PropertyHUB User Guide

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1. Purpose

This document is to be used as a quick reference user guide.

The major drive for the PropertyHUB platform is creating a Broker centric, central portal for all mortgage originations. The site provides all users with property valuation ordering, whilst allowing RPP subscribers to leverage their property data analytics and insights all in one central location.

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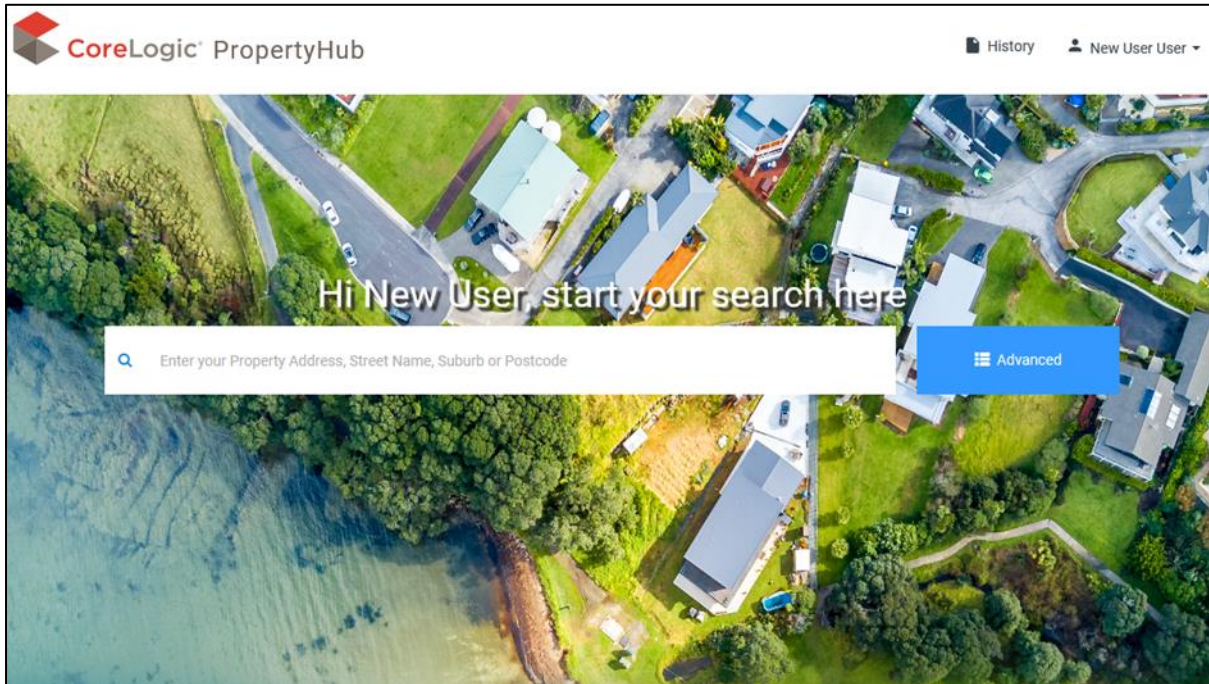
2. Accessing the PropertyHUB
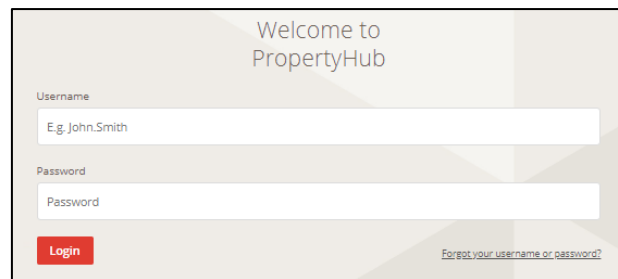
https://propertyhub.corelogic.asia/

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.

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.

2.1. 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.
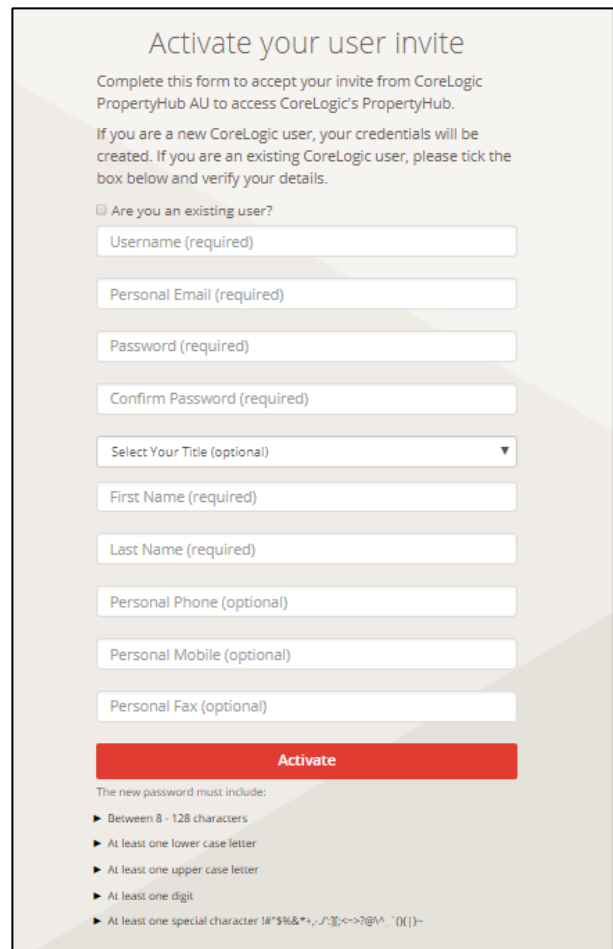
2.2. Non RPP Subscribers

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

2.3. First login

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.

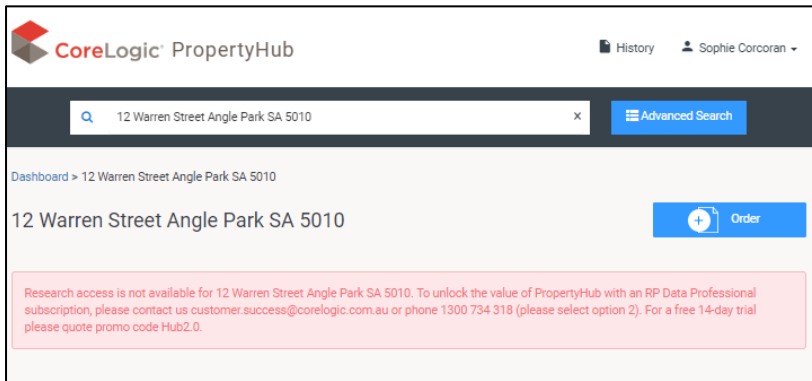# 3. Ordering a New Valuation

3.1. 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 suburb. 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!
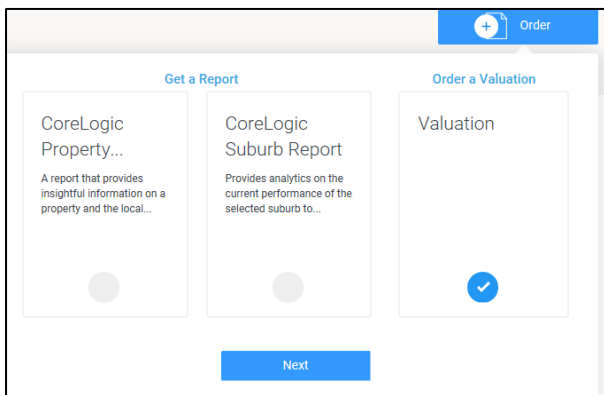
With RPP Subscription
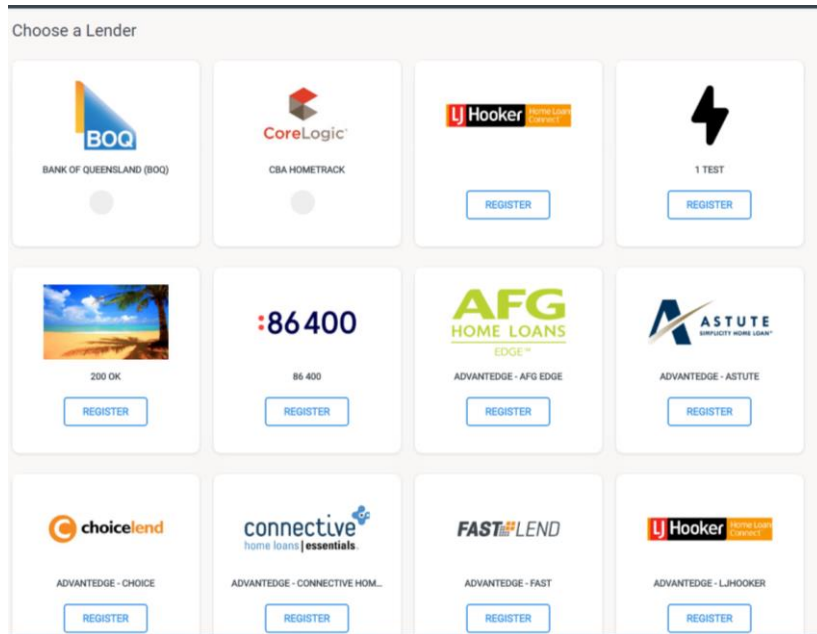
Without RPP subscription

Regardless of if you do or Do Not have an RPP Subscription, all Property HUB users can order property Valuations by clicking on the blue 'Order' button.

3.2. Lender Selection

The next screen will ask you to select which lender you are lodging the valuation request for. Select **BOQ** in order to proceed with the valuation request.

3.3. Business Rules

BOQ has outlined the information required to complete the valuation, these are listed as Business Rules Questions and are designed to minimise the time required to complete the valuation request. Please ensure all critical information is completed as outlined.

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.

Property Information

Property Type *	Please select... ▾
Owners Estimated Value / Purchase Price *	

Loan Information

Loan Amount *		Calculated LVR Ratio: -%
Loan Purpose (for this security only) *	Please select... ▾
Total Loan Amount	
Application ID	

Do any of these apply?

- ☐ Progress or Final Progress Inspection
- ☐ DHA / NRAS property
- ☐ Off the plan
- ☐ LMI Required
- ☐ Display home
- ☐ High density apartment
- ☐ Construction Loan
- ☐ Property area is greater than 2ha
- ☐ Property being purchased IS NOT at Arm's Length / Or is without intervention of a Real Estate Agent
- ☐ Non-residential e.g. commercial, mixed use
- ☐ Second mortgage
- ☐ Multiple dwellings on a single title
- ☐ Property constructed in the last 12 Months
- ☐ Borrower is a temporary resident

Cancel   Next ❯

3.4. Instruction Details.

This 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
➢ Additional comments

Instruction Details

Customers

First Name *	
Last Name *	
Phone Numbers	
Email	

Access Contacts

☐ Copy Customer Details

First Name *	
Last Name *	
Company Name	
Phone Numbers *	
Email	

Attachments

Select document to upload. [Browse]

Description

Comments

Comment

3.5. Payment

During the ordering process, you will be prompted to enter credit card details and payment authority. The pre-authorisation will not be debited from the nominated credit card until the valuation report is completed and uploaded by the valuer.

If an application is not received by BOQ within 45 days the relevant fees will be charged.

3.6. Order Confirmation

After progressing through the billing screen you will land 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 m²

Residential Short Form Valuation	On Account
TOTAL	On Account

Prices in Australian Dollar and includes GST

4. History Tab

The History tab feature enables users to review their prior orders and manage jobs through until completion.

5. Cyber Security

Some good security practices

As a broker, you collect, store and process existing/ potential customer personal and credit card information (eg. customer name, address, phone number, credit card details). Customer personal/ card information, whether stored electronically or physically, is at risk of being stolen, lost, changed or misused to commit fraud, hence needs to be protected. Some general information security practices listed below will help you protect customer personal/ card information.

- Remove all documents with customer personal/ card information from your desk and store it in a locked drawer, when not in use.
- Dispose-off sensitive information by shredding it.
- Do not leave any sensitive information at the printer.
- Don't click on links or attachments in email attachments unless they are from a known or expected source. They may contain malware and could steal your credentials or customer data.
- Create strong passwords by using a combination of words, numbers, symbols, and both upper- and lower-case letters (minimum 8 character). Also, ensure your unattended computer is locked (Windows Key (⊞) + L.