



# PropertyHub User Guide

VERSION 4 2022

REDZED

# Contents

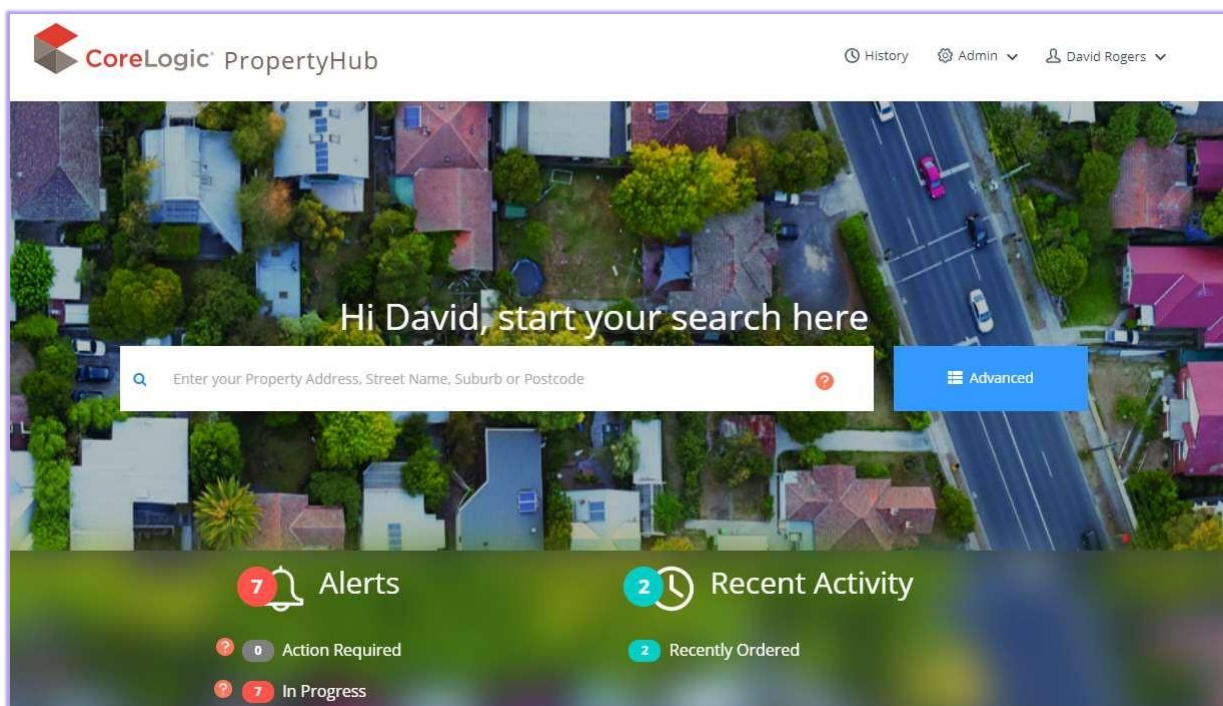
<b>Contents</b>	<b>1</b>
<b>Purpose</b>	<b>2</b>
<b>Accessing PropertyHub</b>	<b>3</b>
Login	3
RPP Subscribers	4
NON RPP Subscribers	5
Term and Conditions	6
<b>Ordering a Valuation</b>	<b>7</b>
Address Selection	7
Order Valuation	9
Lender Selection	9
<b>Valuation Request</b>	<b>10</b>
Business Rules Questions	10
Instruction Details	10
Payment	12
Order Confirmation	12
<b>Action required</b>	<b>13</b>
Delays	13
Quotes	14
<b>History</b>	<b>16</b>
Search and Browse	16

# Purpose



This document has been released to coincide with the release of the newly redeveloped PropertyHub and is intended to be used as a quick reference user guide.

The major drive for the redevelopment of the PropertyHub platform is creating a central portal for all mortgage originations. The new site continues to provide all users with property valuation ordering, whilst allowing RPP subscribers to leverage their property data analytics and insights all in one central location.



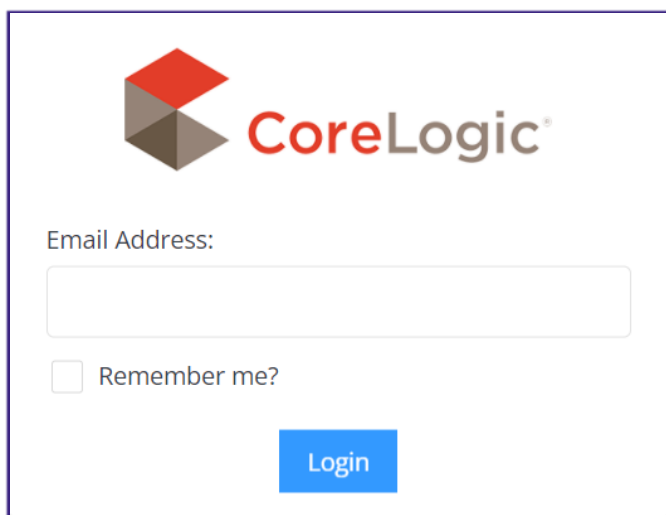


# Accessing PropertyHub

## Login

<https://propertyhub.corelogic.asia/>

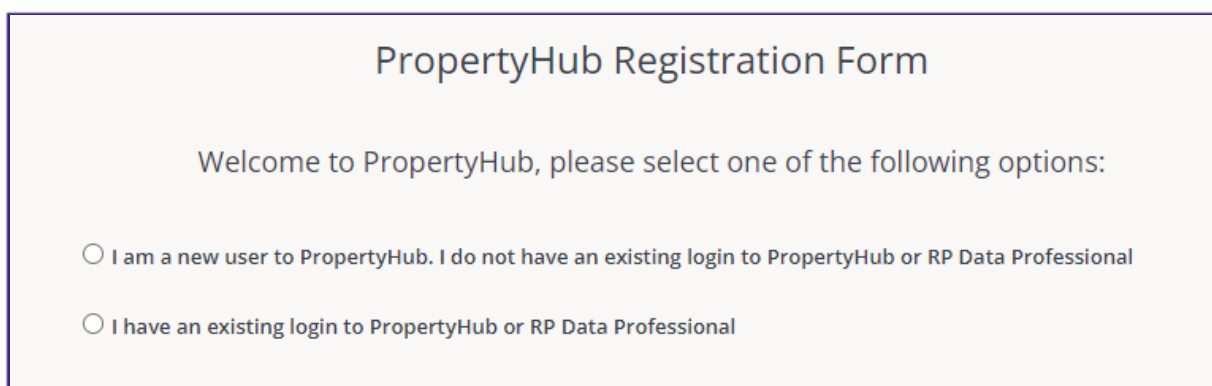
The first screen you will see when landing on the PropertyHub website is a small window asking for your email address. After you type in your email address, the website will check to see if you have an RPP subscription associated with that address.



The screenshot shows the login interface for PropertyHub. At the top left is the CoreLogic logo, which consists of a stylized cube icon with red and grey faces. To the right of the icon is the text "CoreLogic®". Below the logo is the label "Email Address:" followed by a white text input field. Underneath the input field is a checkbox labeled "Remember me?". At the bottom center of the form is a blue button with the text "Login" in white.

If you **do** have an RPP Subscription, you will be diverted to the login screen.

If you **do not** have an RPP Subscription, you will be diverted to the registration screen, and you can create a new PropertyHub user profile.



The screenshot shows the registration form for PropertyHub. The title "PropertyHub Registration Form" is centered at the top. Below the title is the text "Welcome to PropertyHub, please select one of the following options:". There are two radio button options listed below:

- I am a new user to PropertyHub. I do not have an existing login to PropertyHub or RP Data Professional
- I have an existing login to PropertyHub or RP Data Professional

## RPP Subscribers

Using your existing RPP Username and Password you can log into the new PropertyHub platform. If you can't remember what your RPP login credentials are, you can use the 'forgot you username or password' option.

### PropertyHub Registration Form

Welcome to PropertyHub, please select one of the following options:

I am a new user to PropertyHub. I do not have an existing login to PropertyHub or RP Data Professional

I have an existing login to PropertyHub or RP Data Professional

Please login with your existing details below to get access to PropertyHub

\* denotes mandatory field

Region:	<input type="text" value="AU"/>
Email:	<input type="text" value="Email"/> *
Username:	<input type="text" value="Username"/> *

## NON RPP Subscribers

If you do not have an existing RPP subscription, you will be prompted to create a new PropertyHub user profile.

### PropertyHub Registration Form

Welcome to PropertyHub, please select one of the following options:

I am a new user to PropertyHub. I do not have an existing login to PropertyHub or RP Data Professional

I have an existing login to PropertyHub or RP Data Professional

Please fill out the details below to create a new login for PropertyHub

\* denotes mandatory field

Region:	<input type="text" value="AU"/>	▼
Title:	<input type="text" value="Title (Optional)"/>	▼
First Name:	<input type="text" value="First Name"/>	*
Last Name:	<input type="text" value="Last Name"/>	*
Mobile Number:	<input type="text" value="Mobile Number (Optional)"/>	
Phone Number:	<input type="text" value="Phone Number (Optional)"/>	
Fax Number:	<input type="text" value="Fax Number (Optional)"/>	
Email:	<input type="text" value="Email"/>	*
Username:	<input type="text" value="Username"/>	*
Password: ⓘ	<input type="text" value="Password"/>	*
Confirm Password:	<input type="text" value="Confirm Password"/>	*

## Term and Conditions

When accessing the site for the first time, the terms and conditions are presented for your acceptance. These are the conditions CoreLogic provide for accessing the site. Please read carefully the terms and accept at the bottom of the page.

An aggregator selection question will then appear. If you do not have an aggregator association, or your institution does not appear in the drop down box, the popup box can be closed.

PropertyHub Terms

PropertyHub Terms.pdf
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2

### PropertyHub Terms

1. The PropertyHub Platform is operated:
  - (a) in New Zealand, by CoreLogic NZ Limited (NZCN 1129102);
  - (b) in Australia by RP Data Pty Limited, trading as CoreLogic (ABN 67 171 171 171)
2. Acceptance of these Terms by a Customer will form a legally binding agreement between the Customer and CoreLogic and:
  - (a) if the Customer is accessing the PropertyHub Platform Limited (NZCN 1129102); or
  - (b) if the Customer is accessing the PropertyHub Platform Limited, trading as CoreLogic Asia Pacific (ABN 67 08 171 171 171)
 (in each case, **CoreLogic, us, our** or **we**).

**INTRODUCTION**

3. These Terms govern your access to and use of the PropertyHub Platform. By accessing the PropertyHub Platform you agree to be bound by these Terms.
4. If you wish to use the PropertyHub Platform and order any Reports, you must accept these Terms and complying with any other applicable approval, authority or regulatory requirements contained in the registration process.
5. Subject to clause 6 below, if you order Reports via the PropertyHub Platform, you will be required to accept Report specific terms applicable to your order. Report Specific Terms will be provided at the time you order.

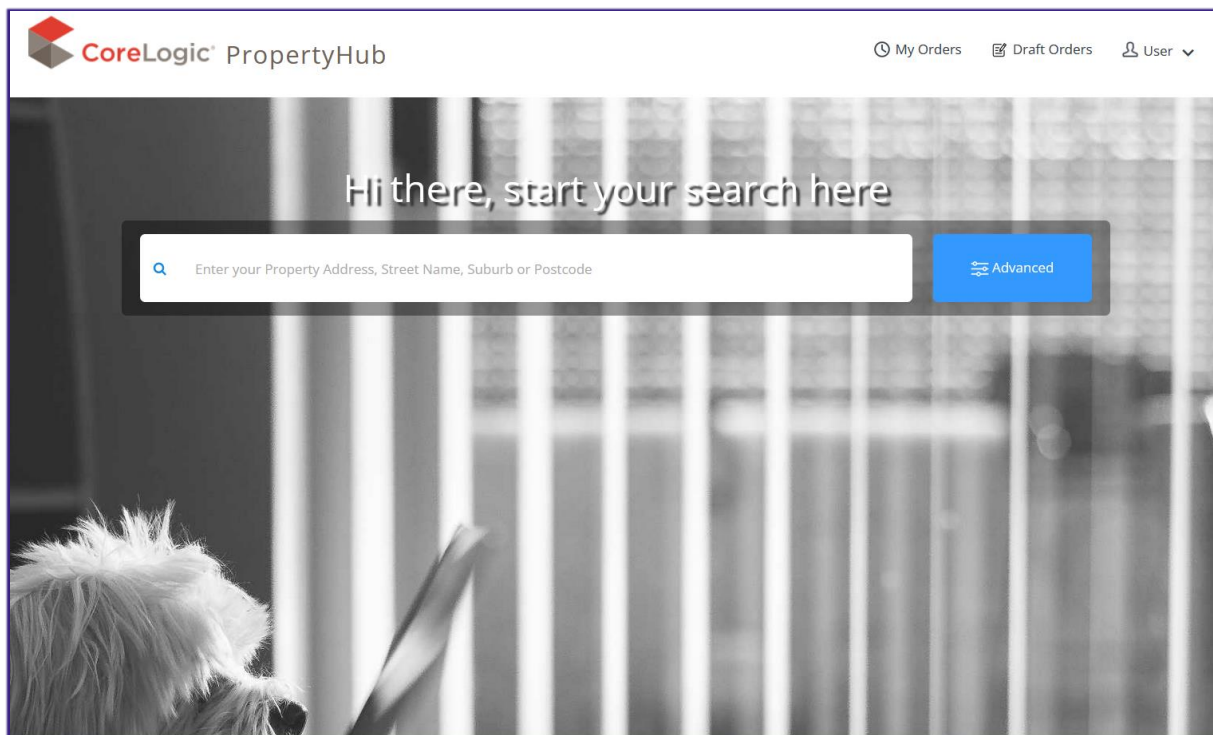
I accept the [PropertyHub Terms](#), [RPP Terms](#) and [CoreLogic's Privacy Policy](#).
 

Cancel
Submit

# Ordering a Valuation

## Address Selection

After typing in your required property address, you will land on the property information screen. This screen will display different information to users who have an RPP subscription, compared to users who do not have an RPP subscription.



For users who have an RPP subscription the PropertyHub now displays extensive readily-available information on the property and surrounding suburbs. This means RPP users can now utilise data regarding comparable properties, market trends, local demographics, school catchment zones, interactive maps, suburb reports, and so much more!

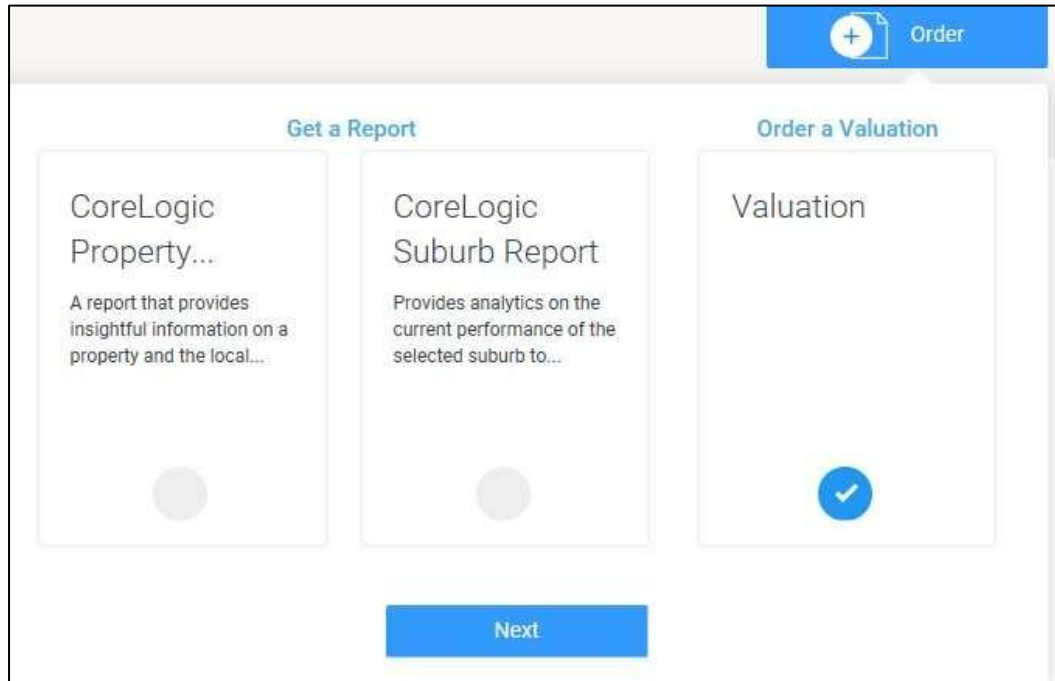
Users Without a subscription will see the basic property information.





## Order Valuation

Regardless of whether you have an RPP Subscription, all PropertyHub users can order property valuations by clicking on the blue 'Order' button.



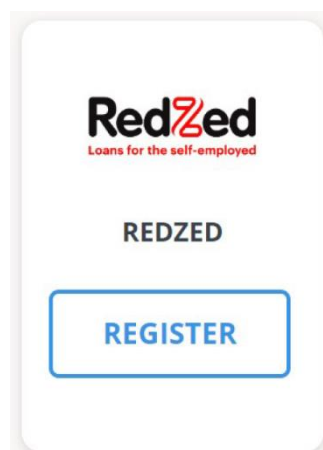
## Lender Selection

The next screen will ask you to select which lender you are lodging the valuation request for.

Choosing a lender is a new feature in PropertyHub and several institutions are active and visible in the application.

If the financial institution appears on this screen, and you have access to lodge with them, you can select it and proceed with the valuation request.

If you have not yet ordered a valuation for the lender, or you have not gained access within the new PropertyHub, you will need to first register and possibly, depending on the lender request authorisation to submit a valuation.



The blue "Register" button indicates that you have not yet registered to this Lender.



# Valuation Request

## Business Rules Questions

Business rules are not utilised in the same way by all clients, but for those who do employ a business rules file, PropertyHub will return the most appropriate service type for you based on the information you input.

For clients who do not use business rules, fewer questions will be asked and the user will be able to select the service type themselves.

**Order a Valuation**

5 Eunice Court Kilsyth South VIC 3137  
📍 🏠 📏 📐 1 m<sup>2</sup>

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1 BUSINESS RULES QUESTIONS
2 VALUATION TYPE SELECTION
3 INSTRUCTION DETAILS
4 PAYMENT DETAILS

### Business Rules Questions

Tell us about the property and loan  
By answering the questions accurately you will help ensure that the valuation type you ordered is correct and does not need re-processing later.

Security Category Selection

Residential     Commercial

Property Information

Property Type \*  ▼

Property Value \*      Customer Estimate     Contract Price

Loan Information

Loan Purpose \*  ▼

Loan Amount \*     Calculated LVR Ratio: 41.67%

Property Occupancy \*  ▼

Loan Reference

Are there multiple securities \*     Yes     No

Do any of these apply?

- Rural (> 25 acres)
- Cladding
- Off plan/Newly Constructed
- Company Title
- Not at Arms Length
- High Density Unit
- No Real Estate Agent
- Residential property < 40m<sup>2</sup> occupiable space
- Vacant Land / Future Development Site
- Favorable Purchase
- Guarantor Security
- Environmental Issues including Heritage Listed / Flood Zone / Bush Fire prone area
- Valuation Restructured

Cancel
Next >

# Instruction Details

This next screen is where you enter in any information you want to go through to the Valuer such as:

- Borrower name ,
- Inspection contacting details,
- Additional documents and comments

1 Teacher Crescent Truganina VIC 3029  
5 / 3 / 2 / 242 m<sup>2</sup>

BUSINESS RULES QUESTIONS     VALUATION TYPE SELECTION    **3** INSTRUCTION DETAILS     PAYMENT DETAILS

### Instruction Details

**Customers**

First Name \*

Last Name \*

Phone Numbers

Email

**Access Contacts**

Copy Customer Details

Contact Type

First Name \*

Last Name \*

Company Name

Phone Numbers \*

Email

**Attachments**

Please ensure the request does not include surplus personal information that is not relevant or required to complete this valuation. Examples include Birth Certificate, Driver's license, Passport, Medicare Card.

Select document to upload.

Description

**Comments**

Comment

## Payment

Lenders will have varying payment methods in place. Whilst some lenders process billing via a monthly account, some lenders process billing by requesting card details for Payment.

If your lender's chosen billing method is on account, you will simply be asked for who to issue a copy invoice to.

## Order Confirmation

After progressing through the billing or invoicing screen you will be presented on the confirmation screen.

You can access this at any time through the 'History' tab, and if the lender has enabled email notifications, you should also receive an automated email with this confirmation included.

 **Your Order is Confirmed**  
We will let you know the status of your valuation

### Residential Short Form Valuation - Reference Number 175201

OWNERS ESTIMATE VALUE: \$450000

LOAN PURPOSE: Purchase

**40 Hoban Court Doreen VIC 3754**  
🏠 2 / 🚗 1 / 🚗 2 / 🏠 132 m<sup>2</sup>

Residential Short Form Valuation

On Account

**TOTAL**

On Account

*Prices in Australian Dollar and includes GST*



# Action required

A valuation can be placed into delay when there are requirements from the Valfirm regarding your valuation.

You will be notified of the delay via Email and there will be a notification in PropertyHub.

*Email*

Hi RedZed

Your order for Residential Short Form Valuation is delayed. Please review the suppliers comments and action as appropriate.

Suppliers comments: 27 Jul 2023, 01:28:04pm ACST Delay: Other Comments: Job Delayed Job Delayed Job Delayed Job Delayed Job Delayed

Please do not reply to this email.

**Order details:**

Product: Residential Short Form Valuation

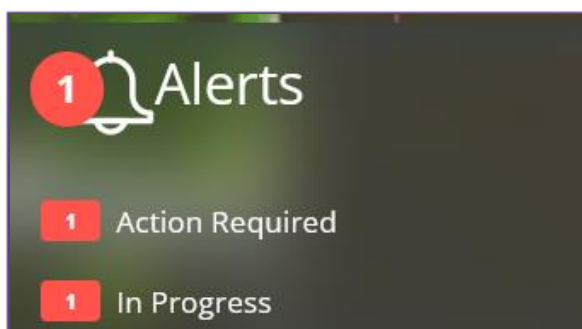
Customer: test test

Property: 5 OAK AVENUE UNLEY SA 5061


ValEx ID: 12345678

Thanks,  
RedZed

*PropertyHub Alert*







You can respond to delays by selecting edit and the Valuation Status Tool




Residential Short Form Valuation  
REF 1530759  
test ttest

RedZed  
LOAN REF 123123

 **Delayed - Requires Action**  
ORDERED: 25 July 2023

5 Oak Avenue Unley SA 5061  
  1  2

 Edit ▼


The Valuation status page will appear in another tab and you will be able to respond by providing


- Supporting documents
- Contact details
- Cancelling


Valuation Status Enquiry / Job 1391046 / 11 FITZGERALD Road, PASADENA SA 5042


**Delay**  
Insufficient Documentation (...)  
From 23rd Jun 2022, 11:23am ACST


Logged Accepted **Delay** Contacting Appointment Inspected Delivered


 **Subscribe to Future Notifications**

 **Upload Supporting Documents**

 **Provide New Contact Details**

 **Cancel This Valuation**

 **News**

 **Tutorial Videos**

This update has been provided to you by JazValfirm.


Reference	123asd456
Status	The progress of the Valuation Request has been impacted by a Delay.
Delay Reason:	Insufficient Documentation (Client/Lender/Broker to Provide)

Once the Valuation is responded to the Val will come out of delay and return to in progress.

## Quotes

Quotes will occur when the valuation is outside of parameters set by the Valfirm for servicing the Job. It could be that the location of the property is outside of their typical service area or is highly valued.

You will receive an email with a link provided.



### Valuation Quotes Received

Hi

We have received the valuers' quotes and time frames for completing your valuation for 44 CASHEL STREET ST MARYS SA 5042. The valuation will proceed once you have chosen which quote is acceptable.

Click the link below to view & approve a quote:  
[link](#)

Order Number: 1391067  
Property Address: 44 CASHEL STREET ST MARYS SA 5042  
Report Type: Residential Short Form Valuation

Regards  
PropertyHub

From the options provided select and confirm the appropriate quote.




### 44 Cashel Street St Marys SA 5042

3 3 2

Valex ID: 1391067  
Additional Notes: -  
Customer: test test

#### Quotes

<b>Quote 1</b> Estimated Turn Around: 3 days Notes Valuer Comments: Typically, FAR is calculated by dividing the gross floor area of a building(s) by the total buildable area of the piece of land upon which it is built.	Valuation Fee: \$715.00	Select
<b>Quote 2</b> Estimated Turn Around: 7 days Notes Valuer Comments: Floor area ratio (FAR) is the measurement of a building's floor area in relation to the size of the lot/parcel that the building is located on.	Valuation Fee: \$660.00	Select



### 44 Cashel Street St Marys SA 5042

3 3 2

Valex ID: 1391067  
Additional Notes: -  
Customer: test

#### Quotes

<b>Quote 1</b> Estimated Turn Around: 3 days Notes	Valuation Fee \$715.00 Estimated Turn Around 3	5.00	Select
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Please confirm your quote selection

Quote 1  
Valuation Fee \$715.00  
Estimated Turn Around 3  
Notes -

Confirm Cancel



New to the PropertyHub is the History tab. This feature will now enable users to review their prior orders and manage jobs through until completion. Also when allowed by the lender download the completed report.

## Search and Browse

Either browse through the history, or search for a specific job by clicking on the magnifying glass. Enter the required address in the text box that appears and press enter.

CoreLogic PropertyHub

History Admin David Rogers

Enter your Property Address, Street Name, Suburb or Postcode Advanced Search

Dashboard > History

History Completed

JOB	CLIENT	STATUS	ADDRESS	
CoreLogic Property Report REF: 617233	CoreLogic PropertyHub AU	Completed ORDERED: 20 August 2019	1 Nobel Court Highbury SA 5089	Download
CoreLogic Property Report REF: 207457	CoreLogic PropertyHub AU	Completed ORDERED: 30 May 2019	2 Nobel Court Highbury SA 5089	Download
AVM REF: 1111342 David ROGERS	Macquarie Group Services	Completed ORDERED: 22 May 2019	3 Constellation Street Hallett Cove SA 5158	Download Edit
AVM REF: 1111338 David ROGERS	Macquarie Group Services	Completed ORDERED: 22 May 2019	2 Nobel Court Highbury SA 5089	Download Edit
AVM REF: 1111316 David ROGERS	Macquarie Group Services	Completed ORDERED: 22 May 2019	2 Nobel Court Highbury SA 5089	Download Edit
MyState AVM REF: 1111106 David ROGERS	MyState Bank	Completed ORDERED: 21 May 2019	2 Nobel Court Highbury SA 5089	Download Edit
AVM REF: 1110066 David ROGERS	Macquarie Group Services	Completed ORDERED: 20 May 2019	4 Marryat Court Para Hills West SA 5096	Download Edit
AVM REF: 1100648 David ROGERS	Macquarie Group Services	Completed ORDERED: 07 May 2019	2 Nobel Court Highbury SA 5089	Download Edit
Property Profiler REF: 131474	HSBC Australia Limited	Completed ORDERED: 07 May 2019	2 Nobel Court Highbury SA 5089	Download Edit

5010 Edit

- Notes
- Documents
- Cancel

You can edit documents for a specific job by clicking on the downward arrow to the right of the job.