



# TURNER REAL ESTATE

Turner Real Estate is one of the most successful and respected real estate companies in Adelaide with a client base which spans right across the metropolitan area. With its experience and hard-working approach, the company makes selling or renting property as stress-free as possible for sellers, buyers, investors and tenants.

## CHALLENGE

Eliminating stress, has increasingly involved digitising processes slowed down by paper. Lease renewals were a particular pain point in the past with an incredible amount of time spent sending out documents and chasing signatures. Additionally, weeks would go with no assurance tenants would sign. "We didn't have insight as to whether tenants had received or looked over the agreement. Even if they had and were ready to renew, completing and returning the agreement was a hassle so they'd hold onto it for weeks," said Emma Slape, Chief Executive Officer, Turner Real Estate.

The company wanted to streamline processes like lease renewals and addendums and enable clients to sign digitally wherever possible.

## SOLUTION

Turner Real Estate's move to digital was made easier through REI Forms Live. REI Forms Live, Australia's largest Real Estate forms platform has worked alongside Real Estate Institute of South Australia (REISA) to digitise all their standard real estate forms, making them available to members online. More recently, REI Forms Live has partnered with DocuSign to seamlessly embed eSignature capability into the platform.

Members that use REI Forms Live can subscribe to DocuSign and start transacting digitally within minutes. "DocuSign has made the transition really easy for employees

# TURNER.

## RESULTS

**90**  
lease renewals a day signed through DocuSign



**33%**  
of lease renewals are signed within 7 days as compared to weeks in the past



**42%**  
were returned within the 7-21 day time period that DocuSign tracks



Ability to see whether lease renewal has been received by the tenant to avoid disputes



and clients. The ability for clients to sign from any device and without an account is a definite plus," said Slape.

## RESULTS

Lease renewals are now sent and signed using DocuSign via REI Forms Live. The ease of signing has resulted in 33% of agreements being signed within seven days. Additionally, agents can track whether an agreement has been opened but not signed, and can follow up with the tenant to find out why it's delayed. They can also immediately void agreements if tenants opt not to proceed.

"We now know with certainty when an agreement has been opened so we can be more proactive in following up and seeing whether tenants will sign. It helps us plan and give more notice to landlords if tenants want to move out," said Slape.

Turner Real Estate, using DocuSign via REI Forms Live has removed errors and made it much easier for clients to transact remotely.

Slape said the company recently held an auction where the buyer was out of state and they used DocuSign to close the deal. In the past, this would have involved tracking down a fax machine on a Sunday afternoon.

"To have that contract executed on the spot was not only convenient but gave everyone confidence that the deal was done," said Slape.



"The industry is evolving and people expect things to be easy and happen fast. DocuSign help us meet those client demands."

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### EMMA SLAPE

CHIEF EXECUTIVE OFFICER,  
TURNER REAL ESTATE

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## ABOUT DOCUSIGN

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

## CONTACT

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