



# PropertyHub User Guide

VERSION 4 2022

MA MONEY

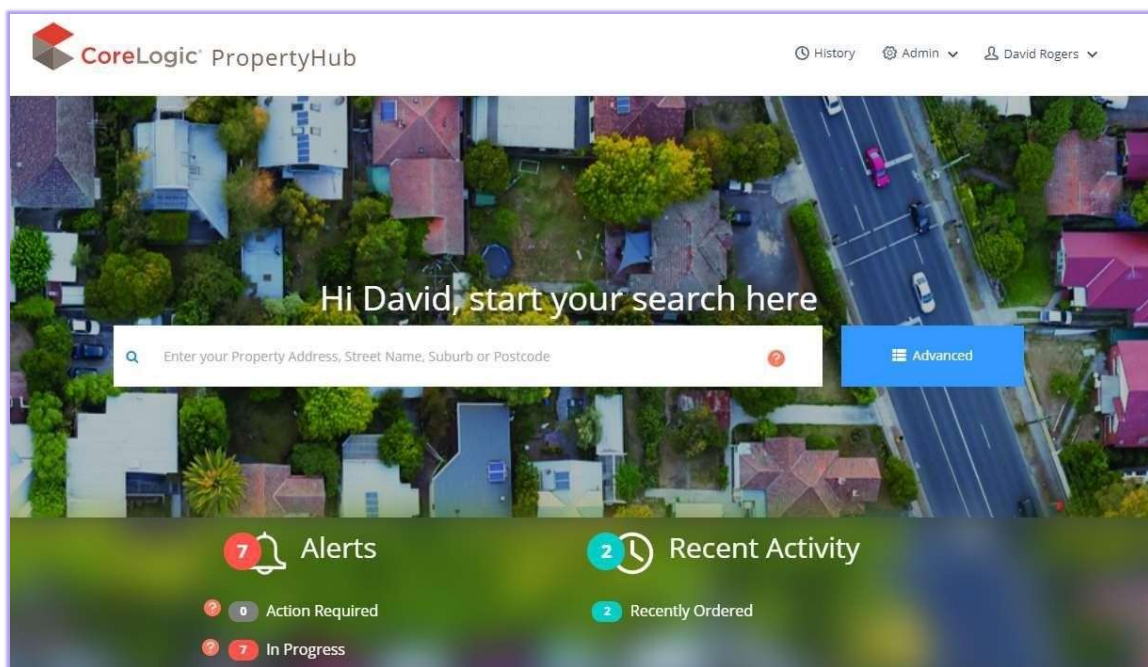
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# Accessing PropertyHub

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 Broker centric, central portal for all mortgage originations, to all lenders across the country. 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.



## 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.



Email Address:

Remember me?

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.

### 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



## 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 your 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"/>         | * |

Submit

## 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 1 / 11 96%

## PropertyHub Terms

- The PropertyHub Platform is operated:
  - in New Zealand, by CoreLogic NZ Limited (NZCN 1121171)
  - in Australia by RP Data Pty Limited, trading as CoreLogic (171)
- Acceptance of these Terms by a Customer will form a legally binding Customer and:
  - if the Customer is accessing the PropertyHub Platform Limited (NZCN 1129102); or
  - if the Customer is accessing the PropertyHub Platform Limited, trading as CoreLogic Asia Pacific (ABN 67 081 111 111) (in each case, **CoreLogic, us, our or we**).

**INTRODUCTION**

- 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.
- If you wish to use the PropertyHub Platform and order any Report, you must complete the registration process on the PropertyHub Platform. This will involve accepting these Terms and complying with any other applicable approval, but not contained in the registration process.
- Subject to clause 6 below, if you order Reports via the PropertyHub Platform, you are required to accept Report specific terms applicable to your order. Report Specific Terms will be provided at the time you order a Report.

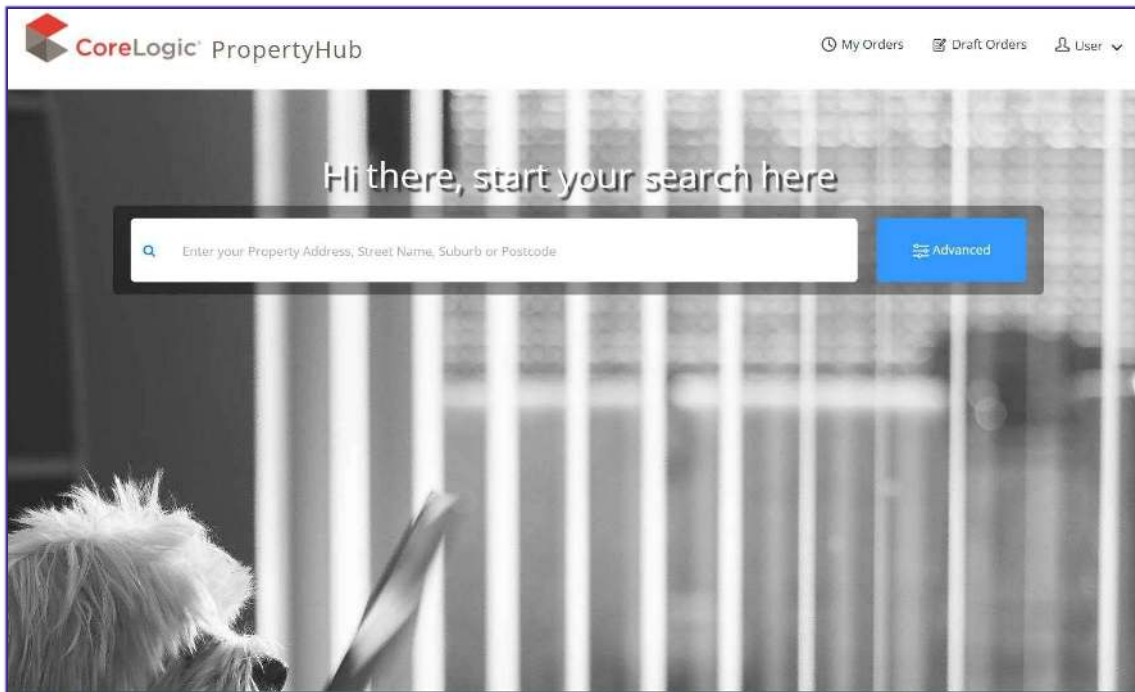
I accept the [PropertyHub Terms](#), [RPP Terms](#) and [CoreLogic's Privacy Policy](#).

Cancel Submit

# Ordering a Valuation

## Address Selection

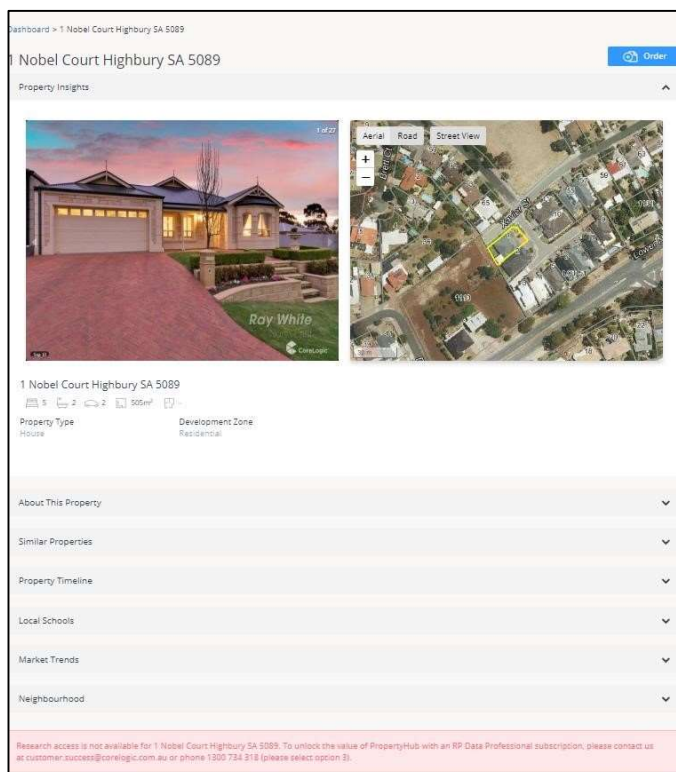
After typing in your required property address, you will land on the property information screen. This screen will display different information to users who have an RPP subscription, compared to users who do not have an RPP subscription.



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.

### Property Insights **without** RPP Subscription





## Property Insights with RPP Subscription

Dashboard > 1 Nobel Court Highbury SA 5089

1 Nobel Court Highbury SA 5089 Order

Property Insights

1 Nobel Court Highbury SA 5089

Property Type: House Development Zone: Residential

Last Sold for \$680,000  
Consideration Represents Whole Interest For Property

Settlement Date: 10 Dec 2015 Sold By: Ray White North East  
Land Use: House

About This Property

Last listing description (September 2015)  
**Modern family living at its finest!**  
The attention to detail of this exquisite family home is sure to leave a lasting impression, from its beautifully manicured gardens right through to the quality fixtures and fittings throughout. It features a formal lounge room complete with beautiful wooden shutter blinds, home theatre or rumpus room with surround sound, separate dining area boasting feature alcove and open plan kitchen featuring granite bench tops, ample cupboard space, pure tap and stainless steel appliances including 6 burner gas stove top, electric oven and dishwasher. The kitchen overlooks the family room and beyond through picture windows to a private courtyard and a fantastic outdoor entertaining area.

There are 5 bedrooms, the master sits at the front of the home and boasts bay windows with wooden shutter blinds, walk in robe, ceiling fan and modern ensuite with floor to ceiling tiles and a gorgeous marble bench top. 3 of the bedrooms all feature mirrored built in robes, two are also complete with ceiling fans and the 5th could also be used as a study. All are located close to the stunning main bathroom with marble bench top, luxurious spa bath, floor to ceiling tiles and a separate toilet.

Outside offers a fantastic paved undercover entertaining area with gable pergola, ceiling fan and roller blinds for protection. There's also a garden shed, low

## Order Valuation

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

+ Order

Get a Report

Order a Valuation

CoreLogic Property...  
A report that provides insightful information on a property and the local...

CoreLogic Suburb Report  
Provides analytics on the current performance of the selected suburb to...

Valuation

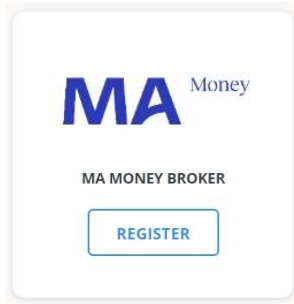
Next

## Lender Selection

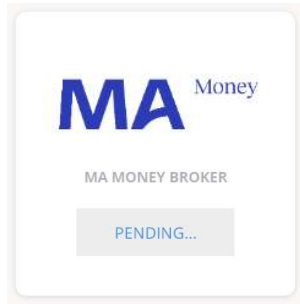
The next screen will ask you to select which lender you are lodging the valuation request for. Choosing a lender is a new feature in PropertyHub and several institutions are active and visible in the application.

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.



Pending has sent a notification to the Admin to review your registration



The selection icon means you can now order a Valuation



## 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

11 Oak Avenue Unley SA 5061

3 / 115 m<sup>2</sup>

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.

#### Property Information

Property Type \* Dwelling

Property Value \* 850,000  Customer Estimate  Contract Price

#### Loan Information

Loan Purpose (for this security only) \* Purchase

Borrowers First Name test

Borrowers Surname test

Reference Number 34234234234

Loan Amount (for this security only) \* 20,000 Calculated LVR Ratio: 2.35%

Do any of these apply?

- Land size greater than 2 hectare/5 acres
- Units less than 40sqm
- Off the plan
- Vacant land
- Rural zoning
- Partially built
- High density units - over 40 units in one block
- Favourable purchase

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  
 1m 5 / 3 / 2 / 242 m<sup>2</sup>

BUSINESS RULES QUESTIONS  
  VALUATION TYPE SELECTION  
  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.

## Credit Card

If your lender's chosen billing method is by credit card, you will be asked to input credit card details. In most cases this is a pre Authorised amount. If the valuation is set to be paid up front, the card will be charged immediately.



Payment



**Credit Card Verification Only**

Amount: **\$330.00**

**Credit Card Payment**

Credit Card Verification

Card Number:\*






Cardholder Name:\*

Expiry Date:\* 02 / 19

Security Code (CVC):  [What is this?](#)

**Verify Card**

POWERED BY

[Privacy Policy](#)

[← Back](#)
[Cancel](#)

## 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 |
| <b>TOTAL</b>                     | On Account |

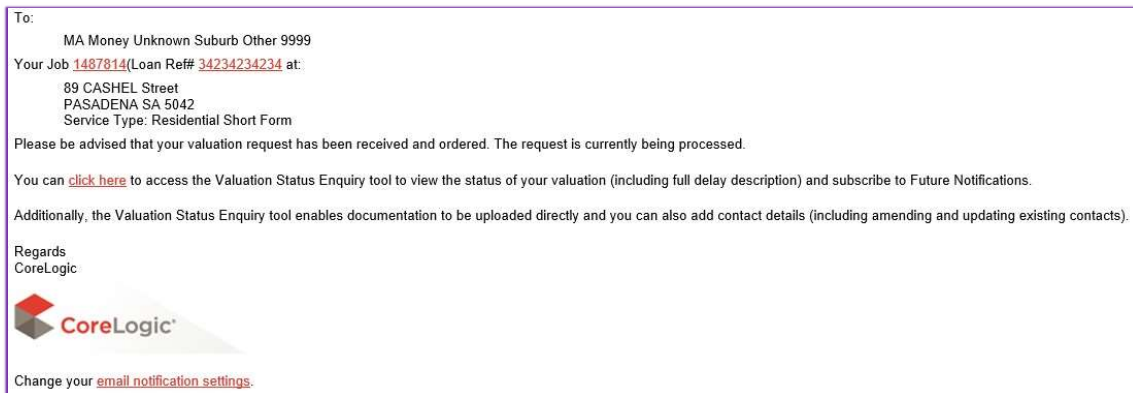
Prices in Australian Dollar and Includes GST

# Action required

## Delays

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

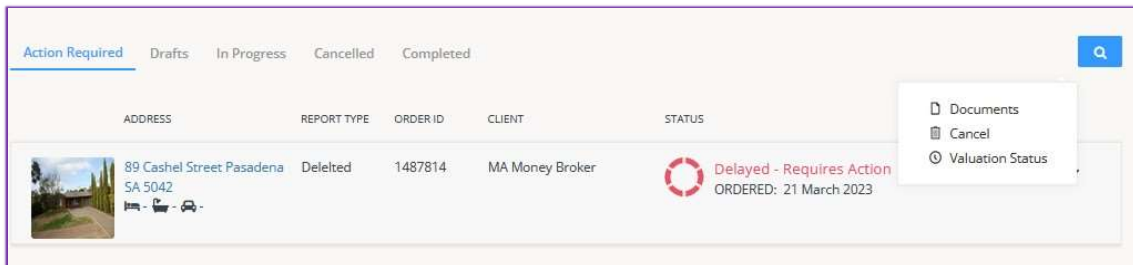
You will be notified of the delay via Email and there will be a notification in PropertyHub. *Email*



PropertyHub Alert



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








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 review 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

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

**Quotes**

**Quote 1**  
 Estimated Turn Around: 3 days      Valuation Fee: \$715.00      [Select](#)

**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.

**Quote 2**  
 Estimated Turn Around: 7 days      Valuation Fee: \$660.00      [Select](#)

**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.

44 Cashel Street St Marys SA 5042

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

**Quotes**

**Quote 1**  
 Estimated Turn Around: 3 days      Valuation Fee: \$715.00      [Select](#)

**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.

**Quote 2**  
 Estimated Turn Around: 7 days      Valuation Fee: \$660.00      [Select](#)

**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.

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.



# Fee Increase Collection Process



| JOB   | CLIENT                   | STATUS                               | ADDRESS                                  |
|---|--------------------------|--------------------------------------|--|
| CoreLogic Property Report<br>REF: 617238    | CoreLogic PropertyHub AU | Completed<br>ordered: 20 August 2019 | 1 Nobel Court Highbury SA 5089           |
| CoreLogic Property Report<br>REF: 207457    | CoreLogic PropertyHub AU | Completed<br>ordered: 30 May 2019    | 2 Nobel Court Highbury SA 5089           |
| AVM<br>REF: 1111342<br>David ROGERS         | Macquarie Group Services | Completed<br>ordered: 22 May 2019    | 3 Collapsion Street Hallett Cove SA 5158 |
| AVM<br>REF: 1111338<br>David ROGERS         | Macquarie Group Services | Completed<br>ordered: 22 May 2019    | 2 Nobel Court Highbury SA 5089           |
| AVM<br>REF: 1111316<br>David ROGERS         | Macquarie Group Services | Completed<br>ordered: 22 May 2019    | 2 Nobel Court Highbury SA 5089           |
| MyState AVM<br>REF: 1111106<br>David ROGERS | MyState Bank             | Completed<br>ordered: 21 May 2019    | 2 Nobel Court Highbury SA 5089           |
| AVM<br>REF: 1110066<br>David ROGERS         | Macquarie Group Services | Completed<br>ordered: 20 May 2019    | 4 Marryat Court Para Hills West SA 5096  |
| AVM<br>REF: 1100648<br>David ROGERS         | Macquarie Group Services | Completed<br>ordered: 07 May 2019    | 2 Nobel Court Highbury SA 5089           |
| Property Profiler<br>REF: 184423            | HSBC Australia Limited   | Completed<br>ordered: 07 May 2019    | 2 Nobel Court Highbury SA 5089           |

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

The fee for a valuation ordered is prone to change from the initial fee provided by PropertyHub based on the work carried out by the valuers. The valuer could request an additional fee for a job due to a variety of reasons including the need to travel further, the complexity of the property or the job needs to be done as a different service type. Typically, this additional fee is charged to the lender's account or manually collected by CoreLogic's operations team. To streamline this process, we have developed a new workflow for the automated collection of any fee increases.

As part of the new workflow, when a valuer requests an additional fee, an email will be sent to the job orderer/customer requesting them to pay/authorise the specified amount. The user will have the choice to make the payment either with the card previously used or by opting for a new card.

The new workflow that is initiated in response to the valuer's request for a fee increase is as follows.

Should the valuer require an additional fee to complete the job under the same service type, the valuer adds a “Request Fee Approval” Action Update to the job. If, on the other hand, the valuer is required to escalate the service type and collect an additional fee, the valuer will add a “Request to Change Service Type and Fee Approval” action update in ValEx.

Overview Edit Documents **Actions** Report Accounting History

Clear Cache PDF Email Log RuleEx Log Find Call Logs PanelEx Logs Status Enquiry Milestones Deliver Report Fill

**Add New Action**

Select an action

Action Update ▾

Action Update

- Anticipated/Actual Missed Deadline
- Clarity Required on Policy
- Insufficient Documentation (ValFirm to source)
- Lack of Sales Evidence
- Proactive Outbound Call by CoreLogic
- Quality Assurance
- Request Fee Approval
- Request Re Assignment of Previous Valuation
- Request to Change Service Type and Fee Approval
- Request Rejection Post Acceptance

We are seeking approval for a higher fee on the Valuation Request due to the *Nature of the Property* ▾.

Further details about this higher fee request are as follows:

Test fee increase reason

The fee is \$ 1,000.00 + GST.

**Add Action Update**

The job moves to Fee Approval Delay status in ValEx.

Job 1569541 / 49 CABARITA Road, AVALON BEACH NSW 2107 Metro

**Delay**  
Fee Approval  
From 31st Oct 2023, 6:04pm AEDT

Logged Accepted **Delay** Contacting Appointment Inspected Delivered

PropertyHub sends an email notification to the orderer/customer, informing them of the fee increase.



Hi Dinuka

2023-10-31 17:34:38+10:30 AEDT

Your order for Residential Short Form is delayed. CoreLogic is seeking approval for a higher fee on the Valuation request due to 31 Oct 2023, 06:04:37pm AEDT Delay: Fee Approval Comments: We are seeking approval for a higher fee on the Valuation Request due to the Nature of the Property. Further details about this higher fee request are as follows: Test fee increase reason. The fee is \$1,000.00 + GST.

**Order details:**

- ValEx ID: 1569541
- Service type: Residential Short Form
- Customer: Dinuka Henpitage
- Property: 49 CABARITA ROAD AVALON BEACH NSW 2107
- Previously Approved Valuation Fee: \$275.00
- Increase Requested: \$825.00
- New valuation fee: \$1100.00

Please note a **cancellation fee** may also be payable if you terminate the valuation request. Please click on the link below to proceed to approve the Fee Increase.

[Review and approve higher fees](#)

If you require further support, please contact your lender.

Please do not reply to this email.

Kind Regards  
The PropertyHub Team  
RP Data Pty Ltd trading as CoreLogic

The user will be directed to a PropertyHub hosted page where they will find additional details about the requested fee increase and be given the option to make the payment.

## On Hold

The valuer is requesting approval for fee increase to the valuation.



49 Cabarita Road Avalon Beach NSW 2107

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Residential Short Form Valuation

Residential Short Form Valuation - Reference Number 1569541

Valuer comment

31 Oct 2023, 06:04:37pm AEDT Delay: Fee Approval Comments: We are seeking approval for a higher fee on the Valuation Request due to the Nature of the Property. Further details about this higher fee request are as follows: Test fee increase reason. The fee is \$1,000.00 + GST.

New Valuation Total \$1,100.00

Increase Requested \$825.00

Valuation Type

Residential Short Form

Approved Valuation Total \$275.00

Borrower

First Name

Dinuka

Last Name

Henpitage

Submitter

First Name

Dinuka

Contact Number

1234

Second Name

Henpitage

Email

dinuka.Henpitage@Corelogic.com.au

Fee increase \$825.00

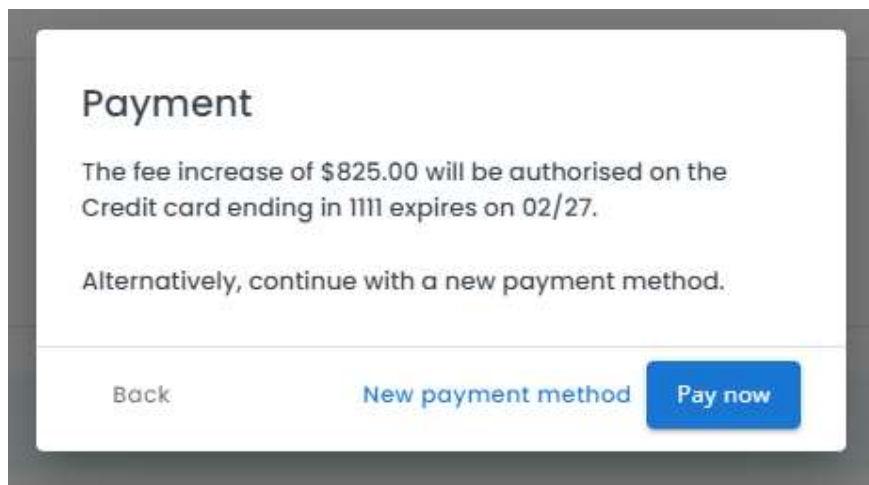
If you would like to cancel the valuation, please contact your orderer for further assistance.

I agree to the [terms & conditions](#)

Approve & pay →



The user will be presented with two payment options: either utilize the same card that was previously used to pay for the valuation or choose a "New Payment Method."






Selecting "New Payment Method" will redirect user to the below page where they can enter new card details to pay for the fee increase.

Select a payment method from the following options:

Credit Card  

---



**Payment Details**

Amount: **\$825.00**

**Credit Card Payment**

Payment Verification

Card Number:\*

Cardholder Name:\*

Expiry Date:\*

Security Code (CVC):

[What is Security Code \(CVC\)?](#)


**Confirm Payment Details**

Alternatively, clicking "Pay Now" will authorise/charge the requested fee increase on the same card that was previously used to pay for the valuation, without requiring the user to re-enter card details.



## Payment Successful

We will let you know the status of your valuation

 \$825.00 has been approved on your credit card.



49 Cabarita Road Avalon Beach NSW 2107

Residential Short Form Valuation

Residential Short Form Valuation - Reference Number 1569541

Valuer comment

31 Oct 2023, 06:04:37pm AEDT Delay: Fee Approval Comments: We are seeking approval for a higher fee on the Valuation Request due to the Nature of the Property. Further details about this higher fee request are as follows: Test fee increase reason. The fee is \$1,000.00 + GST.

New Valuation Total \$1,100.00

Increase Requested \$825.00

Approved \$825.00

The delay placed on the ValEx job will automatically be removed and the job will progress. The valuer will be notified to continue the work. In the event that the valuer submits a "Request to Change Service Type and Fee Approval," the service type will be updated across the platform.

Job 1569541 / 49 CABARITA Road, AVALON BEACH NSW 2107 Metro

Accepted

Logged

Accepted

Contacting

Appointment

Inspected

Delivered