

# The landlord problem

*you can solve.*

A productised rental insurance line for Harbour Arch — built around your in-house letting team, earning you commission on every lease.

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**From** Danielle & Jonathan Havemann  
Owner of units 1712, 1806, 1640 & 1437

**For** Celeste & James  
Harbour Arch in-house rentals

# A note from one of your landlords.

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Hi Celeste and James,

I've been thinking about a problem we've had as landlords across our four units at Harbour Arch, and I think there's a productised solution that does three things at once:

1. Earns you commission on every lease you write — 20%, every year.
2. Materially improves the landlord experience at Harbour Arch.
3. Turns several of your worst recurring headaches — non-payment, evictions, tenant damage — into routine insurance claims.

What follows is a starting point, not a finished proposal — written so you can shape it. If it feels right, I'd love to take a refined version to HA management with you.

# What I run into as a Harbour Arch landlord.

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## Loss of rent has nowhere to land

If a tenant defaults, my mortgage doesn't pause. There's no decent rental-income product covering my HA units today, and standard homeowners' policies exclude it.



## Eviction is expensive and slow

Legal costs to evict a non-paying tenant under the Rental Housing Act run R30k–R150k. None of my current cover touches it. I carry it personally.



## The market doesn't fit premium-residential

Tenrisk, RentalProtect, Rentsure and Rental Income Insurance are all built for the broad SA buy-to-let book — not for the kind of tenants you screen at HA. Wrong cohort, wrong price.

# Four named providers. None bundled with the lease.

Provider	What it covers	Bundled at lease?	Agent commission?
<b>Tenrisk</b>	Loss of Rent + eviction legals (R120k)	No	Standard intermediary only
<b>RentalProtect</b>	Up to R50k legal, 3 months rent	No	Standard intermediary only
<b>Rentsure</b>	Rent recovery from month 2 onward	No	Standard intermediary only
<b>Rental Income Insurance</b>	R50k res / R150k commercial legals	No	Standard intermediary only



*None of these is cobranded with Harbour Arch. None bundles automatically with the lease. None pays you ongoing commission. The gap is structural — and it's ours to fill.*

# Harbour Arch Rental Cover.

## A two-sided, lease-bundled short-term insurance line.

Underwritten by an A-rated short-term insurer. White-labelled as Harbour Arch Cover. Distributed through you at lease sign, served via the Harbour Arch Cover app.

*Exclusive to Harbour Arch-managed units — the pricing only works because of your tenant screening and management standard.*

20%

AGENT COMMISSION

Top of SA non-motor STI band — every year, every policy.

≈50%

BELOW MARKET PRICE

Funded by the HA tenant-screening cohort.

100%

ATTACH POTENTIAL

Bundled into the lease — clean, lawful, single tickbox.

### THE FLOW

#### RISK CARRIER

##### Insurer

Old Mutual ART



#### BRAND LAYER

##### Harbour Arch Cover

App-led, lease-bundled



#### DISTRIBUTION

##### Kyle & James

See slide 12 for options on structure



#### CUSTOMERS

##### Tenants & landlords

Cover at lease sign

# 30 seconds. Zero quoting. Zero post-sale admin.

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**01**

## Tariff card on the desk

Pre-printed Essentials prices:  
Studio R60/m, 1-bed R75/m, 2-  
bed R100/m, 3-bed R120/m.  
Standard and Premium tiers  
each step up. No quoting maths.

**02**

## One page in the lease

Tenant ticks Essentials,  
Standard or Premium. Liability +  
ALE is mandatory in the lease  
(regulatorily clean per the  
Rental Housing Act).

**03**

## Tenant signs the lease

Cover is bound the moment  
they sign. Tenant gets the  
Harbour Arch Cover app —  
policy docs, schedule, claims all  
in one place.

**04**

## Premium added to rent

Collected by you with the rent  
through the existing PayProp  
flow, swept to the insurer  
weekly. Single debit for the  
tenant.

# Three tiers. Lease-bundled floor.

MANDATORY IN LEASE	MOST POPULAR	FULL TENANT COVER
<h2>Essentials</h2> <p><i>Protects you if you damage the unit, and houses you if it's uninhabitable.</i></p> <ul style="list-style-type: none"><li>✓ Tenant Liability R500k</li><li>✓ Additional Living Expenses 6 months</li></ul>	<h2>Standard</h2> <p><i>Adds cover for your own belongings against theft, fire, and accidental damage.</i></p> <ul style="list-style-type: none"><li>✓ Everything in Essentials</li><li>✓ Contents cover R50k</li><li>✓ Theft, fire &amp; accidental damage</li></ul>	<h2>Premium</h2> <p><i>Full cover including items outside the home and identity protection.</i></p> <ul style="list-style-type: none"><li>✓ Everything in Standard</li><li>✓ Contents cover R150k</li><li>✓ Portable items + identity protection</li></ul>
<b>R75 / month</b> <i>1-bed indicative</i>	<b>R110 / month</b> <i>1-bed indicative</i>	<b>R175 / month</b> <i>1-bed indicative</i>

*Pricing is indicative for a 1-bed. Final tariff card varies by unit class — Studio / 1-bed / 2-bed / 3-bed.*

# Three tiers. No overlap with the body corporate.

RENT PROTECTION	MOST POPULAR	VACANCY + DAMAGE
<h2 data-bbox="272 419 490 463">Essentials</h2> <p data-bbox="137 514 622 568"><i>Replaces your rent if a tenant defaults, absconds, or terminates early.</i></p> <ul data-bbox="131 615 569 779" style="list-style-type: none"> <li>✓ Loss of Rental Income — 3 months × monthly rent</li> <li>✓ Eviction &amp; Legal Costs — R50k cap</li> <li>✓ Default, abscond, early termination</li> </ul>	<h2 data-bbox="863 419 1068 463">Standard</h2> <p data-bbox="757 514 1174 568"><i>Plus contents cover for furnished units and stronger legal protection.</i></p> <ul data-bbox="716 615 1224 794" style="list-style-type: none"> <li>✓ Everything in Essentials</li> <li>✓ LoR bumped to 5 months · Legal R100k cap</li> <li>✓ Landlord Contents — R80k / R120k / R180k (furnished)</li> </ul>	<h2 data-bbox="1450 419 1655 463">Premium</h2> <p data-bbox="1306 514 1800 568"><i>Plus zero cash-flow risk — vacancy cover and rent guarantee.</i></p> <ul data-bbox="1300 615 1796 794" style="list-style-type: none"> <li>✓ Everything in Standard (with bumped LoR / Legal / Contents excess)</li> <li>✓ Vacancy Cover — 2 mo/claim, 4 mo p.a.</li> <li>✓ Rental On Time Guarantee — rent by the 3rd</li> </ul>
<p data-bbox="272 838 490 871"><b>R185 / month</b></p> <p data-bbox="311 891 452 912"><i>1-bed indicative</i></p>	<p data-bbox="855 838 1074 871"><b>R394 / month</b></p> <p data-bbox="894 891 1035 912"><i>1-bed indicative</i></p>	<p data-bbox="1443 838 1661 871"><b>R845 / month</b></p> <p data-bbox="1481 891 1622 912"><i>1-bed indicative</i></p>

\* Premium tier, Landlord Contents, Vacancy Cover and Rental On Time Guarantee available on HA-managed units only. Buildings shell, geyser & structural cover carried by the body corporate. 1-bed at R15k rent benchmark; final tariff varies by unit class.

# A worked example, kept conservative.

## ASSUMPTIONS

HA units in scope	200 (illustrative)
Unit mix 1-bed / 2-bed / 3-bed	60% / 30% / 10%
Annual lease turnover	30% → 60 new leases/yr
Tenant attach (mandatory floor)	100%
Tenant blended premium	R195 / month
Landlord blended premium (Standard furnished)	R394 / month
Total annual premium / unit	R7,068
Commission rate	20%

## WHAT IT MEANS FOR YOU

# R1,414

commission per unit, per year

# R282,800

annual commission across 200 units, at full attach

≈ **R141,400 per agent, per year**

*Recurring. Every year. Trail income, not one-shot.*

*Numbers indicative. Will refine against your actual book and HA's specific tenant cohort once we model it together.*

# App-led, with you in the loop.



## Logged via the app

Tenant or landlord opens the Harbour Arch Cover app — chat to triage, photos and details captured. WhatsApp fallback if needed.



## Routes to you first

You see the claim in your agent dashboard and triage — same way you handle a maintenance call. You stay in the relationship.



## Insurer handles the lifting

Assessment, settlement, payment all run by the insurer. You're updated, not on the hook.



## Resolved & reported

Decision in 5 working days on most claims. Status visible to tenant, landlord and you in real time.

### OUR PUBLIC CLAIMS SLA

1-hour acknowledgement · 24-hour first response · 5-day decision

# How it actually gets stood up.



RISK CARRIER

**Insurer (Old Mutual ART)**

An A-rated SA short-term insurer underwrites the product.



BRAND & CUSTOMER SURFACE

**Harbour Arch Cover app**

App-led, white-labelled. Tenants and landlords see only Harbour Arch on the app, the policy, and the claims flow.



Commercial structure

**(see next slide)**

No need for HA to register as FSP



PREMIUM FLOW

**Via PayProp, weekly sweep**

Premium added to rent on the existing PayProp flow. Single debit for the tenant, weekly settlement to the insurer. No new payment infrastructure.

**BUILD TIMELINE** ≈8-12 weeks to launch on Harbour Arch — full digital admin, tenant + landlord offers live.

# Three structures. None require HA to register as an FSP.

## A PATH A

### Juristic Representative

HA appointed under the SIS/OMART FSP

SIS's FSP carries the licence. HA is appointed as a juristic rep under section 13 of FAIS — HA rental agents come in as natural-person reps. Commission flows as 20% premium.

**ECONOMICS** Full commission on GWP — strongest path

**COMPLIANCE** FAIS Fit & Proper at juristic-rep level (KI, complaints, debarment)

**TRADE - OFF** HA appears on the SIS FSP register

## B PATH B

### Services + Referral

Outside the FAIS perimeter

HA gets paid for non-financial activity — tenant screening, building data, lease verification — under a Section 49 outsourcing agreement. Plus a fixed referral fee per converted policy.

**ECONOMICS** Services fee + referral fee per policy

**COMPLIANCE** No FSP licence, no register entry, no Fit & Proper exposure

**TRADE - OFF** Cannot be sized as % of GWP — flatter economics

## C PATH C

### Binder-lite Operational

SIS FSP keeps full control

SIS FSP retains every intermediary function — quoting, advice, binding, claims. HA handles only operational support: data collection, document handling, premium remittance. Paid as service revenue.

**ECONOMICS** Predictable, recurring service fee

**COMPLIANCE** No FAIS exposure; standard affinity-distribution shape

**TRADE - OFF** Smaller margin than A; less differentiated than B

**RECOMMENDED** Path A or B — both deliver commission-style economics without HA holding its own FSP licence.

# Compared to recommending Tenrisk to your landlords.

	Refer landlords to Tenrisk	Harbour Arch Cover
Available to	<i>Any landlord, anywhere</i>	HA-managed units only
Commission to you	<i>None</i>	20% on premium, every year
Brand on the policy	<i>Tenrisk</i>	Harbour Arch
Attach rate	<i>5–10% (tenant must seek it out)</i>	≈100% (lease-bundled mandatory floor)
Tenant experience	<i>Outsourced — third-party insurer</i>	Owned — feels native to the building
Landlord experience	<i>"Try this insurer if you want"</i>	"Included in the lease you signed me up to"
Claims relationship	<i>Tenrisk handles direct</i>	Routed via you, kept in the loop
Your post-sale work	<i>None — and no upside</i>	Triage only — most work owned by the insurer

WHERE TO FROM HERE

# Let's shape this together.



## Formal proposal to Harbour Arch

We will provide a proposal for HA to consider, including the product structure and commercial terms.