctly
- PropertySafe does not try to change the way your office works, it simply delivers you protection and efficiency gains.



Property Managers

- Pro-active approach to reducing professional liability and protecting the Agency and your Landlords' investment
- Provides crucial protection for Principals and Property Managers
- Complete Management System of identifying safety issues, advising, reminding, quoting and maintaining
- Saves you time and your Landlords cost by combining a number of mandatory inspections into a single inspection
- All PropertySafe inspectors are experienced, certified and insured
- Better maintained properties deliver higher rental returns
- Positions the property as a PropertySafe certified property, removing tenant uncertainty, making it a preferred option
- Exhibiting “Best Practice” protects all stakeholders and will enhance your reputation.

The lawyers agree, your risk can be reduced



“In my opinion the third defendant [the Property Manager] undertook the obligation to inspect and complete the condition report and by so doing became subject to a duty of care to the plaintiff [tenant] to warn the plaintiff and/or the landlord of any dangerous defects in the premises of which it was, or ought to have been aware.”

Wu v Carter [2009] NSW Supreme Court - Hislop J

“Obtaining a PropertySafe inspection report is therefore likely to be regarded by a court in most cases as having been an appropriate means of satisfying a managing agent's duty of care to an owner, an occupier or an entrant.”

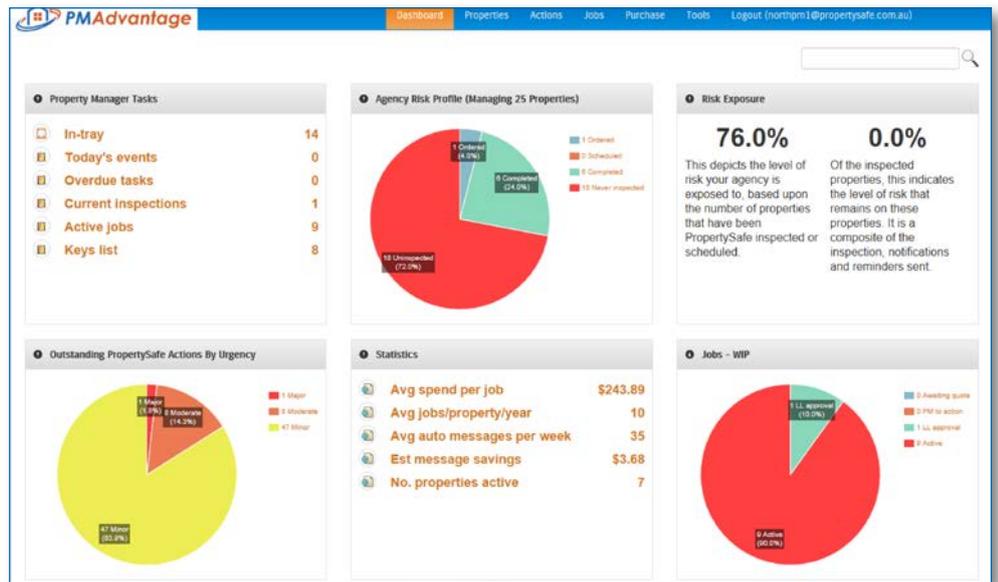
Julian Sexton – Senior Counsel – Opinion - 21 March 2013

The simple online dashboard keeps you informed and in control 24/7

PM Advantage will become your Property Manager's "best friend"

Not changing how you work, just making it easier, by:

- saving time
- no more redundant tasks
- automated communications
- increased efficiencies
- reduced costs
- eliminating errors
- smartphone / tablet friendly
- "one-click" functionality



Relax, PM Advantage has it covered

The PM Advantage dashboard is at the heart of the risk management system, providing single point monitoring and control for Property Managers and Principals.

PM Advantage is a full online maintenance module, which tracks all actions and events for each property, automatically issuing the appropriate correspondence to all key stakeholders, saving you considerable amounts of time.

Compliance and an auditable paper trail give you the essential risk mitigation steps and hence the necessary confidence to know that all of your priorities are being effectively managed.

Our PM Advantage software is a free add-on that integrates with the revolutionary OurTradie system for trade suppliers. OurTradie combines your own preferred local suppliers with a panel of real-estate experienced trade suppliers in your area, making obtaining various quotes and comparisons a "one-click" reality.



Start reducing your risks today

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