Commercial Insurance Profile
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Risk Management Guidance for Property Owners

Owning property can be lucrative and rewarding, but it may also come with various challenges and potential risks. When a property owner lets space to tenants, additional risks related to liability can become an issue.

A study by RSA Insurance looked into the leading risks and hazards that landlords face while attempting to let property. Landlords should protect themselves from these potential threats by considering the following guidance:

- **Electrical fires**—Most electrical fires are caused by equipment that has been poorly maintained or misused. Landlords should regularly inspect electrical items, wiring and other equipment inside a property. Avoid storing any combustible materials near electrical switchgear, distribution boards or light fittings. Furthermore, property owners should ensure that unnecessary equipment is shut down when a property is unoccupied.

- **Vacant premises**—Unoccupied properties are more vulnerable to a number of risks, including theft, arson and vandalism. It may be advisable for property owners to secure vacated properties using high-quality locks on doors and windows. Any broken windows should be repaired or boarded. Using anti-climb paint on drainpipes and gutters may help prevent intruders.

- **Water**—Leaking pipes cost the UK approximately £2.6 million daily. Property owners can reduce this risk by installing an alarm that automatically detects leaks and shuts off valves. Leaves, ice, snow and other debris should be cleared from gutters and roofs regularly. Valuable items inside a building should be moved away from areas that might be susceptible to leaks.

- **Storm damage**—Severe weather can lead to significant property damage. At least once a year, landlords should thoroughly investigate properties for loose or damaged panels, tiles or other building materials. Ensure that gutters, downpipes and other drainage equipment are cleared and cleaned.

- **Illegal usage**—It's possible that tenants may use a property for illegal activities. Acquire official identification and documentation for all tenants, and verify bank account details. Landlords should also inspect areas being occupied regularly.

For more information on managing risks as a landlord, contact us today.

Using Technology for Training and Skill Development

Employee engagement refers to workers who are not only satisfied with their jobs but highly involved and enthusiastic about them. These employees are passionate, proud and energetic about their work and their employer. Yet only 8 per cent of UK employees described themselves as 'engaged' at work, according to a 2016 study by Gallup. Furthermore, a 2018 study by Cascade HR found that employee engagement was the most anticipated future challenge amongst the over 400 HR professionals surveyed.

Fortunately, employers may be able to better engage their workforce by offering learning and development through technology. These opportunities can help workers develop new skills, collaborate more effectively, experience a greater sense of community and take more pride in their work.

Consider using technological solutions for the following opportunities:

- **Orientation and onboarding**—An employee's learning and development begin as soon as they start working at an organisation. Consider using learning management systems (LMSs) to train new workers. These systems can also store information or quizzes that may be helpful during the onboarding process.

- **Product training**—Training employees to use new products or capabilities is essential. LMSs can make e-learning content and other information easily accessible to employees. Mobile apps may also create gamification to generate friendly competition and, therefore, increased employee engagement and motivation.

- **Technical skills training**—Providing workers with e-learning and LMS opportunities directly related to their responsibilities and expertise will engage them and boost their confidence. Teaching employees new skills can also help them become more productive and improve their overall performance. Moreover, developing new abilities may help workers be prepared for the future direction of an organisation.

- **Soft skills training**—Soft skills can apply to a variety of workers across different teams or departments. Examples of soft skills include communication, leadership, time management and conflict resolution. LMSs and mobile apps may be useful for improving employees' soft skills. Employers can also use these technological solutions to monitor and track progress.

For more information on employee engagement and technological solutions in the workplace, contact us today.

There are many ways technology can be used in learning opportunities to improve employee engagement.

New Skill Development

New Product Education

Orientation

Soft Skill Improvement