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INFORMER

No. 80 | September 2015

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IAN CROOKS

MANAGING DIRECTOR

THINGS SEEM TO CHANGE SO FAST THESE DAYS. FOR TOURISM AND ACCOMMODATION OPERATORS THE CHALLENGE OF CHANGE IS CONSTANT. IT CAN BE HARD TO KEEP UP - NEW TECHNOLOGY, NEW MARKETING PLATFORMS, GLOBAL IMPACTS, SHIFTING CONSUMER HABITS. WE LOOK AT THE LATEST TRENDS AND HOW YOU CAN RISE TO THE CHALLENGE IN THIS FAST-CHANGING ENVIRONMENT (SEE PAGE 36)

Welcome to our 80th edition of this esteemed journal. Quite a milestone, particularly as Resort Brokers Australia is celebrating our 30th year in business. As I sat down to gather my thoughts for this issue, we'd just concluded a busy and, I must say, very encouraging 2015 accommodation industry conference season.

Our team joined Best Western in Bali for their annual event, Quest Apartments for its national gathering on the Sunshine Coast, and Choice Hotels Australasia, who this year held their conference on the Gold Coast.

And, as usual, we were sponsors of the major international accommodation conference, HotelsWorld, convened in

INDUSTRY STEPPING UP

Sydney at the end of July.

A common thread in discussions at all events was the potential for tourism to step up to fill the economic space vacated by the resources sector. There are challenges, no doubt, but tremendous opportunities for growth and innovation wherever you sit on the accommodation spectrum. Don't miss our cover story.

It's very encouraging to see average room rates and occupancies in the major cities climbing. Sydney and Melbourne lead the pack, so they are the major targets for hotel investment. But even Perth and Brisbane, hardest hit by the resources contraction, are faring quite well.

Brisbane, after being short of room stock for some time, could be heading for a slight oversupply, with six new international hotels opening or under construction. But, given that city's growth trajectory, rising demand will see any excess quickly absorbed.

Perth, where room shortages were felt during the mining boom, is now well supplied. Terrific to see Minor Hotel Group launching an exciting new hotel brand in its big project there.

Darwin, where Resort Brokers recently handled a \$60m CBD hotel and management rights sale to Minor, also now has good supply. In Palmerston, a brand new 200 room Rydges hotel, built by Top End tourism

legend John 'Foxy' Robinson and partners, is about to open.

Speaking of our big Darwin sale ... Resort Brokers inked that deal just as the financial year was ticking over. Though not included in our FY15 figures, it capped a huge year. Our fantastic team settling a record 190 management rights, hotels, motels and resort sales worth over a quarter of a billion dollars (\$275m)!

And the pace doesn't look like slowing. As I write, we're on our way to concluding another 30 settlements in under two months, with at least 85 more properties under contract, propelling us to an even stronger FY16. There's huge interest in accommodation investment right now.

This edition covers some key areas of demand. Read about Resort Brokers' dedicated Hotels Division, established to cater specifically for that category. And find out why caravan parks are corporate acquisition targets.

Meet Danny Little, a fellow you might call an accommodation 'management guidance counsellor', and discover Spicers Retreats' definition of luxury. It's all inspiring stuff at a time when tourism is really stepping up.

**GOT ANY COMMENTS? GET IN TOUCH:
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PO BOX 5004, WEST END QLD 4101**



Secure Tasmanian freehold accommodation facility returning 17% on investment

Port Huon Cottages offer comfortable and fully self-contained accommodation at Port Huon in southern Tasmania. They have been designed with guests' desires and comfort in mind. The nine spa, one and two bedroom cottages all have spectacular views over Port Huon Bay and the Hartz Mountain Range. Constructed in 2007 the property has had continuous growth in income, occupancy and profitability. The business can be easily operated by a couple with minimal assistance.

Situated just 40 minutes from Hobart and the Salamanca Markets, and overlooking the Huon River (the fourth longest in Tasmania) with a course flowing east through the fertile Huon Valley and into the Tasman Sea.

The Cottages are a half hour drive from the Tahune Forest Airwalk and the majestic walks of the Hartz Mountain National Park and one hour from Hastings Caves, Ida Bay Railway, Cockle Creek and the spectacular Bruny Island.

- Nine comfortable spa, one and two bedroom fully self-contained cottages
- Constructed in mid 2007 with opportunity to further develop on adjacent block
- On site reception/office and separate guest's laundry
- Views over the Huon River and close to many tourist attractions
- Ideal for owner operation with minimal cleaning staff
- Providing excellent returns and continued growth in income




Nett: \$228,963

Price: \$1,345,000

resortbrokers.com.au/motels-for-sale/FH003880

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- **Brendan Hayes**, Urban Apartments

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- **Lorraine Potter**, Nimrod Resort Port Douglas

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- **Barry Euler**, Kingsholme Apartments Teneriffe

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- **Jan Hill**, Madison Garden Villas

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Exclusive Off the Plan



Waterfront permanent management rights - off the plan

The Scarborough is the newest and most luxurious development on Moreton Bay, combining residential apartments, commercial suites, retail outlets, restaurants and playgrounds all in the one vibrant space.

Beautifully landscaped areas lead onto tranquil courtyards where you can pause and relax. The property includes a magnificent swimming pool and spa as well as a shared recreation area.

All of the 131 apartments offer three large bedrooms and balconies as well as expansive ocean views. Natural light sweeps into the elegant living areas, giving every home a sense of space.

The kitchens have been designed with ease and entertaining in mind, from the high quality European stainless steel appliances to the premium cabinetry and durable mirror finished splashbacks. The bathrooms are also of exceptional standard to match these sophisticated apartments. This is luxury resort style living at its best.

Educational institutions within the suburb of Scarborough guarantee high occupancy rates. Institutions include the Scarborough State School with an enrolment of more than 860, Southern Cross Catholic College's Scarborough primary (prep to 6), and De La Salle campuses (years 7 to 12). Part of the De La Salle campus has been converted into the Australian Technical College.

The apartments include:

- Generously sized bedrooms
- Spacious living areas with plenty of natural light
- Large balconies with expansive ocean views




Nett: \$400,000

Price: \$2,275,000 (inc. unit)

resortbrokers.com.au/management-rights-for-sale/OTP003853

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Exclusive FH

HOTEL



A classic Queenslander - freehold boutique hotel one hour from Brisbane

Approximately one hour drive from Brisbane, Gold Coast, Toowoomba and Warwick the Royal Hotel, Harrisville is fast becoming one of the best kept secrets at the gateway to the Scenic Rim.

The hotel was recognized for its outstanding presentation and community service, nominated as a finalist for the 'Best Bush Pub in Queensland' category at the 2013 Queensland Hotels Association Awards. Recently it was a top finalist in the Best Pub Grub competition in South East Queensland.

Situated on a large site area of circa 6,903m², the hotel comprises a public bar, restaurant and dining room, beer garden, commercial kitchen and function area.

This fully renovated Queenslander style freehold country hotel is a great family business, has a great atmosphere as the old pubs do with no pokies or Keno, just good food and cold beverages. They don't build pubs like this anymore!

- Great family atmosphere
- Large block you could add accommodation with the right approvals
- Less than one hour from Brisbane, Gold Coast, Toowoomba and Warwick
- Less than 30 minutes from Queensland's quickest growing region, Ripley (Ipswich)
- Finalist in the Best Bush Pub
- Easily run by a couple with help of staff
- Reasonably priced business and real estate
- Work from home, tree change and new playground
- Great opportunity to take to next level, working five days a week



Nett: \$162,330

Price: \$895,000

resortbrokers.com.au/hotels-for-sale/FH003378



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Canopy Eco Lodge, accommodation on the Great Walks of Australia – Scenic Rim Trail by Spicers Retreats



Luxury verandah suite at Spicers Hidden Vale



NATURE & NURTURE IN GENEROUS MEASURE

IN THIS SERIES OF ARTICLES, WE PROFILE LEADING SHORT-TERM ACCOMMODATION OPERATORS - THEIR ORIGINS, GROWTH, MARKET POSITION, AND FUTURE PLANS.

IMAGINE STAYING IN A SECLUDED HIDEAWAY, WHERE EVERY TURN REVEALS A NEW WONDER. YOU FEEL ALIVE, INSPIRED. NOW ADD THE SOOTHING BALM OF SUBLIME CREATURE COMFORTS, SERVED WITH IMPECCABLE STYLE AND GRACE. WELCOME TO SPICERS RETREATS, A COLLECTION OF BOUTIQUE PROPERTIES WHERE NATURE AND NURTURE ARE FOUND IN GENEROUS MEASURE.

Spicers Retreats, in just a few years, has emerged as a revered brand at the luxury end of the accommodation spectrum. It's an achievement perhaps not surprising, given its driving force is the power couple of Australian tourism, Jude and Graham 'Skroo' Turner.

Their Flight Centre, founded in 1982, is now Australia's largest travel agency group, ASX-listed with a market capitalisation of more than \$4 billion. But Flight Centre is Skroo's baby. Spicers Retreats is Jude Turner's success story.

Now with a \$70 million portfolio of nine properties in Queensland and NSW, Spicers Retreats grew out of the couple's shared love of the land. They already owned a 5,000ha bushland property an hour inland from Brisbane when, in 2000, they bought a spectacular high country parcel in the Scenic Rim region just to the south-west.

There, Jude planned to build a spectacular house, a haven for their own country escapes. But her husband's relentless business focus meant weekend retreats proved illusive. So she carried on regardless, pursuing her desire to create a beautiful destination.

It would become Spicers Peak Lodge, the forerunner of an upscale, very individual accommodation concept that strikes a real chord with its target markets. While people might come for the undeniable luxury, what they remember is the uplifting experience of getting in touch with the natural surroundings.

Peak Lodge, and the country-styled Hidden Vale in the Lockyer Valley were initially managed for the Turners under the Peppers brand. Meanwhile, Jude was expanding the portfolio, adding two Sunshine Coast properties – the already acclaimed Tamarind Retreat at Maleny, and Clovelly Estate, an elegant homestead at Montville.

Clovelly Estate, which Jude transformed into a stunning French-provincial-inspired guesthouse, opened in 2009, and the refurbished and expanded Tamarind Retreat launched in 2010. With four spectacular properties in the collection, it was time to unite these stunning destinations under one premium brand.

The Spicers Retreats brand was officially born in February 2010, taking its name from Spicers Gap and Spicers Peak, dominant



Spicers Peak Lodge, Great Walks of Australia – Scenic Rim Trail by Spicers Retreats



features of the majestic mountain backdrop to their debut property, Spicers Peak Lodge.

Since then, the collection has grown to include Spicers Vineyards Estate, a sumptuous guesthouse in the Hunter Valley, Spicers Balfour Hotel, a chic inner city hotel in Brisbane, and Spicers Sangoma Retreat, an intimate eco retreat in the Blue Mountains.

Spicers Retreats managing director, David Assef, says the group's aim is not to impress guests with swanky lodgings, although the properties are most certainly luxurious.

"We aim to inspire our guests with an authentic experience. The creature comforts, meticulous professional service, the fine food and wine are fundamental. But most important is the location of our retreats and their position in the natural environment."

Spicers calls it 'relaxed luxury', a feeling of being totally at home, free to be yourself. Not stuffy or ostentatious, their brand of luxury is simple, down to earth, not imposed. They are happy if you simply enjoy the unique, inspiring spaces they have created.

"Luxury is relaxing the mind and spirit, getting in touch with nature, having time and space to connect with your surroundings, discover things, enjoy unforgettable moments," David says. "Even more importantly, it is felt through the people, the personal touches, the welcome. We sum up our core value as 'generosity of spirit' –

warm, genuine, sincere."

One of the most tangible expressions of that generosity is found at a Spicers table. Such is the emphasis on food, that they're

"We create a stress-free environment that encourages innovation, with plenty of opportunity to engage with nature and incorporate physical activity. Our fresh approach to conferences encourages fresh thinking, giving people the chance to interact in new ways to deliver positive, lasting results."

now one of Australia's most successful restaurant brands, with numerous accolades and awards, including seven Chef's Hats across four Queensland properties.

"Our gourmet credentials are very important," David insists. "You see it in the time, care and passion our amazing chefs put into every ingredient, every dish, every menu, every dining experience, whether a picnic on a ridge top or one of our famous

degustation dinners.

"There are also our incredibly popular cooking schools, where our hatted chefs share their joy and skill with guests who love to engage and learn."

Corporate and executive guests are a significant market too for Spicers Retreats. Their properties provide a perfect private setting for companies wanting to inject energy and ingenuity into their corporate culture.

"We create a stress-free environment that encourages innovation, with plenty of opportunity to engage with nature and incorporate physical activity. Our fresh approach to conferences encourages fresh thinking, giving people the chance to interact in new ways to deliver positive, lasting results."

Getting active is something that appeals to just about all Spicers' guests. And, in their stunning locations, opportunities abound – wildlife and landscape tours, hiking, mountain biking, guided eco walks, tennis, and swimming in crystal pools under wide blue skies.

In fact, so appealing is the active outdoor experience, Spicers is developing new products designed to satisfy demand from fit and healthy leisure-seekers.

Scenic Rim Trail by Spicers is a four-day walk exploring the dramatic high country of the Great Dividing Range, an ancient landscape of mountains, ridges, escarpments, forests and volcanic plateaus. **CONTINUED ON NEXT PAGE...**



Top Left Luxury bush suite at Spicers Sangoma Retreat , *Top Right* Spicers Vineyards Estate
Bottom - Blue horizons at Spicers Peak Lodge

It is one of the Great Walks of Australia, a collection of guided luxury walks in iconic landscapes like Cradle Mountain and the Twelve Apostles.

Accommodation is provided at Canopy Eco Lodge, Spicers’ advanced ecotourism accredited site, (self-sufficient, runs on solar power, uses stored rainwater and locally-grown organic produce) and Spicers Peak Lodge. Canopy welcomes walkers to bed down in beautifully appointed eco-tents with private bathrooms, fine linens, polished floors and sheltered decks.

“Our goal is to expand it to six days, taking it all the way to Hidden Vale. We’ve been working with National Parks for at least four years to get this right,” David revealed.

He is also very excited about Spicers Hidden Peaks Trail, a mountain bike ride planned to open next year. The four-night adventure will cover 80km from Spicers Peak Lodge to Spicers Hidden Vale, via a new accommodation stopover just outside Aratula.

In these experiences, and at every Spicers property, sustainability and care for the environment are at the fore. They see themselves as “custodians, protectors and celebrators of Australian land.”

At least 4,000ha of Spicers land are protected as nature reserve. Conservation is a serious focus – what David refers to as “our higher purpose.” Thanks to a very generous commitment by the Turners (an investment of over \$2 million), Spicers is working closely with the University of Queensland on wildlife protection and rehabilitation.

“We are really focused on sustainability and growing the native animal population. Our work with UQ means we will have a

facility at Spicers Hidden Vale for research, training, rehabilitation and release.”

While the Spicers group is dominated by regional and nature-based properties, it does operate two city sites. Spicers Balfour Hotel in Brisbane’s Fortitude Valley, in a gracious verandah-encircled Queenslander, oozes urban heritage chic. This month (Sept. 2015) marks its expansion with eight luxe, art deco suites in a nearby Georgian-style building.

In Sydney, Spicers is redeveloping the boutique Victoria Court Hotel in Potts Point, bought in 2014. A name for the property is yet to be announced. Meanwhile they’re also planning three more luxury suites at Spicers Sangoma Retreat and four new cottages at Spicers Hidden Vale.

A beach retreat is high on the wish list. The Turners own land at Ballina on the northern NSW coast, but zoning issues are a challenge. Not that this phases their creative team.

“We’re looking at some really exciting solutions. We certainly aren’t cookie cutter in our approach,” David says, hinting at the possibility of high-end self-catering houses where the ‘honesty bar’ could even extend to a gourmet-stocked fromagerie and charcuterie.

Spicers Retreats’ nine properties currently range in size from five to 31 rooms, providing 135 rooms in total. They employ 180 staff, and set an exceptionally high standard that their team seems driven to exceed. Spicers’ ‘generosity of spirit’ has contributed a premium accommodation offering that vitally enriches Australia’s tourism landscape. **END**

LH



Sydney 51 room motel - 30 year lease with excellent return

This property is a rare opportunity to secure a lucrative leasehold in highly sought after Sydney. This 51 room motel is wonderfully located in the heart of Narellan which is undergoing incredible development and unprecedented investment.

The property features motel and apartment style rooms that are 3.5 star AAA rated. The motel can accommodate a wide range of guests with double, twin share, family and queen rooms, two bedroom suites, spa suite and self-contained apartments.

Offering a comfortable manager's residence with three bedrooms, one bathroom with spa, private kitchen and living area, the property has a separate manager's office that can also be utilised for conferencing. There is a brand new BBQ and picnic area, as well as a salt water pool that has had a recent makeover.

The property is simple to run with only breakfast requirements. There are ample food and beverage options nearby with more restaurants and retail options being developed.

This Sydney leasehold is a fabulous opportunity not to be missed.

- 51 room and apartments - 3.5 star rated
- Recently refurbished
- Swimming pool and new BBQ area
- Breakfast only
- 45 Minutes to Sydney CBD
- Three bedroom residence
- Cafes, restaurants, shopping on your doorstep
- Ample parking for cars, trucks and buses



Nett: \$404,189

Price: \$1,350,000

resortbrokers.com.au/motels-for-sale/LH003865



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Purpose built backpackers with proven track record

Banana Barracks is a well-oiled machine with an enviable reputation that has been operating successfully for the last 15 years. The current vendors have transformed the property and business over the last seven plus years into a consistent performer.

The site caters as a working hostel servicing the large number of farms within the Tully/Mission Beach region. Tully is regarded as one of the best and most reliable year-round work regions in Australia.

This is the largest purpose built modern accommodation for working backpackers in the area, licensed for 120 guests. The average length of stay is 90 plus days, with an extended waiting list for incoming workers. Rafters Party Bar, a separate on-site building, caters for in-house guests and the local community and visitors.

The sale will be well supported to ensure a smooth and successful transition. Operational management staff with long term knowledge and relationships within the region will help facilitate the transition

period. This is a great opportunity to secure a successful business (with a strong trading history) in a high economic growth region!

- Business with an enviable reputation (internationally well-known)
- Strong cash flow
- Locally trained staff
- No accounts receivable
- Excellent trading record
- Modern custom designed guest accommodation



Nett: \$550,000


Price: \$3,575,000

resortbrokers.com.au/backpackers-for-sale/FH003845



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Holiday park with absolute beach and lake frontage NSW South Coast

Resort Brokers Australia are excited to offer the long term leasehold interest of Tuross Beach Holiday Park, located at the stunning entrance to Tuross Lakes (where it opens to the ocean). Parks like this are highly sought after and very rare to the market.

This 83 site park includes 28 fully self-contained two bedroom cabins with quality furnishings and spacious verandas to take in the gorgeous views. There are 41 tourist sites (many of which offer direct access to the sandy foreshore) and 14 privately owned holiday vans. The park is complemented by a two bedroom residence at the entrance of the park with kitchen, dining /lounge and bathroom. There is also a small kiosk and office at the front of the house for ease of operation.

Tuross Head is one of the prettiest towns on the NSW South Coast, located half way between Moruya and Narooma on the beautiful unspoilt NSW far south coast, approximately two hours from Canberra and four hours from Sydney.

- Absolute beachfront / lakeside location
- 28 beautifully appointed two bedroom ensuited cabins (some with spas)
- Two bedroom residence attached to reception
- Solar heated pool
- Undercover BBQ area
- Repeat clientele
- Exceptional reviews on Trip Advisor
- High cash flow turnover
- Long 27 year Crown/Council lease



Adjusted Nett: \$604,101

Price: \$3,250,000

resortbrokers.com.au/caravan-parks-for-sale/LH003871



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A TRAVEL TIP

PACK PLENTY OF MONEY AND A SENSE OF HUMOUR



BY MIKE O'CONNOR

The challenges facing tourism feature in this edition of Informer but what of the challenges that are encountered by tourists?

Taxis remain one, and I speak as one who has been comprehensively fleeced by cabbies from Bangkok to Barcelona.

This ended when I met my wife who has a pathological aversion to food smeared on kitchen cupboards (guilty), food smeared on the fridge door (probably guilty) and greedy cab drivers.

I first became aware of this trait when travelling with her in Bahrain, where the cabbies are villainous. We got into a cab, asked to be driven a short distance and inquired how much this would cost, thinking it would be about \$10.

"Fifty dollars," he snarled. "Forget it" I said and began to get out of the cab, triggering a torrent of abuse from the driver.

Suddenly my wife jumped out of the back seat, walked to the driver's window and sprayed him with invective, the essence of which was: "Who do you think you are, you lowlife scum?"

Bahraini men are not accustomed to being called lowlife scum by women and he just sat there, slack jawed and speechless, as my wife paused for breath and then gave him another broadside.

We walked off and left him with his ears ringing. We were told later this was not a wise thing to have done but I still relish the memory.

Our most recent cab encounter was in Cape Town where having been told it was 40 rand for a trip to the waterfront bars, we hailed a cab.

"How much?" I asked. "Fifty rand," said the driver. This response activated the Cab Rip-off app in my wife's brain. "It's 40!" she cried. "You're ripping us off for 10 rand."

"Ten rand is only a dollar" I hissed but it was too late. The cab driver sped off in

disgust, leaving us standing by the roadside. "It's the principle," she insisted.

"No," I replied. "It's a dollar, and now we have to walk."

Tipping is an issue fraught with pitfalls for the Australian traveller, one that saw us being pursued down a street in New York by an irate restaurant waitress.

"You didn't tip enough" she said, waving a copy of our bill in our faces.

"We gave you 15 percent" I cried indignantly. "It's supposed to be 20," she said. "My boss made me run after you."

When packing your suitcase, lay out your clothes and your money. Then take half the clothes and twice the money

Toilets are another minefield of misadventure for the tourist as a friend of mine discovered when, while travelling in France and about to catch a train, he felt an urgent need to use the loo.

He found a pay toilet on the station platform but had no coins. At that moment, the door opened and a man exited the toilet. "Thank God," he gasped, slipping inside before the door closed.

Suddenly, the lights went out and his feet felt wet. Water was being pumped into the cubicle! He was trapped in a self cleaning toilet.

Moments later a jet of water blasted his entire body. He pounded on the door in desperation but it wouldn't budge. He was destined to drown in a French loo.

Finally it opened, spilling him on to the platform where the hundred or more

people waiting for his train regarded the drenched Aussie, who had discovered the hard way that you can't cheat a self cleaning French toilet.

Cruising is increasingly popular, but you are at the mercy of the elements as we discovered as our ship lay at anchor in a bay on the coast of Croatia.

"We're going to get wet soon," I said looking at the dark clouds gathering on the horizon, which proved to be one of the most accurate weather predictions I had ever made.

Thirty seconds later deck chairs were flying through the air along with glasses, tables and the odd crew member.

The wind howled, the anchors dragged and the ship started to drift towards some rocks. If it hit them, there was a very real chance we would sink.

Guests screamed and ran to their cabins. Disaster loomed and then as quickly as it had struck, the squall eased and the ship was saved.

The barman had taken our drink order moments before the storm struck and as the wind died, he emerged from beneath one side of the bar as we emerged from beneath the other.

He was holding two glasses. "The order, Mr Mike, was two chardonnays I believe," he said.

"Quite right, Enrique" I replied and we brushed broken glass off our bar stools and sipped our drinks while our fellow passengers huddled in the library in their life jackets, holding hands and singing Nearer My God To Thee.

The best travel advice I ever received? When packing your suitcase, lay out your clothes and your money. Then take half the clothes and twice the money. **END**



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STAY FOR 7 NIGHTS *&* PAY FOR 6 NIGHTS

Only for the readers of this magazine, this fantastic offer gives you the chance to enjoy some much needed rest and relaxation in one of Bali's finest villas at a special weekly rate.

Constructed to the highest of standards, combining Western luxury and traditional Balinese architecture, these stunning villas are of a 5 star standard. Each villa (ranging from 2 to 3 bedrooms) offers its own private swimming pool, tranquil daybeds, expansive indoor/outdoor living areas, state-of-the-art kitchens and your own personal housekeeper (who will also whip you up a tasty breakfast).

Ideally positioned on the Legian/Seminyak border, the villas are within a short walk of world-class restaurants, famous surf beaches, trendy bars and boutique retail outlets. Tucked down a quiet side street, you would never know you were so close to the action when inside your luxurious holiday haven.

To book please email *&* quote INF1945: info@andaribalivillas.com



A portrait of Danny Little, a middle-aged man with short brown hair, smiling warmly. He is wearing a dark blue jacket over a white collared shirt. The background is a plain, light-colored wall.

THE MANY FACES OF THE TOURISM INDUSTRY

DANNY LITTLE

PUTTING RELATIONSHIPS TO RIGHTS

AFTER MORE THAN 16 YEARS IN THE MANAGEMENT RIGHTS INDUSTRY, DANNY LITTLE KNOWS THE BUSINESS FROM VIRTUALLY EVERY SIDE. HE VIEWS IT MORE AS MANAGING RELATIONSHIPS THAN MANAGING APARTMENTS. NOW, AS DIRECTOR OF MANAGEMENT RIGHTS ADVICE AND SERVICE (MRAS) CONSULTANTS, HE IS A SOUGHT-AFTER ADVISOR, EDUCATOR, AND MEDIATOR.

BY CATIE LANGDON

Danny's first career choice was retailing. He was good at it too, so much so he earned a state Junior Retailer of the Year award. With the giant Coles Myer group (now Westfarmers), he rose to be Queensland sales and marketing manager for Target.

But management success as part of a big corporation wasn't Danny's end game. His goal was really to work for himself. So, in the late 1990s, he started scouting for business opportunities. His ultimate choice of management rights would send him on a very different career trajectory.

In 1999, Danny bought his first management rights, the Chevron Palms holiday apartments on Chevron Island, just a stone's throw from central Surfers Paradise. Armed with a strong customer service ethic honed in retail, and a handy administration and marketing skillset, he was destined to excel in this industry.

From there he traded onward and upward, to the much larger Aussie Resort holiday complex at Burleigh Heads, then Pacific Place Apartments at Bilinga on the southern Gold Coast. His next move was into the corporate accommodation arena in Brisbane.

"I've owned or part-owned 13 management rights businesses since 1999, spanning virtually every facet of the

industry – student accommodation, permanent residential, holiday complexes, and corporate. Everything except aged care,” he says.

By 2004, the seeds of a new business direction were starting to sprout, germinated by the lack of training and advice available in the management rights sector. “I saw a significant need to help new managers to understand the businesses they were buying,” he recalled. “We just had to figure it out as we went, and you only learned by the mistakes you made.”

So Danny began providing consulting services, initially only on a limited basis. He was still very busy on the operational front. With family and partners, he established Blue Chip Holiday and Corporate Accommodation Specialists. The company owned numerous properties stretching from Palm Cove in Far North Queensland to Brisbane and the Gold Coast.

In recent years, though, his focus has shifted increasingly to his consulting work, driven by demand. “The industry has changed significantly in the last three or four years. For a number of reasons, including various legislative changes that empower apartment owners, I now see us as being in the ‘relationship rights’ business, as much as ‘management rights’,” he observed.

“For me now, a significant part of my work is in change-over training, and working with managers and committees to avoid costly disputes over caretaking duties, providing an operational perspective to resolve issues.” To that end, Danny is a qualified (Certificate IV) facilitator and mediator.

MRAS Consulting has grown to a point where the business consults to more than 50 clients in the industry, all over Australia.

Services include guiding new manager change-over, taking the pressure out of the transition from old to new managers by providing a comprehensive checklist to reduce learning downtime. All the critical information on operational duties, infrastructure management and admin duties is covered to make the process seamless.

Danny also conducts on-site performance reviews to monitor compliance to building agreements and assist caretakers in understanding and fulfilling their duties. He has completed more than 90 schedules of duties for clients (bodies corporate and managers) throughout Queensland and NSW.

“We provide an on-site review service for body corporate committees and managers to identify all the necessary duties for the effective operation of a building,” he explains. “Using industry accepted standards, these reports also allow us to provide independent evaluations of caretaking salaries.”

Given the many stakeholders in management rights – developers, unit owners and bodies corporate, resident managers – you’re probably wondering how Danny juggles the needs and expectations of everyone.

“I see the building as my client,” he explains, “then the various stakeholders. In all matters, particularly if I am mediating in disputes, my reports and recommendations are based on what is in the best interest of the building. I find, if you get that right, if the building is running well, everyone is happy.”

Danny has become a major contributor to the management rights industry, supporting its growth and stability. He is a member of the

industry steering committee that provides advice to government, the Australian Resident Accommodation Managers Association, and Australian Institute of Management. He speaks at seminars for new management rights buyers, existing managers and body corporate managers.

A recent letter of thanks from Strata Community Australia (SCA) Qld is typical of many. “Your expert contributions to our seminars were well received on all occasions by attendees, who found your presentations engaging, informative and relevant to their needs,” they wrote. “By any measure you are a very effective speaker and educator.”

His is a hectic schedule that takes him all over Australia, training and consulting. But, busy as he is, Danny does find time for another very important aspect of his life – extensive charity work, helping some of the poorest people in The Philippines.

“I went there initially looking at product for one of our properties, and I just fell in love with the people,” he says. “I realised I had an opportunity to do something to help.”

So now he is the driving force behind a band of Queensland resort owners who help to provide food, shelter and vital community resources to people there, including many who lost their houses and livelihoods in the massive 2013 typhoon Haiyan.

“I’ve completed a community-based food store, helped set up pig farms, and built a small community centre. That’s how I decompress – no phones, no luxuries. I just go there and work out how to help people. It’s somewhere you can really make a difference.”

Danny sees the management rights industry now as a very dynamic, robust sector with private, individual owner-operators at its core. Despite a push some years ago by bigger corporate players to buy up properties, he says big companies have only ever held about 13 per cent of the industry.

“Some of the most successful management rights are those operated by the people who have their skin in the game. It is such a service-driven industry. When

I was an owner-operator, we found holiday guests would come back again and again. They were like our friends. They appreciated the extra service and the personal touch owner-operators provide.”

Even when owners decide to move on from the hands-on role, Danny says, they often stay in the industry as silent investors, perhaps in a group that owns a number of properties. That’s because they understand the industry and know it delivers strong returns.

Danny says major advantages of the industry are its diversity and flexibility.

“The great thing for people seeking to get into management rights is that there are properties to suit whatever lifestyle you want.

“You can buy a small residential complex with a full-time gardener that requires only 12 hours office work a week. Or you can choose the pace and activity of a big holiday complex where reception needs to be open long hours every day.”

Danny’s choices have been many and varied. And he’s loved them all. Now others in the industry are reaping the benefits of his long experience and proven track record. **END**

“The industry has changed significantly in the last three or four years. For a number of reasons, including various legislative changes that empower apartment owners, I now see us as being in the ‘relationship rights’ business, as much as ‘management rights’,”

“The great thing for people seeking to get into management rights is that there are properties to suit whatever lifestyle you want.”

Under Contract



30 year motel lease adjoining Ocean Shores Golf Course

We are proud to offer for the first time an opportunity to acquire a new 30 year lease over this 3.5 star refurbished motel. This family orientated motel is set in attractive leafy gardens in the heart of the Northern Rivers sub-tropical rainforest area, on the fair north coast of New South Wales. Adjoining the golf course and being only a short drive to shops, beaches, restaurants, schools and cafes etc, is a big attraction to its many repeat patrons.

The spacious air conditioned rooms are some of the largest we have seen and with the various styles and combinations available; they cater for the corporate traveller as well as couples, families or groups. Whatever your reason to stay, you can relax by the pool and BBQ, play golf, go to the beach or pack a picnic lunch and head off to explore this beautiful part of the Northern Rivers Region.

- Adjoins beachside championship golf course
- New 30 year lease over immaculately presented 12 unit 'Golden Chain' Motel

- Two bedroom manager's residence and separate office/reception
- Superb corner location within easy access of beach, shops, restaurants and schools
- Easily managed by a couple – very little ground work
- Repeat customers provide continued growth to the business
- Mix of room styles and sizes appeal to all markets
- With the hard work done, the occupancy and net profit will continue to rise
- Opportunity to upgrade internet marketing and ramp up business



Nett: \$96,086

Price: \$340,000

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Ian Dore

Broker

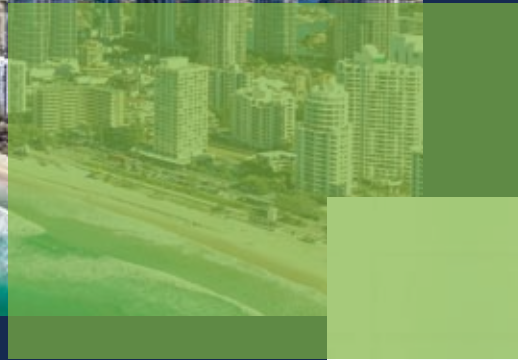
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Management Rights Made Easy Gold Coast Seminar

THIS INFORMATIVE, INFORMAL AND INTERACTIVE EVENT IS AIMED AT NEWCOMERS TO THE MANAGEMENT RIGHTS INDUSTRY. OUR TEAM OF INDUSTRY EXPERTS WILL BE ON HAND TO SHARE THEIR EXTENSIVE EXPERIENCE, ANSWER YOUR QUERIES AND PUT YOU ON THE PATH TO SUCCESS!

Mike Phipps is one of the most experienced accommodation industry finance professionals in Australia, with over 30 years' experience. Mike will provide commentary on the state of the management rights industry and the finance options available. You really will learn the secrets the banks won't tell you.

Tony Rossiter has conducted income verification reports for buyers on hundreds of management right businesses across Australia. Tony will provide the inside track on dissecting a profit and loss statement, as well as how to best structure your business.

Trent Pevy acts for more new entrants to the management rights industry than any other lawyer. Trent will highlight the importance of specialist due diligence in purchasing, as well as sharing his top five pitfalls to avoid throughout the contract process and settling your business.

Alex Cook has sold numerous management rights throughout Queensland and has become one of the most prolific and recognised agents on the Gold Coast. Alex will provide an insight into current market trends and where the best investment opportunities can be found.

- » Kicks off: 5.30pm
- » Wed, 7th October 2015
- » HIRUM HQ,
2/8 Technology Drive,
Arundel, Gold Coast

AN EVENING WITH THE EXPERTS

HOW TO GET AHEAD WHEN PURCHASING A MANAGEMENT RIGHTS BUSINESS



Trent Pevy
Managing Director
Pevy Lawyers



Alex Cook
Broker
Resort Brokers
Australia



Mike Phipps
Managing Director
Mike Phipps
Finance



Tony Rossiter
Partner
Holmans
Accountants

BE QUICK! LIMITED SEATS AVAILABLE!

The proposed legislation is designed to clean up the some of the perceived bad practices within the strata management industry.



SHACKLES APPLIED TO STRATA MANAGERS

BY COL MYERS - SMALL MYERS HUGHES

The NSW Government has introduced a Bill into Parliament that will replace the existing Strata Schemes Management Act 1996. If enacted, there will be some significant changes to NSW strata legislation.

Strata Managers have been particularly targeted under the proposed legislation.

WHY STRATA MANAGERS?

Some Strata Managers have been accused of acting unconscionably in relation to their agreements with Owners Corporations. For example, there have been agreements which are deemed automatically extended if the Owners Corporation does not give notice six (and sometimes 12) months prior to the expiry date. The Owners Corporations' ability to terminate these agreements is often lost, long before the Executive Committee realise the early cut-off date.

Also, many Owners Corporations have complained that their Strata Manager has "sold" them to another strata manager without their prior knowledge and consent. Under the existing agreement, the Owners Corporation had no ability to say "no" to the transfer.

PROPOSED NEW LEGISLATION

1. The term of appointment of a strata managing agent will now be limited to a maximum of 12 months for an agent appointed at the first Annual General Meeting, or three years for any other appointment, with any re-appointment also limited to a maximum term of three years.
2. A strata managing agent may only transfer his or her functions as agent if the transfer is approved by a resolution of the Owners Corporation at a General Meeting.

3. It will be an offence for a strata managing agent to request or accept a gift or other benefit for himself or herself or any other person in connection with the provision of services as an agent, other than a monetary commission included in the agent's terms of appointment or otherwise approved by the Owners Corporation.
4. A strata managing agent must report, at an Annual General Meeting, monetary commissions received from third parties in the previous 12 months, as well as commissions and an estimate of commissions expected in the following 12 months. The agent must also disclose to the Committee of the Owners Corporation variations from the commissions disclosed, as soon as practical after becoming aware of the variations.

IMPACT ON STRATA MANAGERS

The proposed legislation is designed to clean up some of the perceived bad practices within the strata management industry.

Personally, I believe that the industry needs to change its model. Many years ago I attended a strata managing agents' conference in Geelong where the well-known and respected lawyer, Gary Bugden, was the keynote speaker. Gary made the point that Strata Managers made too much of their income by stealth – one-third from the agreed set fee per lot per annum with the Owners Corporation, one-third from insurance commission trailers and the balance one-third from "add-ons" such as photocopying, additional secretarial services etc. He implored Strata Managers to man-up as a group and charge a proper fee for their services – something like \$350.00 per lot per annum instead of \$120.00 per lot per annum (at the time).

I have often looked at the work Strata Managers do and wondered how they can be profitable for the base fees they charge. They should be paid more. It looks like the Government has now wondered the same thing and hence devised legislation to make disclosure paramount! **END**

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www.sleepmaker.com.au



Fabulous leasehold property with strong trading history showing 40% return

This property is a large 31 room motel situated on the Newell Highway at West Wyalong.

The town of West Wyalong has been given a huge boost by the announcement that the local gold mine adjacent to the town has been sold for \$780M to a company that specialises in underground mining, securing the viability for many decades to come.

There has also been a DA application accepted by council for a brand new abattoir/feedlot on the outskirts of town with the potential to employ over 100 people.

The motel is well suited to tourist and corporate markets alike with a small food operation and bar attached. This offering would suit a couple, family or a single operator looking to add this property to their portfolio.

The motel enjoys a year round occupancy of 65% and is considered a turnkey operation as the current management have maintained this property to a very high level.

- 31 room AAA rated 3 star motel
- Large four bedroom residence
- Good mix of trade
- 50 seat restaurant with licenced bar
- Extremely motivated vendor
- Huge return on investment
- Brand new 35 year Lease
- One to add to your portfolio
- Fantastic rent ratio



Nett: \$133,000 (after rent)

Price: \$330,000

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THE MOTEL LEASE – RENT AND RENT REVIEWS

BY DAVID BURROUGH - HILLHOUSE BURROUGH MCKEOWN

One of the most important functions of the Lease is to set out what is to be paid to whom, and in particular the amount of the rent and how it is to be paid. There are industry formulae for the calculation of rent and it is essential that anyone considering

purchasing a motel lease has experienced consultants to consider the rent compared with industry standards. This is important when assessing whether there is any room for improvement in the profitability of the business and whether the business is readily saleable.

Generally the rent payable under the lease is paid calendar monthly in advance on the first day of each month. Usually there is provision in most new lease documents for an increase in rent pursuant to the Consumer Price Index on an annual basis.

During the 1980's it was common for all commercial leases, including motel leases, to have a ratchet clause for rent increases. A ratchet clause increased rent by the higher of either the increase in CPI or a minimum annual increase. Leases were entered into which provided for rental increases of not less than 7.5% to 10%. Obviously the recession we had to have changed this scenario dramatically.

Fortunately, in a lot of cases, landlords have recognised the tenant's position and have varied leases so that rent goes up by the CPI increase only. Most new leases provide for CPI increases only.

The concept of market reviews is often debated in the Motel Industry. The issue from a tenant's perspective is that most market review clauses carry a proviso that the rent shall not be less than the year before. Tenants understandably ask the question why should the rent increase because the tenant runs the motel business successfully. Market reviews in Leases for commercial tenancies generally look at the supply and demand for Lease premises in the particular area. This appears inappropriate in a Motel. Tenants would more readily accept a market review if the clause allowed for rents to reduce if the business is not performing well.

For these reasons most motel leases do not include market reviews of rent although this is not a hard and fast rule.

The other costs that a tenant is responsible for under the Lease are the outgoings. Generally the outgoings will include any costs incurred by the Landlord in owning the motel. For example: rates, taxes (including land tax on a single holding basis), charges and other levies payable to any competent authority and all insurance premiums and other charges in connection with insurance cover. **END**



PREMIER

EXPERIENCE THE DIFFERENCE



Rare freehold & business close to Melbourne with large manager's residence

On offer is a sensational freehold and business that has been extensively refurbished. The property is located on a highly visible site as you enter Warragul off the freeway.

Warragul is one of Victoria's fastest growing towns and is predicted to more than double in population by 2036. There is no question this motel will continue to benefit from both the growth in Warragul and its surrounding area.

Given the strength in the local economy and its proximity to Melbourne, this one is a cracker. For all those wanting a freehold investment, this is the perfect opportunity to sell off a lease and hold onto a great long term investment.

The vendor is highly motivated as he needs to move overseas to join his family.

- Great opportunity to sell off a lease and retain a freehold investment
- Four star (AAA) property that has been extensively refurbished
- Bed and breakfast only – a very simple business to operate.
- The closest motel to Warragul's CBD
- Award winning business with an excellent local network
- Located on the fringe of Melbourne, only 60 minutes' drive from Melbourne CBD
- Large manager's residence (3-4 bedrooms)
- Warragul's population is predicted to more than double by 2036



Nett: \$404,903

Price: \$2,850,000

resortbrokers.com.au/motels-for-sale/FH003894



Stuart Charles

Broker



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Email. stuartcharles@resortbrokers.com.au



Melbourne Office. 03 9347 3100



Leasehold of a Central Australian serviced apartment business

Resort Brokers Australia are pleased to offer the leasehold interest of Quest Alice Springs. With a resident population of over 27,000, the 'Alice' is a major centre for corporate offices, Government organisations and medical/hospital services, as well as being the despatch centre for the Royal Flying Doctor Services.

Quest Alice Springs commenced operation in 2008 and offers a great opportunity to acquire a mature serviced apartment business. The property has 68 fully furnished apartments with facilities including expansive reception, conference room, in ground salt water pool and secure onsite parking. Apartments are stylishly furnished with kitchens, bathrooms and lounge/dining rooms.

With consistent occupancy levels above 70% Quest Alice Springs has an excellent mix of corporate, tourist and family clientele. The business would be ideal for a hands on operator looking to maximise income, occupancy and profitability.

- 68 x four star serviced apartments including studio, one and two bedroom apartments. Each apartment is comfortably furnished offering spacious living for short and long term stays
- The complex provides a conference/meeting room, inground pool, BBQ, guest laundry and onsite car parking
- Part of the Quest Serviced Apartment Group - substantial support systems in place
- Purpose built facility constructed in 2008. Beautifully appointed and furnished following freeholder refurbishment in early 2015
- Enjoying continued growth in profitability, occupancy, revenue and room rate
- 25 year lease from January 2013. Market rent



Net: \$400,108

Price: \$1,400,000

resortbrokers.com.au/motels-for-sale/LH003884



Jim Chapman

Broker



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Melbourne Office. 03 9347 3100



Outstanding lease - 49 room motel in thriving motel town

The Sundowner Oriana Motor Inn is a fabulous property. Based in Orange in the heart of the NSW central tablelands, it shows over 30% return. This motel is a genuine earner with strong repeat business and ongoing support from corporate, government and leisure clientele. Situated on parklike grounds, with an inviting pool and entertainment area, there is ample space for guests to relax.

The Oriana also features a 50 seat restaurant and spacious conference room with a generous commercial kitchen to cater for functions and events.

With a strong occupancy and excellent repeat business, the Oriana Motor Inn is an exceptional business with excellent tenure. This 3.5 star property is in excellent condition, with rooms having been recently painted and all beds triple sheeted to achieve a quality standard. Lease opportunities like this are rare, so be quick to inspect.

- Long 28 year lease showing over 30% return
- 49 spacious rooms
- Licensed restaurant and conference area
- Spacious grounds
- Separate three bedroom, one bathroom managers house adjacent the property
- 75% occupancy
- Strong repeat clientele
- Excellent motel town



Nett: \$437,099

Price: \$1,450,000

resortbrokers.com.au/motels-for-sale/LH003578



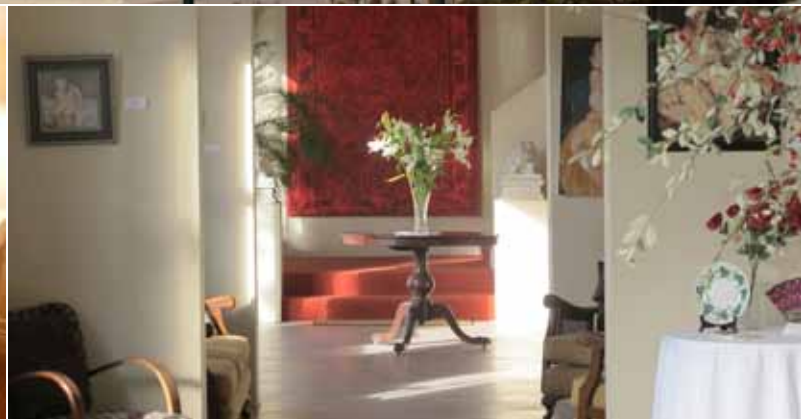
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 **Sydney Office.** 02 9904 8224



Unique freehold opportunity – ready to be taken to the next level!

Resort Brokers Australia proudly presents The Playhouse Hotel, Barraba, a multiple award winning venue which sets a new standard for boutique accommodation and entertaining in inland NSW.

Since it was established in mid 2007, The Playhouse Hotel has steadily built a reputation as a destination of distinction. It has been variously described as “iconic”, “uniquely unique” and “a haven”, amongst many other accolades. Hundreds of repeat visitors and dozens of positive online reviews have recently won the hotel TripAdvisor’s coveted “Certificate of Excellence” award.

The Playhouse Hotel is the most prominent building in Barraba’s beautiful tree-lined main street, ideally situated on a North East facing corner. Behind its elegant facade lies a range of surprisingly versatile interconnecting spaces, offering a wide variety of established uses, with potential for many more.

- 10 beautifully renovated air-conditioned bed and bathrooms
- Top end fittings, furnishings, appliances, beds and linen
- Flexible restaurant/cafe spaces (capacity up to 100 guests) served by fully-equipped Austmont stainless steel kitchen and appliances
- Functional conference/meeting room complete with projector and sound system
- Self-contained conference/meeting room with ceiling-installed projector and sound system
- Unique 80 seat air-conditioned theatre – equipped with professional sound, lighting and projection gear. Regularly used for films, plays, concerts, lectures, meetings, parties and dancing



Turnover: \$365,000

Expressions of Interest close
14th October 2015

resortbrokers.com.au/hotels-for-sale/FH003883



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Sydney Office. 02 9904 8224

GROWING MHE SECTOR TARGETS CARAVAN PARKS

IF YOU OWN A CARAVAN PARK RIGHT NOW, PARTICULARLY A MIXED-USE PROPERTY CATERING FOR BOTH TOURISTS AND PERMANENT RESIDENTS, YOU ARE SITTING PRETTY. YOU'VE BECOME WHAT'S KNOWN IN INVESTMENT PARLANCE AS AN 'ACQUISITION TARGET'. CORPORATE BUYERS ARE CIRCLING, AND IT IS A SELLER'S MARKET.

BY CATIE LANGDON

Australia's population is aging. We are at a crossroads where rising demand for seniors' accommodation meets a growing housing affordability problem. For investment bankers and funds managers, that can only spell one thing – opportunity.

In what Business Spectator commentator Miranda Maxwell cleverly called a “switch from mining boom to reclining boom”, the smart money is being steered into seniors' housing. The result will be massive growth in the **Manufactured Home Estates (MHE)** sector as caravan parks are transformed into affordable, lifestyle-focused residential communities.

Once referred to as relocatable home parks, the modern and more sophisticated MHEs are lifestyle products that offer a less expensive and more flexible alternative to traditional retirement villages.

Though in its infancy in Australia, the MHE trend has been gathering pace in recent years. Traditionally a sector dominated by private individual owner-operators, it is now a major focus for large-scale and institutional investors.

The recent (June) stockmarket debut of Gateway Lifestyle, which listed with 36 parks in its portfolio and has since added the Cobb Haven MHE at Moama, highlighted the direction the sector is taking.

It joined ASX-listed peers Ingenia Communities (20) and Lifestyle Communities (10), alongside big unlisted operators including Discovery Holiday Parks (33), Aspen Parks Property Fund (21), and Palm Lake Resorts (20).

“Recent figures published by Colliers International show that, although the big corporate operators are on the rise, they still control only 9 per cent of the market,” said Resort Brokers Australia NSW consultant, James Carrick, who is active in caravan park sales.

AUSTRALIAN MHE OWNERSHIP



- Private Trust Fund
- Multiple Private Owner
- Institutional
- Single Private Owner

“But they are demonstrating a voracious appetite for expansion. So demand is escalating while supply is limited, putting independent park owners in the box seat.”

When Gateway listed, around two-thirds of their 5,861 sites were already taken up by manufactured homes, leaving scope for another 1,800 sites to be converted from holiday to permanent occupation.

“We have no intention of competing with people in the tourism sector; our absolute business focus is on operating MHEs,” chief executive Trent Ottawa told the Australian Financial Review.

The US market is well established, with huge park portfolios owned by powerful interests. Famed investment guru Warren Buffet is one who has a big stake in the sector. There, about 6 per cent of the population lives in 50,000 manufactured housing communities.

Gateway says only 0.6 per cent of Australians currently live in manufactured housing. The comparison highlights the big future potential of the industry here.

Reports estimate demand for manufactured homes in Australia could rise by as much as 41 per cent as our expanding ranks of retirees, faced with skyrocketing house prices and inadequate savings, look for better retirement options.

The trend is certainly driven by demographics and housing affordability issues. But Resort Brokers Australia says other factors also come into play in the Australian context.

“In the States, what they call trailer parks have a negative, somewhat down market image. But here in Australia, caravan parks are much-loved destinations associated with relaxation, freedom, holidays and fun with family and friends,” Mr Carrick said. “So the idea of enjoying that kind of lifestyle in your retirement years is very appealing.

“On top of that, we know many people have the majority of their wealth tied up in



Lifestyle Communities has bought the mixed use Aukaka Caravan Park through Resort Brokers Australia and is now converting sites to manufactured housing use.



Countryside Caravan Park at Kalau on the NSW South Coast was sold to Gateway Lifestyle through Resort Brokers Australia in March this year.

their family home, but not a lot of savings put aside to fund retirement. Traditional retirement villages are not only costly to buy into, but they have arrangements like deferred fees and often dip into your capital growth if you move on.”

The MHE model allows buyers to purchase a home, but not the land it sits on. Residents pay rent for the site, which also covers management of the community and use of usually extensive resort-style facilities. So, not only is it more affordable, but there is no adverse impact on eligibility for pensions or rental assistance.

“MHEs only charge site rent, so they’re cheaper for retirees, still provide quality, security and lifestyle facilities, and free up equity for them to enjoy retirement,” Mr Carrick said.

There are more than 2500 caravan parks in Australia. Colliers’ research indicates 64 per cent are tourist parks, 30 per cent are mixed-use caravan parks, and only six per cent are MHEs.

“You can see why the big corporate

players see such growth potential. There is a huge trend for older-style, owner-operator parks to be acquired by the big players who lift profitability because of their size and operational models,” he said.

“And most of them are looking to convert all or part of the parks to MHE use. If you own a park, it’s likely you’ve already been approached, or you are in their sights.”

But Mr Carrick cautioned owner-operators against considering opportunistic approaches by suitors without seeking expert advice.

“The market is dynamic, it’s on the rise, and I can’t stress enough how important it is to have expert advice and assistance,” he said. “Don’t agree to a direct offer that might sound like a good deal at the time.

“Resort Brokers is active at the coalface, we know what is going on in the market, and we can advocate to maximise the potential value for owners who are prepared to sell.

“We represent your best interests, so you can be sure you won’t sell your

major asset short. And the premium we achieve will likely far outstrip any commission payable.”

Mr Carrick said intense market activity and aggressive competition for properties among the big operators were driving yields down – good news for owners.

“This is particularly so for mixed-use properties which offer both an existing income stream and a potential to capitalise on the underlying approval for long-term sites.

“A while back, the corporate operators were buying in at yields of around 10 per cent, but now the transaction record shows, for the right properties, yields have tightened to capped rates closer to 8 per cent,” he said.

Currently, about 3.1 million Australians are aged 65 to 84. By 2054-55, that cohort will have swelled to 7 million. They all need housing. So it is easy to see why big business is staking its future on a sector with such favourable growth prospects. **END**

RISK TO \$8.5 BILLION IN ACCOMMODATION INVESTMENT

BY RICHARD MUNRO - AAOA

The accommodation industry is pointing to recent reports by Tourism Research Australia (TRA) which highlight that \$8.5 billion in investment growth in tourism accommodation development is at risk because of the emergence of platforms for residential properties to be used for tourism accommodation, such as Airbnb.

It’s prompted the Accommodation Association of Australia to make a renewed call for tighter regulation of such platforms. “TRA’s ‘Tourism Investment Monitor 2015’ has identified a total value of \$8.5 billion in tourist accommodation development, with \$1.1 billion of this being new,” said

the Association’s Chief Executive Officer, Richard Munro.

“On the face of it, this is great news. But in the background, our industry is being undermined by unregulated, non-compliant and often illegal accommodation which puts the benefits and long-term viability of that investment at risk. “Our industry is on the precipice of potentially experiencing substantial growth and increasing the substantial contribution to the Australian economy it already makes. “This growth will not be realised unless there is a level playing field for all businesses in the

accommodation industry. “Therefore, the Accommodation Association is making a fresh call for consistent taxation rules to apply to all companies which are operating in Australia’s accommodation industry, as per our submission to the Tax White Paper.

“In addition, the Association supports each residential property which is being used for tourism accommodation illegally should be handed a fine of not less than \$1 million. “This would assist with ensuring consumer safety, as well as vitally important investment in tourism accommodation infrastructure in Australia.” **END**

Exclusive MR



High netting New Zealand management rights in prime Auckland harbourisde location

We are proud to offer for the first time the management rights to Auckland Harbour Oaks. This quality apartment hotel is New Zealand's tallest apartment tower, boasting a prime CBD harbour side location in New Zealand's largest city of Auckland.

This will suit Australian hoteliers looking to extend their portfolio across the Tasman. The landmark 38 story tower offers guests sweeping views of West Haven Marina and Waitemata Harbour. The complex consists of 392 apartments of which 101 are in the letting pool. There are numerous outside agents that manage these units, so you would expect that the new operator could takeover and grow the letting pool significantly.

The hotel offers a selection of modern studios and one and two bedroom apartments, all with full kitchen and laundry facilities. The large office area, covering approximately 500sqm with direct street access and double-height ceilings, offers potential for an incoming operator to expand facilities and add additional income streams.

Extra space could be provided by adding a mezzanine floor (as has been done in the adjacent commercial area). A new operator may take this opportunity to introduce a small coffee shop at street level, while moving the office to the level above.

Be quick! Opportunities in Auckland are few and far between.

- 25 metre heated pool
- Well equipped gymnasium
- Near new building - only 10 years old
- 21 years left on management agreement
- Directly opposite brand new Pullman and Novotel Hotels
- Walking distance to CBD
- No need to live on site



Nett: \$1,100,000

Expressions of Interest

resortbrokers.com.au/management-rights-for-sale/MR003908



Trudy Crooks

Broker

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This premium Brisbane boutique motel and serviced apartments business has it all

This is a rare opportunity to buy an exceptional cash flow business in one of Australia's best-held accommodation locations, Brisbane's prestige Hamilton-Ascot airport precinct. The 4 star motor inn boasts 27 motel rooms plus 20 self-contained serviced apartments, catering for business and leisure guests from single travellers to larger families.

It has achieved consistently high occupancy and strong turnover while being run under management for the last three years. So the property also presents a great opening for an astute owner-operator to achieve even higher returns.

The onsite manager's residence is a good-sized two-bedroom, two-bathroom apartment. Quality amenities include a heated pool and spa, sauna, business facilities including a meeting room, underground security parking, and a guest laundry.

A licensed bistro-style restaurant (approx. 40-seat) provides a further income stream. Expertly run by an excellent long-standing

chef, this adds a great dimension to the business. Chef is keen to stay, so the new owners will enjoy effortless F&B service. Importantly, this exceptional business offers long-term tenure with 27 years remaining on the lease. The property has been very well maintained and is beautifully presented. Just take the reins and you're on a winner!

- Prime location, easy access to airport, CBD, local attractions
- Long lease with 27 years remaining
- Strong cash flow business, high occupancy, consistent turnover
- Excellent repeat corporate trade
- Opportunity upside for owner operator
- Quality facilities and presentation, nothing to spend




Nett: \$530,000

Price: \$2,150,000

resortbrokers.com.au/motels-for-sale/LH003904

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Be the proud manager of a prestigious Metro Property Development

Coming to Market - Resort Brokers Australia is delighted to present one of the largest portfolios of management rights ever offered off the plan. Newstead Towers, Aqua, Broadway on Ann and Canterbury Towers by Metro Property Development are entirely sold out and under construction.

These prime Brisbane properties are superbly located in Fortitude Valley and Newstead, within waking distance of the buzzing James Street and Gasworks shopping and dining precincts.

The portfolio totals 905 apartments over four buildings, with a 95% investor profile and all letting appointments secured by the developer. The successful purchaser will also receive a generous marketing budget of \$500 per letting appointment, ensuring the ability to attract the best quality tenants and fill the buildings quickly.

Income projections are being prepared by specialist industry accountants Holmans and will be available on application.

ACCLAIMED DEVELOPERS, DAVID DEVINE, KEN WOODLEY AND LUKE HARTMAN CONTINUE A HIGHLY SUCCESSFUL THREE DECADE WORKING PARTNERSHIP AT NEWSTEAD TOWERS, NEWSTEAD CENTRAL, CANTERBURY TOWERS AND BROADWAY ON ANN.

METRO PROPERTY DEVELOPMENT is instrumental in the growth of Brisbane as a vibrant, new world city. Leading the inner city style evolution as one of its most active developers, Metro currently has a development pipeline of \$2.9Billion.

These pioneers of Australia's home and land package industry built Devine Limited into a top 500 listed company, delivering more than 30,000 homes and apartments across the country. Then, turning their attention to the inner city, they founded Metro Property Development in 2010 and have already delivered six quality inner city apartment projects in Brisbane alone.

Committed to excellence in design and outstanding customer service, Metro is an integral part of the ongoing transformation and renewal of Newstead and Fortitude Valley.



TIM CROOKS
National Off The Plan Specialist

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E timcrooks@resortbrokers.com.au



1



2



3

» NEWSTEAD TOWERS

Newstead

- > 314 units over two towers (one body corporate)
- > Completely sold out & under construction
- > Expected completion May 2016

» CANTERBURY TOWERS

Fortitude Valley

- > 195 apartments & 2 retail lots in total
- > Completely sold out & under construction
- > Expected completion April 2016



4

» AQUA

Newstead

- > 149 apartments & 2 retail lots in total
- > Completely sold out & under construction
- > Expected completion June 2016 with another four stages to come

» BROADWAY ON ANN

Fortitude Valley

- > 247 apartments with retail on separate body corporate
- > Completely sold out & under construction
- > Expected completion April 2016

Exclusive FH



Popular Melbourne motel and conference venue with development potential

Resort Brokers Australia is pleased to present this prime opportunity to secure an excellent freehold going concern in the north-eastern suburbs of Melbourne. This is one of the most recognised motels and conference venues in Australia's sporting and cultural capital. The retreat-style motel is ideally located at the gateway to the Yarra Valley wine region, boasting easy access to both Melbourne CBD and airport.

Facilities include 38 AAA rated 3.5 star spacious accommodation suites, six conference rooms and private dining spaces for up to 150 guests, a fully licenced restaurant, two commercial kitchens, a three bedroom manager's apartment, ample onsite parking for all vehicle types, and room service (breakfast and dinner).

With a land area of approximately 8,876m2, the property also offers excellent potential for further development. A current planning permit is in place to expand the restaurant area to cater for large functions and weddings.

The freehold property and business are offered through an **Expression of Interest process closing Wednesday 23rd September 2015**. Inspect now!

- Motel and conference freehold going concern north east Melbourne suburb
- 38 spacious rooms plus a three bedroom apartment (ideal as a manager's residence)
- Business operates at a solid 72% occupancy
- Fully licenced restaurant/function venue and six conference rooms
- No competition in this region for accommodation or conference facilities



Nett: \$1,113,890 (15/16 Projected)

Expressions of Interest closing
23rd September 2015

resortbrokers.com.au/motels-for-sale/FH003882

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Hillhouse Burrough McKeown

L a w y e r s

Are you buying or selling
Caravan Parks, Motels,
Management Rights or Hotels?

David Burrough and his team are the most respected legal advisors for those about to buy or sell an accommodation business.

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UP FOR IT?

RISING TO THE CHALLENGE

THINGS SEEM TO CHANGE SO FAST THESE DAYS. FOR TOURISM AND ACCOMMODATION OPERATORS THE CHALLENGE OF CHANGE IS CONSTANT. IT CAN BE HARD TO KEEP UP – NEW TECHNOLOGY, NEW MARKETING PLATFORMS, GLOBAL IMPACTS, SHIFTING CONSUMER HABITS. HOW DO YOU RISE TO THE CHALLENGE IN THIS FAST-CHANGING ENVIRONMENT?

BY CATIE LANGDON

When delivering the Roy Morgan Research 2015 State of the Nation Report, with a special Spotlight on Tourism, CEO Michele Levine set out to answer this question: “How will Australia fare in the new, increasingly competitive environment of travel and tourism?”

As she put it, “Australia’s tourism industry is at a turning point... as the commodities boom fades and the nation reassesses its assets, tourism stands to become our most valuable ‘new age’ export industry.” So, are we up for it? Are you?

Roy Morgan tracks major trends in tourism and travel. Their 2015 report looks at how economic, societal and technological factors are changing the face of the industry. Their findings are relevant to every accommodation business, regardless of size, location, or type of operation.

Vital insights were also revealed at the recent HotelsWorld 2015 conference in Sydney, where Resort Brokers Australia was a sponsor. National sales manager, Trudy Crooks, says the exciting prospects for Australian tourism were underlined by the presence of virtually every major hotel company operating (or wanting to) in the region.

“Australia’s favourable exchange rate and strong demand outlook is driving our tourism and accommodation sector,” Ms Crooks said. “But, at the same time, the sands seem to be constantly shifting for operators in regard to distribution and customer preferences.

“It’s perhaps never before been so tough, yet so vital that operators stay in touch with the changes and challenges, and look for ways to jump ahead, innovate and differentiate.”

DIGITAL DISRUPTION

Technology is central to, or strongly impacts, just about every challenge.

“The fact people are accessing sites and using different devices is great for those making the devices,” Roy Morgan’s Ms Levine observes. “But (it is) excruciating for those who see their business as providing a travel or tourism experience – it’s really hard to just keep up.”

A useful strategy is to look at your existing market and the market you need to reach

to grow your business. Ms Levine’s advised decisions about who to target, and what technology you need to engage with them, have to be informed by the dollars.

It’s worthwhile remembering, she says, the big dollars are not yet in what Roy Morgan calls the ‘young, cool digital life segment’, who are the early adopters of technology. They are in the middle age group, characterised as the ‘professional technology mainstream’, people who adopt technology for career and convenience, and ‘technology traditionalists’, usually aged 45+ and adopt technology once it has become mainstream.

So the message might be, you don’t need to be across every new device and app the minute it is released. But you do need to provide for the level of technology used and expected by your clientele. They may be Baby Boomers now, but they’ll be Gen Y soon.

The digital world isn’t the enemy of accommodation operators. It only feels like the enemy if you don’t understand who the existing and emerging consumers are. If in

doubt, outsource. You can't be an expert at everything.

Outsourcing can give you better outcomes, access to experience you don't have, more capacity for innovation, save time and, more than likely, help grow your business.

WI-FI A MUST

One message delivered loud and clear by all industry advisors is that Wi-Fi is no longer considered a luxury, or even an amenity. It is a utility, like electricity and water. Internet use is so vital to almost all travellers now that having a robust Wi-Fi network is mandatory.

Guests are carrying more and more devices. One survey found over **75%** use smartphones, **68%** laptops and nearly **62%** carry their tablets when travelling. Guests want to be connected everywhere, not just in reception or the business centre.

Many of the larger hotels now go even further. They say Wi-Fi must be free to guests (built into tariffs, of course), because people now regard it almost as a necessity of life.

Of course that may yet be too much of a stretch for smaller accommodation operations. But surveys also show most guests don't mind paying an extra fee to access more bandwidth. Upgraded Wi-Fi will take on even greater importance as streaming content (iTunes, Netflix, etc.) becomes more and more prevalent.

ONLINE TRAVEL AGENTS

If you had to single out the most dramatic change to the accommodation business over the last decade, it would have to be the escalation of OTAs – online travel agents.

"One paper presented at HotelsWorld discussed the sources guests use for accommodation arrangements," Ms Crooks said. "Even though it was 2012 research, website use accounted for over 65 per cent. That figure is now much higher and growing all the time."

Roy Morgan highlighted another interesting fact. It ranked the top 15 travel websites visited in Australia in the 12 months to March 2015. Airline companies – Qantas (ranked 1), Jetstar (3), Virgin (4), even TigerAir (14) were all in the top 15. But not a single accommodation operator – not even the biggest hotel brands!

It is telling. Accommodation is rarely booked direct with the operator. OTAs rule. They ranked: Booking.com (1), TripAdvisor (5), Wotif (6), Expedia (9), Traveller (11), Stayz (12), Hotels.com (13), and Lastminute (15).

Other recent research showed, of the 25 most popular apps, eight were also OTAs. Again, there's a total lack of branded hotel apps in the results. So mobile device users are heading straight for the OTAs too.

The DIY online booking revolution is a major change accommodation operators cannot escape. But the ever-expanding number of channels, dynamic nature of the online environment, and the cost implications are naturally daunting.

BOOKING STRATEGIES

"The upside, though, is the huge amount of business generated through these channels," Ms Crooks said. "There are costs, but there is opportunity for growth. The technology might be different, but your business approach will be the same – cost-benefit analysis.

"You have to know the costs of the variety of distribution channels and the returns expected from each. Select those that deliver the highest traffic and best results. Monitor where your bookings are coming from and survey your guests," she said. "Use the most effective OTAs for you, within your budget. If they lift business, they will be an investment, not a cost."

Recently, Airbnb was valued at
US\$25.5 BILLION,
making it one of the world's biggest accommodation operators

At the same time, Ms Crooks advised smaller operators to be proactive in encouraging guests to book direct with them. Larger hotel groups have done this by establishing loyalty programmes that reward guests for making direct return bookings.

"Regardless of size, this is a great strategy. Offer your customers incentives to book with you, benefits they can't access if they book through the OTAs. Offering a room upgrade, for example, is a great strategy," she said.

"Front office staff, with friendly personal attention, can play a huge role. Tell guests if they book their next stay, they'll be upgraded, or enjoy another reward. When repeat business guests are checking out, ask if you can make their next booking then and there."

WHAT ABOUT AIRBNB?

Airbnb, a different kind of OTA juggernaut, many would say threat, has of course captured the attention of the mainstream accommodation industry. Its model is based on home-sharing, but it is no backyard operation.

Recently, Airbnb was valued at **US\$25.5 billion**, making it one of the world's biggest accommodation operators... without actually owning any room inventory. It is worth more than the Marriott chain (\$US21b) and twice as much as Expedia.

Airbnb itself claims to be a very different proposition to the traditional accommodation model. It insists it's growing the tourism economy and diversifying where the tourist dollar goes. But that doesn't really ring true, when you consider they've launched a 'business travel program', designed specifically to target the corporate travel and conference market.

Just as taxi operators are crying foul over Uber, Airbnb is heavily criticised. Tourism Accommodation Australia (TAA) has called on governments to act against "non-compliant accommodation providers" who it says are "putting guests' safety at risk, threatening jobs and contributing nothing to the Australian economy."

But the view of Airbnb at HotelsWorld seemed, at least on the surface, more relaxed. "If Airbnb is getting more people to travel, it is a good thing," said Choice Hotels Australia CEO, Trent Fraser. "It means we have to just do better to compete."

Ms Crooks says the average age of Airbnb customers is 42. "While this is older than you might expect, they're not business travellers. The industry consensus is that their market will remain mostly leisure visitors, because the corporate market demands consistency and a certain level of service.

"That means hotel and motel operators need to focus on service to their primary markets, be attentive to guest needs, give excellent service, and provide added value that Airbnb hosts can't or don't, like including F&B, convenience food, and great Wi-Fi."

CUSTOMER FOCUS

In every challenge there is opportunity. And the experts agree, the single biggest opportunity, if you want to grow your accommodation business, rests with your customers – their needs, their experience, their feedback.

A vast amount of demographic and psychographic information about today's traveller is available. Companies like Roy Morgan Research have spent years studying people and the choices they make. Peak tourism bodies in every jurisdiction provide similar data.

Find out why your property seems to appeal most to a certain type of traveller. Or what services, facilities or experiences you can provide to target particular social, interest or age groups.

Why will some people travel rough just for the experience, while others insist on an espresso machine and feather pillows? **CONTINUED ON NEXT PAGE...**

And which of them is your customer? It is critical not only to know your guests, but to build a relationship with them. Of course, that means attending to the basics – providing great customer service. But it is now more complex. Again, grasping and using available technology is vital.

What the researchers call ‘building communities and relationships’ is increasingly done in the digital space. While it’s not time to desert traditional marketing and customer relations activities, social media is now a crucial component of your marketing mix.

Facebook, Twitter, Instagram, custom apps that highlight your property’s unique charms are powerful means of generating guest engagement. They also give your customer a degree of power – the ability to post positive or negative feedback, in a public forum.

They can be your friend or enemy on social media, so treat them with care!

TREND SPOTTER

Opportunities present when we can identify and exploit new and emerging trends. But staying ahead of the game in a world of such fast-changing consumer habits is no easy task. That’s why industry competitors are prepared to collaborate.

Global events like the HotelsWorld conference bring together some of the best and brightest in the accommodation sector. Happily, the rest of us glean insights and intelligence, benefiting from their powerful resources.

So here are some of the most talked-about trends that could drive your business in the years ahead:

✓ Millennials:

Also known as Gen Y (born 1980 – 2000), Millennials make up a huge, fast-growing guest segment. They will soon be the world’s biggest spenders on travel and accommodation. So, get to know them, and get ready to attract and look after them!

The Millennial generation will have a big impact on the tourism economy. They’ve grown up in a time of technological change, globalisation and economic disruption. So they have different behaviours and expectations to their parents. They are ‘digital natives’ with instant access to price comparisons, product information and peer reviews.

The good news is they’d rather spend their money on experiences than stuff. They see travel as a deserved reward for hard work, and are partial to spending on luxury. That makes them a prime target market for accommodation providers. Important services for them will free “impeccable” Wi-Fi, self-service check-in and convenience food, and open-plan eat/drink/work/play spaces.

✓ Get real:

It’s all about the ‘experience’. Some of the buzzwords used frequently to describe the customer experience today’s travellers most want are ‘authentic’, ‘personal’, individualistic’, ‘boutique’. Mantra Group CEO Bob East advised “being authentic is probably your biggest selling point.” Give your guests something to talk about.

✓ Hyperconnectivity:

We’ve already discussed the ubiquity of mobile devices. Now wearable technology is going mainstream. All manner of devices, from smart watches to connected clothing, glasses, fitness bands and more, will demand bandwidth.

✓ FIT market:

No, we’re not talking about the exercise set. ‘Free Independent Travel’, particularly in relation to the expanding Chinese holidaymaker market, is a big trend. As these more adventurous Chinese visitors grow in numbers, they represent a huge market opportunity for everyone – large and small establishments, city and regional.

✓ Poshtels:

Hostels are making a bid for the cost-conscious, style-seeking consumer, glamourising their properties to compete with boutique hotels. Can you turn this to your advantage – tap into this trend?



“IT’S TIME!”

That’s how Roy Morgan concluded their 2015 State of the Nation address. “... it’s time to put all our efforts behind our tourism industry – and get it right for now and the future.”

International tourism is rising strongly. If you are not in the international market, the outlook is still terrific. Eighty per cent of

Australia’s tourist market is domestic. Roy Morgan’s research tells us that, right now, Australia’s full-time workforce has a grand total of 123,510,000 days annual leave accrued!

That’s a whole lot of holidays to be taken. So, wherever you are, the ball is in your court. There is a massive market out there ... and they’re keen to come and stay. **END**

Exclusive MR



In the heart of Broadbeach, netting \$348k, easily run by two

Immaculately presented 41 unit management rights in Broadbeach. Consisting mostly of one bedroom apartments (with three dual keyed two bedroom apartments), this secure business brings high returns and a body corporate salary \$62,805k. Perfect for the first time buyer or the relaxed and experienced wanting a change.

With the excitement building for the Commonwealth Games all the signs are ripe for occupancy to grow even higher than it is right now. Continual growth to the Broadbeach area and a high level of returned guests all contribute to the stable income this property offers.

- 22.5 year agreements
- \$62,805 BC salary
- 41 apartments in the building, 30 in the letting pool
- Majority 1 bedroom apartments
- \$348k nett profit
- Modern 2 bedroom manager unit



Nett: \$348,000

Price: \$2,260,000

resortbrokers.com.au/management-rights-for-sale/MR003824



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Exclusive MR



Broadwater beauty - Gold Coast permanent MR

Aqua Apartments is undoubtedly one of the Gold Coast's finest residential properties. Located in an absolutely prime location, this gleaming 19 storey tower offers its residents the pinnacle of waterfront living and an array of world-class facilities. The manager's residence is unquestionably one of the best we have come across – finished to the highest of standards, with high ceilings, loads of natural light, expansive indoor/outdoor living areas and breathtaking views. Aqua Apartments would be ideally suited to a couple looking for a solid and sizeable net income, while also looking to maintain an exceptionally good lifestyle. With a manageable workload, beautiful positioning and an incredible residence, this is a rare commodity not to be missed.

- Total of 104 residential apartments (25 in letting pool), with 19 commercial units at the base
- Body Corporate salary of \$267,000 (CPI linked)
- Workload very manageable by two people – all cleaning is contracted out with wages shown in P&L
- Lengthy tenure - 20 years on residential agreements, 19 years on commercial agreement



Nett: \$306,000

Price: \$2,750,000

resortbrokers.com.au/management-rights-for-sale/MR003858



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Exclusive LH



‘Excellency Award’ winning motel - two hours north of Brisbane

On offer is the leasehold offering of a very sharp near-new motel located in the heart of bustling Gympie. The property has been perfectly designed with spacious rooms, a beautifully presented restaurant and bar with a natural ambience, perfectly located next to the in ground swimming pool.

Thought was also given to parking not only for guests but also for trailers, buses, boats etc. In the four years the motel has been operating, it has shown good growth in occupancy and turnover.

Touted to be the best motel on the eastern seaboard, this property holds a large corner block position on the main highway.

Gympie is situated in South East Queensland, along the Mary River, about 160 kilometres north of Brisbane. Attractions include The Gympie Gold Mining and Historical Museum Houses, which showcase the development of the location, rural and communications industries Australia.

- 39 luxury suites inc. one bedroom and family suite rooms
- Spacious three bedroom managers unit
- Restaurant seats approx. 100 plus a private dining room
- Audio visual equipment available in function room and board room
- Purpose built from rendered brick besser block, tile and colour bond roof
- 25 year lease
- Located 2 hours north of Brisbane



Nett: \$594,632

Price: \$1,980,000

resortbrokers.com.au/motels-for-sale/LH003299



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Exclusive MR



Beachfront lifestyle in beautiful Lennox Head - easily managed with no set office hours

We proudly present this great opportunity for a single person or couple to acquire a highly profitable business in the main street of Lennox Head directly opposite the beach. The perfect location only minutes stroll to shops, restaurants, cafes, boutiques and beachfront pub is the primary reason for high numbers of repeat guests, particularly from Brisbane and the Gold Coast.

With no set office hours and minimal caretaking and gardening duties, this is a true lifestyle beach business. The beautifully appointed one bedroom apartments sleep four and include a quality fully fitted kitchen, air conditioning, bathroom and laundry, while each apartment also enjoys a large covered private patio overlooking the ocean.

With a permanent population of just over 8,000 and growing, this sleepy seaside village almost doubles in size during summer and in particular school holidays.

- New 10 year term from settlement
- Beachfront living on highly sought after northern NSW coast
- Located in the main street, only minutes' walk to shops, eateries, hotel and entertainment
- High occupancy and growing net profit
- Easily managed with no set office hours
- Large reception area with fully equipped office
- Lifestyle business attracting repeat custom from Brisbane and Gold Coast
- Private two bedroom manager's apartment with security basement parking and oceanviews



Nett: \$202,507


Price: \$1,395,000

resortbrokers.com.au/management-rights-for-sale/MR003879



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FINANCIAL STRATEGIES FOR SMALL BUSINESS OPERATORS

BY TONY ROSSITER - HOLMANS CHARTERED ACCOUNTANTS



PREPARING FOR THE FINANCIAL YEAR AHEAD

The start of a new financial year should encourage new strategies to be developed for the year ahead. Currently all the key drivers are in place for success in small business, interest rates at historically low rates for now and the foreseeable future with moderate unemployment and inflation rate. So why aren't we outperforming in our business?

I suggest the one missing piece of the puzzle is consumer confidence. In the accommodation sector (particularly the leisure market) business performance lives or dies based on consumer confidence. Despite the recent political uncertainty arguably behind us, we are still operating in an environment of relatively low consumer confidence, quite likely as a result of the uncertainty surrounding an economy operating in a post-mining boom environment.

However, it's never too early to focus on financial strategies in order to minimise tax, reduce risk and be prepared financially for the year ahead. Effective tax planning is something that should be considered year round, and by making it a priority, could result in you paying less tax and reducing the cost of doing business irrespective of the level of consumer confidence. By preparing and updating a forecast of income and outgoings, businesses can identify times when money may be short and plan accordingly.

Following are some fundamental guidelines that can help ensure your business is prepared for the financial year ahead.

MANAGING CGT LIABILITY

If you are thinking about selling an asset this year for a profit, you may want to consider the available strategies to minimise Capital Gains tax which include:

- Utilising the CGT small business and retirement concessions
- Match gains and losses where possible to avoid carrying forward a capital loss
- Defer a disposal to a subsequent income year
- Defer a disposal to ensure the asset has been held for at least 12 months to potentially benefit from the 50% discount

MAXIMISING SUPERANNUATION FOR OVER 50S

From 1 July 2015 the level of tax concessional superannuation contributions that you can make will be the same as the previous year.

For taxpayers under the age of 49 years, their concessional limit is \$30,000 per year. For taxpayers aged 49 years or older on 30 June 2015, a contribution of up to \$35,000 per year can be made in concessional contributions. Under the superannuation rules, the concessional cap is indexed in line with movements in average wages and increases in \$5,000 increments.

So now is the time to start planning how you can maximise your tax concessional contributions through different strategies if you haven't already done so.

Commence a Transition to Retirement Pension – from the age of 55 you can commence a transition to retirement pension from your Superannuation Fund. Delaying this transition could mean that you miss out on benefiting from the total franking credit refunds and the opportunity to convert taxable investment income in your Superannuation Fund into tax free earnings. If you are still working, the pension you initiate can be restricted to a retirement pension, or unrestricted if you have no plans to work again.

Withdrawal and Re-Contribution – if you have already started a pension, it may be

worthwhile to consider a withdrawal and re-contribution strategy to enhance the tax fee component of your superannuation. This option provides advantages where you anticipate beneficiaries inheriting a portion of your superannuation.

MAXIMISING YOUR INVESTMENT PROPERTY CLAIM

Property investors could guarantee more cash in their pockets this financial year by maximising property depreciation deductions.

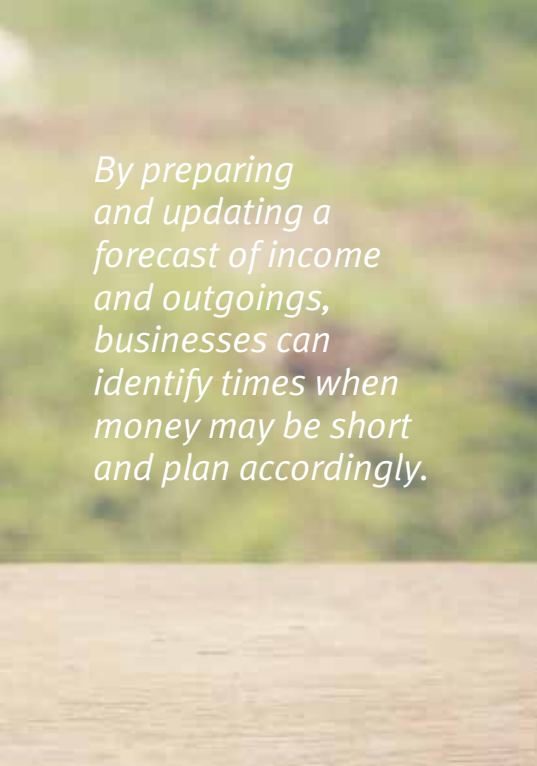
A qualified Quantity Surveyor can carry out an inspection of an investment property and prepare a depreciation report which can then be used in a tax return. The property investor can claim the depreciation of the investment property against taxable income and in turn result in the property investor paying less tax.

When these assets are not classified correctly, money is lost in the early financial years following the purchase. Often the obvious assets are identified and depreciated with the more inconspicuous items are sometimes overlooked. This often results in them being combined with capital allowances and claimed at 2.5% instead of the much higher rates based on their effective life. That may mean a significant difference in the deduction for the property investor.

ESTATE PLANNING STRATEGIES

Estate Planning – is more than just having a will. It is about ensuring that a person's estate is passed on to their beneficiaries in the most tax effective and financially efficient manner possible when they are gone.

Getting early advice on setting up an estate plan can help you to achieve peace of mind in knowing that your wealth will be passed on in the most tax effective way



By preparing and updating a forecast of income and outgoings, businesses can identify times when money may be short and plan accordingly.

and ensure it is carried out according to your wishes, which is often a problem with a simple will.

An estate plan maximises your assets and takes into account other non-financial matters, such as the care of dependent children, medical treatment and accommodation if you are incapacitated. It

also considers your charitable, community and cultural requirements.

If you pass away without a will, your assets are distributed by following a standard statutory formula and it is likely that distribution will not play out the way you would have liked. For those who do have a will, it may only cover what to do with your personally owned assets and other considerations like superannuation, trusts and business assets may have been left out.

In developing an effective action plan for dealing with your estate, the following considerations should be made:

- How will your business wealth be dealt with?
- How should your superannuation be dealt with after your death?
- Who is to receive your gifts and legacies, and when should they be given?
- Who will be appointed executors of your will?
- Who will control your non-estate wealth holding entities, including family trusts?

An estate plan is something that should be considered, no matter how young or old you are.

OUTLOOK FOR THE YEAR AHEAD

Two significant small business tax announcements in the recent federal budget should start to take effect over the next 12 months. You may recall the government announced an effective 5% cut in tax rates for small business, together with an accelerated depreciation write-off of up to \$20,000 on business assets. Combined with record low interest rates we expect these measures to flow through to improved consumer confidence which can only be good news for the accommodation sector. **END**

The information, recommendations, opinions or conclusions provided above are generic in nature and do not express individual advice. You should always consult your professional representatives before taking any action. Holmans welcome any queries you may have in relation to the above matters.

FINANCE OPTIONS. DECISION, DECISIONS, DECISIONS.

BY MIKE PHIPPS - MIKEPHIPPSNANCE

For most people the biggest decisions they make in life tend to revolve around marriage and family. The decision to be with someone for the rest of your life is a huge one and is often followed by a plethora of smaller decisions of apparent lesser consequence. For women it's things like the colour of the brides maids dresses, for blokes the brand of beer at the reception. The relationship rolls on and the blokes realise that leaving the toilet seat up is actually a life changing decision, and not necessarily a happy one!

So it is with finance.

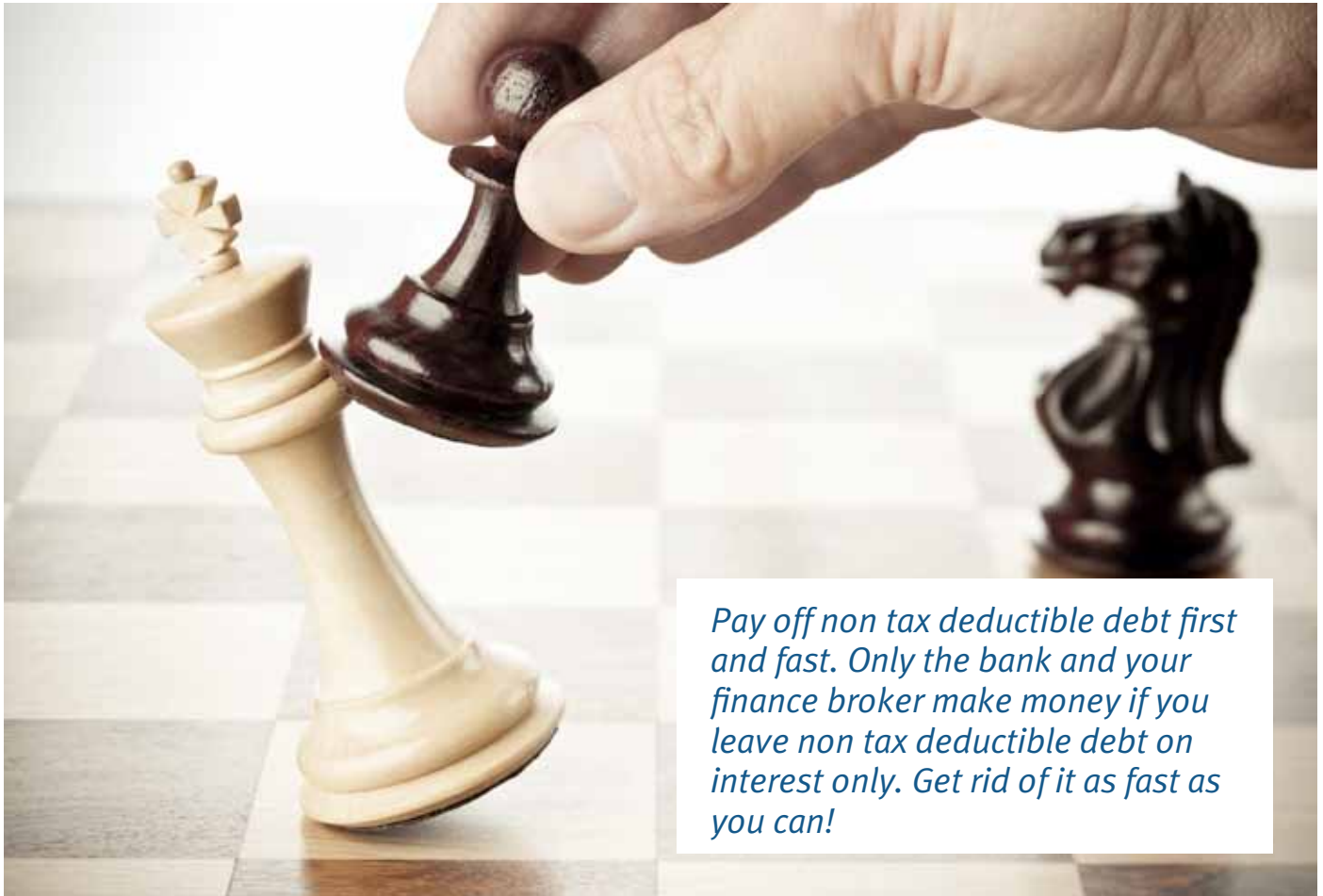
Buying a management rights, motel or other accommodation asset is often the biggest financial decision the purchaser will ever make. As is often the case in life the initial decision is a big one but it is followed by a long list of micro decisions. Happily a wide range of lenders are keen to help but for good or bad the range of options can be a bit bewildering. I would

argue that in spite of the occasional speed bump any industry that enjoys an embarrassment of riches in respect of finance options is in robust health so let's not get too concerned.

For me anyone borrowing money has two critical decisions to make in respect of structure. One is interest rates and the other is repayment terms. Just to complicate matters the two go hand in hand so I am going to tackle them together. Most borrowers I encounter are focused on interest only finance and that's fine provided you have a good reason for this strategy. Interest only for its own sake is no more advantageous than negative gearing without capital growth but that's a story for another day. Basically any interest costs that can be attributed to funds borrowed to generate taxable income can be claimed as a tax deduction. The received wisdom is that this is a good thing but it's not necessarily the case. If your average rate of tax is 30%

then you are essentially spending a dollar in interest costs to save 30 cents. This strategy in isolation seems to make little sense. However, there may be good reasons to go down this path. The first and most obvious reason is cash flow management. Interest only commitments impact cash flow much less than paying principal and interest. Particularly during the first year of ownership of your business I think it makes very good sense to opt for interest only finance. You are coming to terms with the cash flow cycle of the business, managing any little surprises and replenishing working capital and contingency savings after the purchase. Makes sense to keep your debt servicing commitments to a minimum.

After allowing for operational cash flow the other reason you might want to stay on interest only terms over the medium term is simply better options for the money you would otherwise use to pay down principal. **CONTINUED ON NEXT PAGE...**



Pay off non tax deductible debt first and fast. Only the bank and your finance broker make money if you leave non tax deductible debt on interest only. Get rid of it as fast as you can!

The most common strategy we see adopted is using these funds to make contributions to superannuation or to make other investments outside of the business. Again, provided these investments deliver a return that compensates for the interest cost penalty of not paying principal I think this makes perfect sense. As luck would have it so do the banks. When we ask for further interest only terms after the initial period and we can articulate our clients investment strategy the result is usually positive. Of course, if interest only terms are required simply because the borrower can't afford P and I then there is no hope of an approval in the first place.

On to interest rates. For most borrowers that's a simple decision between fixed and variable options. At present we have almost no clients fixing rates so the general view seems to be that rates will stay low for some time yet. Of course, by the time there is clear economic evidence that rates may rise the fixed rate horse will have bolted so best to make a pre-emptive strike if you like the idea of a fixed rate.

Borrowers do have the option of starting on a variable rate and fixing all or part of their loan down the track. Bank fees associated with this sort of change are

minimal and for some it's a fall back option to keep in mind. Variable rates do have one big advantage over fixed rates. In nearly all cases you can pay off a variable rate loan as fast as you like without penalties. Fix your rate and whatever repayment arrangements you have are pretty much what you are stuck with. Penalties will apply if you pay extra or if you pay the loan out during the fixed rate period. We recommend to all our clients to think about cash flow, debt reduction and the ultimate plans for the asset before fixing interest rates.

So why not have your cake and eat it too. My personal preferred option at present when borrowing money for business and investment purposes is interest only variable rate funding. My finance contract commitment is to pay the interest each month while my options are to pay as much extra as I like and to get back the extra any time I please. Banks don't charge penalties for paying down variable rate interest only loans and nearly all loan products have redraw features. I only pay interest on the actual loan balance and I can hammer the debt with any available cash that I have no immediate plans to spend. If I need some of the money back I simply redraw it via Internet banking or for larger amounts at my local

bank branch. It's a great way to provision for future tax commitments or to simply build up a war chest for future investments.

As with all great strategies there is one small catch. If you pay down tax deductible debt and then redraw you need to be able to show the tax man that you used the redrawn funds for business or investment purposes. If you use the redrawn funds for personal reasons it may be ruled that those redrawn funds which form part of your loan balance are not tax deductible in terms of the proportioned interest costs. If in doubt consult your accountant.

A couple of final points. Pay off non tax deductible debt first and fast. Only the bank and your finance broker make money if you leave non tax deductible debt on interest only. Get rid of it as fast as you can! Lastly, I am not an economist, financial planner or clairvoyant. Borrowers should consult their accountant regularly, review their financing arrangements annually and keep abreast of economic news. Interest rates and bank credit policies can and will change from time to time. The best you can hope for is that you will make decisions on an informed basis and be happy to live with the outcomes. **END**

Exclusive LH



Live the dream - beachside caravan park with large four manager's residence

Goongarra Beach Caravan Park is located between Tully Heads and Hull Heads, just north of Hinchinbrook Island, as the crow flies. At the mouth of the Tully River you will find beautiful Tully Heads with its beachside reserve and golden beach with a spectacular view to Dunk and Hinchinbrook Island.

Located at the Hull Heads is an all weather boat ramp and pontoon giving the fishing enthusiasts access to estuary and reef fishing.

There is a great mix of powered sites with concrete slabs, together with long term residents, all enjoying the usual services and amenities, including a licensed café and the only fuel sales, mini mart, take away food and gas refills in town.

The residence is situated above the mini mart and has a generous four bedrooms, along with a open plan living area and a very spacious office.

The park has considerable repeat clientele that return on an annual basis to soak up our great North Queensland weather.

- Regular tourist destination with return business
- 3.5 star rating
- Restaurant with liquor licence, take away food
- Seven cabins replaced 2011
- Fully stocked mini mart/fuel depot
- Upgraded amenities
- Swimming pool and BBQ facilities




Nett: \$181,288

Price: \$650,000 SAV

resortbrokers.com.au/caravan-parks-for-sale/LH003828

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ACCOMMODATING HOTEL

DEMAND

AS DEMAND FOR HOTEL PROPERTIES CLIMBS, AND CURRENT OWNERS SEEK TO CAPITALISE ON RISING VALUES, THE NEED FOR EXPERT MARKET ADVICE IN THE HOTEL SALES SECTOR IS CRITICAL. AS ONE OF THE INDUSTRY'S MOST EXPERIENCED SPECIALIST ACCOMMODATION AGENCIES, RESORT BROKERS AUSTRALIA HAS RESPONDED WITH A NEW DEDICATED HOTELS DIVISION.

BY CATIE LANGDON

Australia is well on its way to a significant tourism upturn. A lower Australian dollar is fanning the embers of the country's glowing reputation as a compelling destination for leisure, business and education travel. And it is encouraging domestic travellers to holiday at home more.

Total visitor spend in the 12 months to end September 2014 rose 3.8% to \$102.1 billion, pushed significantly by a substantial 5.1% increase in visitor nights to 523 million. (Source: Tourism Research Australia)

Hotel operators know this. We are now front and centre of the growth plans of many hotel groups. Figures show the Australian hotel investment market has enjoyed an extraordinarily strong first half this year, with transaction volume reaching around \$1.9 billion, a 150% increase over the same period last year. The record total \$2.5

billion hotel transaction volume recorded in the 2014 year will be well and truly trumped.

Resort Brokers Australia's new Hotels Division has already negotiated sales worth well in excess of \$100 million. These have included The Sebel Launceston 4.5-star CBD apartment hotel for close to \$10 million and numerous quality Quest Serviced Apartments hotels across Australia.

Of particular significance was Resort Brokers' record-breaking sale of the Soul Surfers Paradise management rights to Mantra Group. The price paid (at the time of writing) is far and away the highest sum ever paid for management rights anywhere.

According to national sales manager Trudy Crooks, who heads Resort Brokers' Hotel Division, the Soul sale demonstrated not only the strong appetite by hotel operators for Australian properties, but also

their increasing willingness to look at all operational models.

"It shows quite clearly that traditional hotel management agreements are no longer the preferred option for operators, and they are prepared to look at all opportunities," she said.

"Management rights, which hadn't historically been targeted, are now an attractive asset class for hotel operators, as are leases, franchises, freehold, and combinations involving management agreements and equity."

Negotiated Sales:

\$100+
million

**By Resort Brokers
Australia's new
Hotels Division**

Another high profile hotel sale by Resort Brokers Australia clearly demonstrates that point. And the buyer was one of the world's more active hotel managers, developers and operators, Thailand-based Minor Hotel Group.

Operating in Australia under its Oaks brand, Minor paid close to \$60 million for the new Elan Soho Suites, a 4.5-star CBD hotel and serviced apartments tower in Darwin. It was an intricate, blended deal that included two components – the freehold to 168 hotel rooms, a conference facility, restaurant, leisure facilities, reception, back of house and 126 guest car parks, plus management rights to 133 investor-owned apartments.

Developer and former owner Gwelo Group chose Resort Brokers (in conjunction Prime Resort Services, Bali) to handle the successful international Expressions of Interest campaign because of its deep knowledge and experience of all the operating models.

“Minor Hotel Group is just one operator pushing strongly to expand their footprint across Australia,” Trudy said. “Mantra Group, Accor, Quest and many others have signalled their intentions and are competing strongly for properties.

“The scale of interest was clearly on show at the HotelsWorld 2015 conference in Sydney in late July, where Minor CEO Dilip Rajakarier delivered an address after meeting us in Darwin to sign off on and announce their Elan Soho purchase.

“Every group was represented at HotelsWorld at a very senior level, including SilverNeedle Hospitality, Swiss-Belhotel International, Four Seasons Hotels and Resorts, Ovolo, Mantra, Wyndham, Choice, Quest, StayWell Hospitality, Accor Pacific and many more.

“So too were the big funds managers and investment groups. And Resort Brokers was there, as a sponsor, to speak with them and expand our already considerable connections and influence in the hotels space,” Trudy said.

Carlson Rezidor Hotel Group Asia Pacific president, Thorsten Kirschke, said his company, one of the world's largest hotel groups, was also actively seeking to increase its commitment to the region.

“The tourism outlook is positive, especially in Australia where the forecast is for continued growth and where demand for rooms is projected to outstrip supply over the next three years,” he told the Sydney Morning Herald.

Trudy Crooks says Resort Brokers Australia has made it known that, as these and other hotel groups and investors position themselves to seize the opportunities presenting in Australia, they are there to bring sellers and buyers together. **END**

DEALING WITH OPPOSITION TO EXTENSIONS TO AGREEMENTS

BY JOHN MAHONEY, MAHONEYS

Bodies Corporate are regularly asked by resident managers to extend or renew management rights agreements. Mostly this is done with a minimum of fuss, particularly where the owners have had a good experience with their resident manager. Occasionally the manager's request is met with opposition and hostility.

This Article is an abbreviated version of one I wrote some years ago and is designed to restore some balance to the debate.

Management rights have in their 40 or so years been subject to many extensive reviews and legislative changes. The current legislation is the culmination of major reviews in 1990's and a further review in the early 2000's.

All interest groups – the management rights industry and its opponents – took part in the review. The current legislation came about after the arguments and submissions of all interested groups were scrutinised and balanced.

The mechanism where the term of an existing agreement could be extended only by way of a variation to the agreement to add a further option was the result of extensive discussion and scrutiny. Strict rules for doing that were set – secret ballot, only one variation in any year, the circulation of a summary of the existing agreements and a maximum of 5 years for the option period.

The legislation recognises the importance of stability in the management of buildings. The reality is that history has shown that in large community titles schemes, management rights, where the resident manager has a vested interest in the complex and the business, is the most efficient and effective form of management, providing sound onsite management and good returns for letting owners.

Management rights, for their success, depend on a sound tenure. That is something that a manager and a financier seek and is the reason why managers regularly seek to “top up” their agreements.

It is also in the interests of a body corporate to have viable, stable long term agreements in place. Such agreements give a body corporate the best chance of attracting a good manager. The manager's significant financial investment in the building is the principal reason why management rights work. Extending well

drafted agreements allows a body corporate to lock in the performance or other standards. It shows the manager that he or she has the support of the owners giving the manager both confidence and enthusiasm, something which benefits all owners.

Some opponents suggest that the term of

agreements should not be extended as to do so in some way means that the body corporate is giving away control of the building to the manager. Such claims are often made by opponents who want to control and dominate (and often bully) the manager but find that the legislation actually ensures that the relationship is more balanced than they would like.

Because they cannot dominate and bully, they resort to claims that the manager has all the control. What they are really complaining about is not that the owners have lost control but rather that they themselves cannot control and dominate the manager and other owners.

Extending existing agreements is a common and well recognised practice. It offers real advantages to managers and bodies corporate. **END**

History has shown that in large community titles schemes, management rights, where the resident manager has a vested interest in the complex and the business, is the most efficient and effective form of management

STRATEGIES FOR FILLING VACANCIES

THERE'S A LOT OF DEVELOPMENT GOING ON RIGHT NOW, PARTICULARLY IN BRISBANE. THE SHEER SIZE AND NUMBER OF NEW APARTMENT BUILDINGS THAT ARE COMING ONLINE IS PLACING SOME STRAIN ON EXISTING MANAGERS TRYING TO FIND TENANTS TO FILL VACANCIES.

BY NICK BUICK - THE ONSITE MANAGER

According to senior economist Dr Andrew Wilson from Domain, increased stock will have a short-term impact on rent in Brisbane while the additional stock is being filled. "Even though we might see some over-supply impact the market, Brisbane will generate an inner-city lifestyle," Dr Wilson said. "It might happen (over-supply) in the short to medium-term, but the outlook for that type of development in Brisbane is very positive, and will balance over time."

That's all good and well over the long-term, but for managers with units sitting vacant now, how can we get them filled without slashing rent? Here's a few tips to help you.

TIP 1: MARKET LIKE A PROFESSIONAL

RealEstate.com.au have recently changed their listing layouts considerably. One of the biggest things they did was to remove basically any text on the search results. No headlines, no synopses... all you get to communicate about your listing now is 1 photo and how much the rent is... This means your options are very limited now in what you can say about your listing to get people to click into it. You therefore need to exploit those options for maximum benefit. The photo is absolutely critical. Don't try and take photos with your mobile phone they look amateurish at best and like absolute rubbish at worst. Use a professional photographer. Select the image which shows the best aspect of the property for the main image. This is what your competitors are doing in those new high-rises. If you want to compete with them, you need to keep up with them.

TIP 2: CONSIDER FEATURE LISTINGS

When it comes to rentals, only about 30% of users on RealEstate.com.au scroll past page 1. If you don't feature your listing, you'll *start* on at least page 2 or three. This means most people will never even see your rental. Featured listings are the answer. You can book and pay for them online quickly and easily and they'll ensure you're getting better exposure for your owners.

01 MARKET LIKE A PROFESSIONAL

02 CONSIDER FEATURE LISTINGS

03 STAY COMPETITIVE

04 MAKE AN OFFER



NEW REA LAYOUT DOESN'T SHOW ANY HEADLINE OR BODY TEXT IN LISTING PREVIEW

TIP 3: STAY COMPETITIVE

You need to make sure your owners keep up with the competition. Remind them about the new stock coming online... does their unit need recarpeting? Repainting? Etc? If owners want to get the same rents as newer property they need to keep their property as-new. If carpets or walls were damaged by outgoing tenants make sure their bond is used to replace these and get the owners to kick in the cost of any other improvements to keep the property competitive. The last time my tenant moved out I made use of the time it was sitting empty to get it re-furnished. I spent over seven thousand dollars completely repainting and recarpeting my apartment in Teneriffe. It was worth it, by the time I'd finished the make-over, a tenant was ready to move in and the property presents as-new again for another few years.

And if you need carpenters, painters, electricians, plumbers, handymen, you-name-it, we now have a fantastic new trade service for you on the website! All you need to do is visit TheOnsiteManager.com and to register your job with us now in the large red form at the bottom of any page. Simply type roughly what you need (eg: 'Blind repairs') put in your name and number and click submit and that's it! Within moments we'll have fully insured, licenced, police-checked professionals contacting you to get the job sorted. It's never been easier or faster to get your repairs done!



Use professional photography, upgrade your advertising, encourage your owners to overhaul their older property, and use your price display field to maximum benefit.

TIP 4: MAKE AN OFFER

Every week a unit sits empty the owner is losing hundreds, even thousands of dollars. It is a scenario to be avoided at all cost... but you can turn that lost rent into a win! If your previous tenant is about to move out, and you know you haven't found a replacement yet, then you know the unit is going to be sitting empty for at least a week. Why not offer a week, heck even 2 weeks, free rent to get a tenant in there fast? It was going to be sitting there not generating rent anyway, but at least now you've got a signed lease and a tenant on the books.

These offers are very effective, but you must make sure prospective tenants are made aware of them for them to work. Remembering that RealEstate.com.au doesn't show any headline or ad text in the search results now, there's only one way you can get this message across to tenants: The price field. The way the price field works, you have a numerical price that is mandatory. For example: "550" which would display "\$550 per week". However there's also a 'Display' field on your listings. By default, it's blank. But if you put something into the display field, it will display in place of the price field. Don't be fooled though, the display field won't reformat your text. If you put 550 in the display field, it will show literally 550 and look very unprofessional. You need to format what you put in there. For example "\$550 and 2 weeks free rent!" will show that on the listing instead of the normal price. This is a great way to get people to click into the listing.

Remember, use professional photography, upgrade your advertising, encourage your owners to overhaul their older property, and use your price display field to maximum benefit. If you do this, you'll have the best fighting chance of minimizing downtime and filling those vacancies. **END**

NEW KID ON THE BLOCK



RESORT BROKERS AUSTRALIA CONTINUES TO EXPAND TO MEET GROWING DEMAND AND DELIVER EXCEPTIONAL STANDARDS OF SERVICE ACROSS KEY MARKET AREAS.

CAROLINE HARRISON

SUNSHINE COAST, MANAGEMENT RIGHTS

Latest to join Resort Brokers' growing band of talent is Caroline Harrison, and she brings invaluable hands-on management rights experience. Caroline and her husband Simon have owned and operated the large and very successful Gemini Resort holiday letting business at Golden Beach on Queensland's Sunshine Coast since 2010.

Her proven track record in the industry is another achievement in a dynamic career built on her own self-reliance and tenacity. Originally from the UK, Caroline initially owned and ran her own hairdressing and beauty salon, then two takeaway food businesses. That accounts for her terrific communication skills and business acumen.

She and Simon, a skilled cabinetmaker, were then drawn to the property arena. They've completed several home design, building, renovating and decorating projects, handling everything from project management to interior fitout and property sales.

Astute real estate investment and self-employment has brought Caroline half way around the world to the beautiful Sunshine Coast, and a landmark beachfront resort. She and Simon have lifted the property from a 3.5 star rating and the lowest ranking on Trip Advisor's Caloundra accommodation list, to a 3.5-4 star resort standard and a No. 1 rank.

So Caroline clearly knows a thing or two about management rights and identifying growth potential. She holds a full Real Estate Licence, and is well acquainted with the dynamics of both the property sales and accommodation management sectors.

Caroline must be a great time manager too! Despite her busy life, she still indulges her passions for renovating and gardening, and keeps active wakeboarding, boating and sports car racing. **END**



BEST WESTERN'S BALI CONVENTION BLENDS WORK, REST AND PLAY

BY LAUREN BREMNER - BEST WESTERN AUSTRALASIA

Best Western Australasia recently held its annual member convention at BEST WESTERN PREMIER Sunset Road Kuta in Bali.

Over 150 hotel members, suppliers and sponsors attended five days of industry presentations, networking events and a full day of leisure on day three. Activities included exploring Bali's Kintamani Volcano and hot springs, cycling through Ubud, relaxing on a Lembongan Island cruise and 18 holes of golf at the Bali National Golf Club.

In attendance with the Best Western International (BWI) Board of Directors, BWI Chief Executive Officer David Kong praised Best Western Australasia as one of the most successful affiliates leading the brand worldwide.

"It is a tremendous achievement to see 76 of our members receive a TripAdvisor Certificate of Excellence this year," he said. "I congratulate all of you, and give special mention to our six TripAdvisor Hall of Fame properties who were recognised in Australia and New Zealand."

A high point of the convention was the first offsite dinner: a six course feast on the sands of Karma Beach Bali. Recently named 'World's 50 Best Beach Bars' by CNN Travel, the menu included Mediterranean, Asian and Indonesian fare, with wild caught fish from the Indian Ocean, hot babi guling (suckling pork), Australian wine and mojitos before a dazzling fireworks display.

Presentation highlights on day two included Telstra's Michael Ossipoff, Concept Amenities' CEO Michael Matulick and comedian Marty Fields who topped off an enjoyable afternoon of networking during a four-course lunch at Mozaic Beachclub Restaurant.

On the final day, a Q&A forum with Expedia's Ben Charlton and Best Western International's Wes McKeage delved into the future of online travel agents and attracting direct channel bookings for hotels. "Travel and tourism is back," Resort Brokers' National Sales Manager Trudy Crooks revealed during an industry panel moderated by the Accommodation Association of Australia's Richard Munro. She highlighted CBD locations as the most attractive areas for

property buyers and new development.

Australian motivational speaker and former Australian Executive Woman of the Year, Catherine DeVrye earned a standing ovation with her inspirational story on defying the odds, achieving work-life balance and business success.

On the final evening, twelve recipients of Best Western's Awards for Excellence were announced during a stunning five-course gala dinner at The Trans Luxury Hotel. A silent auction raised over \$10,600 for Best Western's latest charity sponsorship of an Indigenous Warlpiri community in Central Australia. The two-year project was announced in partnership with World Vision Australia on the night.

The Best Western Australasia Convention ran from 15 – 19 August. **END**



Exclusive MR



Stability + growth - modern Gold Coast MR

Located in the strong and growing rental area of Upper Coomera, 'Harvard Mews' is an immaculately presented complex consisting of 48 townhouses. Operated from the same office is 'Oxford Residential', a boutique agency managing several houses in the immediate locality.

For the astute purchaser, this business offers a rare combination – the security of a well-run investor based management rights business with the growth potential of a long-established rent roll. With no set office hours, an easy workload and a fantastic residence, this is one not to miss.

- Long 24 year agreements plus a very supportive body corporate committee
- High quality, stand alone manager's house with four bedrooms, three bathrooms, and private pool.
- Price includes additional investment unit providing \$20,000 per annum.



Nett: \$284,000

Price: \$1,995,000

resortbrokers.com.au/management-rights-for-sale/MR003861



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MR



Absolute beachfront, \$210, nett profit, 24 years on agreements

A prestigious contemporary resort located a short walk from Surfers Paradise on the beachfront.

A rarity to the market with 33 units in the building, 14 in the letting pool and only 1 owner plus managers, the rest being lockups.

A new 25 year agreement was entered into last year indicating the Body Corporate and committee are forward thinking and cherish progression.

Your next step in life could be more relaxed than you thought, with an income of \$210k and growing by the day.

- 24 years on agreements
- No set office hours
- Active and progressive committee
- Generous income for light caretaking duties
- 67k BC salary



Nett: \$210,000

Price: \$1,795,000

resortbrokers.com.au/management-rights-for-sale/MR003864



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DEALING WITH NUISANCE OWNERS

BY HYNES LEGAL

If you talk to any strata manager first up on a Monday morning you can usually be assured that the first half day of the working week will be spent going through all of the emails they have received on a weekend.

Strata managers are not usually trained to charge like lawyers. Perhaps that is the legal industry’s defence to the same issue?

Anyway, Tank Tower (and what an excellent community website we must say) had an owner that obviously delighted in emailing all and sundry. The decision does not expressly deal with what was being sent to the body corporate, but it does comment that the sheer volume of correspondence was not reasonable. It was said that the frequency, repetition and tone would not be what an ordinary person would view as a reasonable level.

The body corporate had a by-law that required that communications be reasonable and not a nuisance. Based on that, the Body Corporate went through the by-law breach process, and when the communications continued, it sought an order that the owner had breached that by-law and to impose rules around how ongoing communications were to be managed.

The adjudicator found this by-law was breached, but don’t panic if you don’t have a by-law like that and you find yourself in the same circumstances.

The adjudicator also considered section 167 of the Body Corporate and Community Management Act 1997 (the Act). This

says ‘the occupier of a lot included ... must not use, or permit the use of, the lot or the common property in a way that –

- (a) causes a nuisance or hazard; or
- (b) interferes unreasonably with the use or enjoyment of another lot included in the scheme; or
- (c) interferes unreasonably with the use or enjoyment of the common property by a person who is lawfully on the common property.

One of the standing jokes we make at strata presentations is that the Act prevents actions which interfere unreasonably with others in the scheme. The Act does not prevent actions which interfere reasonably with others!

The adjudicator indicated that if the emails were being sent from within a lot in the scheme, the wider scope of section 167 may also restrict the owner’s actions. Having said that, this interpretation may make it more difficult if you had a belligerent investor owner causing issues and you had no nuisance by-law.

Obviously, under either provision, what is complained of cannot be minor, and that will depend on each individual set of circumstances.

At this building it was clear that the communications did cause a nuisance. On that basis the adjudicator did impose restrictions around the owner communicating with the body corporate.

These restrictions included:

CONDITION	OUR COMMENT
Written communications shall only be sent by pre-paid post at the address of the body corporate manager.	No more emails. Emails certainly make it easier for everyone to fire off things at a whim. Taking the time and effort to put together correspondence may slow down the volume.
A maximum of one piece of written communication may be sent per week, unless the Body Corporate invites additional written communications.	Save the issues up and put them together.
Any item of written communication shall be limited to a maximum of 2 pages in length containing a maximum of 1,000 words.	The lawyer in us can’t help but think about font size and line spacing when it comes to page length, but the adjudicator cleverly captured it with a word limit. Repetitive verbosity at your own peril.
Verbal communications shall only be made by telephone to the body corporate manager unless the Body Corporate expressly invites verbal communications with other persons or verbal communications other than by telephone.	The body corporate manager may well need to filter calls. Direct lines remain a peril.
Written and verbal communication should be courteous and not abusive or offensive.	Bingo. Kindergarten rules apply.

CONDITION

The Body Corporate is permitted to disregard any communications that it reasonably considers do not comply with the above requirements.

The Body Corporate is not required to acknowledge receipt of any written correspondence.

The Body Corporate must act reasonably in determining whether any communication requires a response, including considering whether the communication repeats matters addressed in previous communications.

OUR COMMENT

Perfect. The Body Corporate does not even need to respond to correspondence that does not comply with the rules.

We see this occasionally (even for ourselves). There is no need to call us to confirm we got your email. There is no corresponding need to send a communication acknowledging receipt of correspondence – as much as some strata managers have an automatic response email to every email they are sent. Any body corporate decision is a committee one, so absent something extraordinary, most correspondence will have to wait until after the next committee meeting.

This is the 'play nice' piece on the part of the Body Corporate. Fair enough.

That is a pretty clear set of ground rules.

A body corporate (like anyone really) is entitled to expect communications to be reasonable, respectful, constructive, and not a nuisance. You wouldn't think that is too much to ask in this day and age.

We also think that has potential application for communications 'owner to owner' or 'owner to service contractor' (read resident

managers). The legislative provisions do not appear to apply just with respect to issues arising between an owner and a body corporate.

You can read the decision here and if anyone needs help with a problem owner, let us know.

Play nice kids. **END**

FH

Own your own piece of Bali and watch the money roll in

Be the proud owner of a brand new one bedroom apartment located in one of the most sought after spots in Bali, moments away from Legian Beach. Over half of the 23 boutique apartments have already been sold so you will need to be quick!

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EXCLUSIVE LISTINGS

BRIEF DESCRIPTION	PROPERTY TYPE	LOCATION	NO. UNITS	PROPERTY TYPE	NETT	PRICE
4.5 Star Award Winning B&B - No 1 on TripAdvisor	FH	North Tamborine	8	Mixed	\$294,951	\$3,500,000
Boutique Hotel in heart of Brisbane. \$579k nett & no real estate	MR	Wooloongabba	66	Mixed	\$579,378	\$2,995,000
Motel business for under \$100,000	LH	Emerald	11	Short Term	\$52,648	\$99,500
Investment Freehold Motel Under \$1.5m	INV	Mission Beach	18	Short Term	-	\$1,450,000
Boutique Motel 30 Year Lease - 30% Return!	LH	Marysville	14	Short Term	\$170,000	\$575,000
Boutique 4 Star Motel Freehold - No Money to Spend!	FH	Marysville	14	Short Term	\$270,000	\$1,940,000
31 room Freehold Going Concern for under \$1M	FH	West Wyalong	47	Short Term	\$231,328	\$990,000
Caravan Park - Land, Buildings and Business for a Great Price	FH	Goodiwindi	-	Short Term	\$140,897	\$880,000
Why Not Test The Waters?	MR	Trinity Beach	32	Mixed	\$106,000	\$825,000
Business Only Management Rights in South Brisbane - Net \$231,156	OTP	South Brisbane	66	Permanent	\$231,156	\$993,970
Easy to Run MR Perfect for Single or Working Couple	MR	Fortitude Valley	55	Mixed	\$152,766	\$1,265,600
Freehold Motel Port Douglas	FH	Port Douglas	17	Short Term	-	\$1,795,000
Mooloolaba Magic - Modern Contemporary Property	MR	Mooloolaba	46	Short Term	\$347,000	\$2,280,481
Once in a Lifetime Opportunity - 33% Return	MR	Maroochydore	49	Permanent	\$240,071	\$730,000
Loads of Potential Here!	MR	Taigum	126	Mixed	\$284,844	\$1,819,000
Beautifully Presented Motel in Premier Provincial City	LH	Bendigo	18	Short Term	\$159,287	\$580,000
Position, Position, Position - 4.5 Star Yamba Beach Resort	MR	Yamba	72	Mixed	\$448,168	\$2,950,000
Brand New Hotel - Cairns CBD	LH	Cairns	33	Short Term	\$345,000	\$1,795,000
West Coast Tasmania Motel Leasehold	LH	Queenstown	-	Short Term	\$140,636	\$495,000
Best Return in Brisbane (39% ROI) - This Will Be Sold!	MR	Annerley	36	Permanent	\$164,000	\$420,000
No Requirement to Buy a Unit or to Live Onsite	MR	Clontarf	42	Mixed	\$106,284	\$535,000
Ripper Freehold! 32 Self-contained Cabin Motel	FH	Kingaroy	32	Short Term	\$455,673	\$3,150,000
Short Term Conversion Backed by Strong Permanent Income - \$466k	MR	South Brisbane	117	Mixed	\$466,856	\$3,300,000
Cinema Complex - Secure Investment Showing 9.37% Return	INV	Roma	-	-	-	\$800,000
First Time Offer - Highly Profitable Award Winning 4 Star Lease	LH	Ballina	26	Short Term	\$341,554	\$1,195,000
Holiday Building - Conservative Unit & Business Valuation	MR	Broadbeach	66	Mixed	\$238,000	\$1,599,000
Manning Valley's Finest 4 Star B&B Offering	LH	Wingham	29	Short Term	\$251,363	\$749,000
The Melbourne Residences - The Jewel of South Brisbane's Crown	OTP	South Brisbane	178	Mixed	\$897,924	\$4,130,450
Live, Work and Surf from this Premium Beach Side Location!	MR	Coolangatta	17	Short Term	\$103,783	\$1,000,000
Centrally Located Spring Hill Serviced Apartments!	MR	Spring Hill	60	Mixed	\$334,367	\$2,170,000
The Options Are Endless With This Management Rights Business!	OTP	Cannon Hill	30	Mixed	\$45,180	\$180,000
Excellent Freehold Passive Inv Less Than 2 Hrs From Sydney	INV	Lithgow	17	Short Term	-	\$1,125,000
Lucrative Leasehold Less Than 2 Hrs From Sydney at \$375,000	LH	Lithgow	17	Short Term	\$114,330	\$375,000
Leasehold Motel in a Fantastic Location - Live By The Beach!	LH	Caloundra	9	Short Term	\$110,000	\$390,000
Superb Holiday Management Rights - \$550k Net	MR	Labrador	42	Mixed	\$549,870	\$3,350,000
Great Opportunity to Purchase Prior to Snow Season!	LH	Mirrijig	24	Short Term	\$177,773	\$525,000
New 30 Year Lease Motel & Serviced Apartments	LH	Wagga Wagga	30	Short Term	\$303,857	\$1,000,000
Over 51% ROI & Short Lease - Get In, Make Your \$ and Get Out	LH	Stanthorpe	29	Short Term	\$240,000	\$460,000
Unique Mix of Traditional Beach Shacks and Townhouses!	MR	Preston Beach	76	Short Term	\$232,000	\$1,830,000
Lifestyle, Location and Easy to Operate!	FH	Balgol Beach	9	Short Term	\$68,961	\$1,250,000
Great Management Rights - South Side	MR	Mt Gravatt East	34	Mixed	\$72,000	\$735,000
Architecturally Designed Holiday Complex on Stunning Broadwater	MR	Biggera Waters	40	Mixed	\$230,020	\$1,545,100
Beginners Special @ 50% + ROI - On Golden Mile Tweed Heads	LH	Tweed Heads	20	Short Term	\$136,080	\$265,000
Ocean Views From Every Room	MR	Coolum Beach	19	Mixed	\$105,000	\$770,000
Brisbane's Best Inner City Brisbane B&B!	FH	Paddington	3	Short Term	-	\$1,400,000
Business Only in Sherwood - Construction Finished Next Month!	OTP	Sherwood	35	Mixed	\$93,321	\$373,284
Central Victoria International Branded Serviced Apartment Lease	LH	Bendigo	38	Short Term	-	\$500,000
Near New Serviced Apartment Leasehold Business	LH	Bendigo	60	Short Term	\$167,005	\$700,000
Well Maintained Complex in Breezy Bayside	MR	Ormiston	60	Permanent	\$122,153	\$928,000
Perfect Beach Lifestyle Business for a Couple!	LH	Mermaid Beach	15	Short Term	\$111,101	\$410,000
North Gold Coast Permanent Management Rights	MR	Oxenford	90	Permanent	\$113,000	\$930,000

BRIEF DESCRIPTION	PROPERTY TYPE	LOCATION	NO. UNITS	PROPERTY TYPE	NETT	PRICE
Profitable Freehold Motels on the Gold Coast are Rare!	FH	Coolangatta	34	Short Term	\$571,438	\$4,150,000
First Time Offered - New 30 Year Coolangatta Beach Lease	LH	Coolangatta	34	Short Term	\$321,438	\$1,150,000
Rare Freehold Tourist Park in Strong Regional Town	FH	Cooma	-	Short Term	\$306,686	\$1,850,000
Long Lease - Melbourne Fringe!	LH	Warragul	19	Short Term	\$228,110	\$850,000
Permanent Letting Complex	MR	Teneriffe	189	Permanent	-	EOI
Excellent Presentation with CBD Position to Match	LH	Townsville City	47	Short Term	\$191,611	\$490,000
Inner City Corporate Cairns	MR	Cairns	20	Short Term	\$237,000	\$1,390,300
Business and Lifestyle Meet in the Heart of Port Macquarie!	MR	Port Macquarie	41	Short Term	\$350,000	\$2,095,000
Short Term Conversion Opportunity With Strong Permanent Income	MR	South Bank	117	Mixed	\$466,856	\$3,295,000
Established South Brisbane Permanent Business Netting \$439,808	MR	South Brisbane	145	Mixed	\$439,808	\$3,367,000
4.5 Star Off-The-Plan Serviced Apartment Business - Brisbane	LH	Chermside	48	Short Term	-	\$1,560,000
Exceptional 4 Star Motel in the NSW Central Tablelands	LH	Millthorpe	20	Short Term	\$147,148	\$595,000
Leasehold Serviced Apartment Opportunity Suburban Sydney	LH	Castle Hill	45	Mixed	\$665,000	\$2,650,000
Freehold Investment on the Coast	INV	Lucinda	20	Short Term	-	\$1,862,500
Port Douglas is Back in the Market - Prime Location!	MR	Port Douglas	60	Holiday	\$369,000	\$1,900,000
Leasehold Serviced Apartment Business in Melbourne	LH	Doncaster	34	Permanent	\$216,500	\$1,100,000
New Serviced Apartment LH Due For Completion May 2016	LH	Bella Vista	147	Permanent	-	\$2,940,000
Exciting Times Ahead For Weipa!	LH	Weipa	30	Short Term	\$260,000	\$495,000
Charming Country Freehold Hotel For Under \$1 million	FH	Tarana	-	Short Term	-	\$995,000
Receivers Sale Port Douglas Management & Letting Rights Business	MR	Port Douglas	54	Short Term	-	EOI
Quality Serviced Apartment Business Perth	LH	West Perth	20	Short Term	\$370,960	\$900,000
Funky Laneway Development in Woolloongabba (206 Units)	MR	Woolloongabba	206	Permanent	\$644,847	\$3,036,000
Rare GEM in Eight Mile Plains	MR	Eight Mile Plains	74	Mixed	\$303,419	EOI
Receivership Auction - Coachmans Rest Motor Inn Eden	FH	Eden	26	Short Term	-	AUCTION
Caretaking only Management Rights	MRC	Coolalinga	132	Mixed	\$145,200	\$500,000
Excellent Passive Investment Showing 7.6% Return	INV	Orange	-	Permanent Commercial	-	\$1,325,000
High Netting Holiday Property in Broadbeach	MR	Broadbeach	41	Holiday	\$320,000	\$2,150,000
Strong Trader in a Strong Town - Leasehold Motel QLD	LH	Kingaroy	32	Short Term	\$448,038	\$1,500,000
Popular Leasehold Park for Fisherman and Return Tourists	LH	Tully Heads	13	Short Term	\$181,288	\$650,000
High Netting Holiday Management Rights on the Broadwater	MR	Labrador	42	Mixed	\$549,870	\$3,350,000
Melbourne Inner Suburb Residential Management Rights	MR	North Melbourne	72	Permanent	\$96,500	\$385,000
Darwin CBD leasehold showing 80%!!!	LH	Darwin	53	Short Term	\$673,522	\$875,000
Surfers Paradise Holiday MR - The Best Return on the Market	MR	Surfers Paradise	33	Holiday	\$199,000	\$1,095,000
Perfect for 'First Timers' - New Secure 30 Year Lease	LH	Ballina	10	Short Term	\$157,788	\$525,000
Golden Opportunity - 23 Room AAA 3.5 Star Motel Toowoomba	LH	Toowoomba	23	Short Term	\$206,742	\$690,000
Coastal Resort on 100 Acres - Freehold Investment	INV	Tathra	34	Short Term	-	\$1,900,000
Country Queensland Motel Easily Run By Couple	LH	Warwick	18	Short Term	\$112,000	\$370,000
New England Freehold Motel - Potential Awaits!	FH	Armidale	24	Short Term	\$260,801	EOI
Freehold Working Backpacker's 15% Plus ROI	FH	Tully	-	Short Term	-	Contact Agent
Waterfront Permanent Management Rights - Off The Plan	OTP	Scarborough	131	Permanent	\$400,000	\$2,275,000
First Time Buyers...Take a Close Look!	LH	Healesville	14	Short Term	\$125,656	\$420,000
Nrth Gold Coast Permanent MR + Contiguous Rent Roll - \$265k net	MR	Upper Coomera	48	Permanent	\$265,542	\$1,995,000
Pinnacle of Gold Coast Living - Permanent MR on the Broadwater	MR	Labrador	123	Mixed	\$306,797	\$2,750,000
Great Broadbeach Holiday MR - \$500k plus Net	MR	Broadbeach	68	Short Term	\$533,249	\$3,595,000
Rare GEM in Sunnybank Hills	MR	Sunnybank Hills	31	Permanent	\$158,500	\$1,249,600
The Oxford Hotel - Highly Regarded Award Winning NSW Hotel	FH	Bathurst		Short Term	\$1,209,367	EOF
Garden City OTP Management Rights with Convenience to Spare	OTP	Upper Mount Gravatt	39	Permanent	\$99,651	\$418,500
Gold Coast Student Management Rights	MR	Parkwood	63	Permanent	\$192,000	\$1,375,000
Large netting permanent off the plan James St, Fortitude Valley	OTP	Fortitude Valley	99	Permanent	-	\$2,206,573
Excellence Award' Winning Motel	LH	Gympie	39	Short Term	\$594,632	\$1,980,000
Port Macquarie Leasehold Calling!	LH	Port Macquarie	18	Short Term	\$205,865	\$695,000
Beachfront lifestyle in Lennox Head, Northern NSW	MR	Lennox Head	14	Short Term	\$202,507	\$1,395,000
Large Permanent Complex - Over \$180k BC Salary!	MR	Pelican Waters	105	Mixed	\$193,501	\$1,755,000
Rare South Bank Permanent with Short Term Letting Pool	MR	South Brisbane	117	Permanent	\$458,278	\$3,160,529
30 Year Motel Lease adjoining Ocean Shores Golf Course	LH	Ocean Shores	12	Short Term	\$96,086	\$340,000

RELIEF MANAGERS

PLEASE NOTE: THIS IS SIMPLY A DIRECTORY SERVICE THAT WE PROVIDE TO ASSIST YOU, SHOULD YOU CHOOSE TO GO ON HOLIDAY OR TAKE A BREAK. WE RECOMMEND YOU INTERVIEW AND QUALIFY ALL MANAGERS YOURSELF BEFORE HIRING.



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SOLD PROPERTIES

RESORT BROKERS AUSTRALIA HAS SOLD AND SETTLED 126 PROPERTIES SINCE THE 6TH JANUARY 2015. WE HAVE A FURTHER 86 UNDER CONTRACT.



FREEHOLD GOING CONCERN
BALLINA, NSW



FREEHOLD GOING CONCERN
DUBBO, NSW



FREEHOLD GOING CONCERN
WEST WYALONG, NSW



LEASEHOLD
BUNDABERG, QLD



LEASEHOLD
DROUIN, VIC



LEASEHOLD
KELVIN GROVE, QLD



LEASEHOLD
KUNUNURRA, WA



LEASEHOLD
TAMWORTH, NSW



LEASEHOLD
WINGHAM, NSW



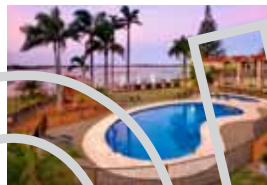
LEASEHOLD
TRARALGON, VIC



LEASEHOLD CARAVAN PARK
BURNIE, TAS



LEASEHOLD HOLIDAY PARK
MERIMUNDA, NSW



LEASEHOLD HOTEL
PORT MACQUARIE



LEASEHOLD MOTEL
BALLINA, NSW



LEASEHOLD MOTEL
BROSBANE, QLD



LEASEHOLD MOTEL
CARDWELL



LEASEHOLD MOTEL
HAMILTON, QLD



LEASEHOLD MOTEL
MYRTLEFORD, VIC



LEASEHOLD MOTEL
NOOSA HEADS, QLD



LEASEHOLD SERVICED APARTMENTS
BALLART, VIC



LEASEHOLD SERVICED APARTMENTS
WARRNAMBOOL, VIC



MANAGEMENT RIGHTS
BALLINA, NSW



MANAGEMENT RIGHTS
BRISBANE, CBD



MANAGEMENT RIGHTS
CORINDA, QLD



MANAGEMENT RIGHTS
LABRADOR, QLD



MANAGEMENT RIGHTS
LUTWICHE, QLD



MANAGEMENT RIGHTS
MT GRAVATT EAST, QLD



MANAGEMENT RIGHTS
NUNDAH, QLD



MANAGEMENT RIGHTS
PORT MACQUARIE, NSW



MANAGEMENT RIGHTS
SOUTHPORT, QLD



MANAGEMENT RIGHTS
WEST END



INVESTMENT MOTEL
INGHAM, QLD



INVESTMENT TOURIST PARK
DALBY QLD



LEASEHOLD MOTELS
CRESWICK, VIC



MANAGEMENT RIGHTS
RUNAWAY BAY, QLD



Accommodation Association of Australia



MEMBERSHIP BENEFITS

- Industry lobbying, advocacy and voice to government
- Phone support on IR, HR and staffing matters
- Phone support on operational, guest issues, legalities and miscellaneous issues
- AAoA Accommodation property "INNsurance" (powered by Finn Foster) - huge savings on premiums
- AAoA rates monitoring (powered by RatesAlarm) - three months free and 25% off
- CBA Merchant rate of 0.81% - savings on \$1m annual turnover of approx. \$4k
- CashbackPLUS - the cashback, discount and benefits portal
- AAoA Relief managers service
- AAoA Academy – offering innovative nationally recognised learning and development solutions and initiatives driven by industry and for industry.

The Accommodation Association of Australia is the industry body for accommodation operators of all sizes and standards. Member-owned and not-for-profit, it represents owners, operators and employers in the accommodation industry and has been the collective voice of the accommodation sector throughout our 40 years of experience.

It is the belief of the industry membership that with all operators contributing to this voice via their annual fees, the industry will be better placed to guard against issues which could impact negatively or in fact take advantage of factors that could ensure a vibrant industry into the future.

The strength of membership also facilitates the wonderful services and member benefits that help businesses on the ground every day.

As well as having a voice in each state and providing accommodation specific benefits and services, we provide one influential representative voice that articulates consistent policies when lobbying government at all levels.

"Most of us are time poor and membership gives easy access to lots of information concerning a variety of issues, in particular compliance and legal issues."

Chris & Claire Stewart
Owner Operators,
Billabong Motor Inn

"Like any membership, you get out what you put in, so be part of the conversation and you will prosper from the experience."

Hayden Hughes
General Manager
Novotel Melbourne on Collins

"The Association gives us the security in having an employer helpline with a tremendous amount of support and advice in time of need."

Penny Eccleston
Owner
Best Western Plus Ambassador
on Ruthven Motor Inn



JAMES CARRICK

MID NORTH & NORTH WEST NSW



OUR AGENTS PRIDE THEMSELVES ON THEIR LOCAL KNOWLEDGE. THEY EACH LOOK AFTER A GEOGRAPHICAL PATCH, AND GROW TO KNOW IT INTIMATELY. WE FEEL THIS ADDS GREATLY TO THE CONFIDENCE WITH WHICH A PROPERTY CAN BE SOLD. IN THIS FEATURE WE WILL GET SOME THOUGHTS ON THEIR LOCAL AREA AND WILL ALSO LEARN A BIT ABOUT THEIR PERSONALITIES.

HOW LONG HAVE YOU WORKED AT RESORT BROKERS AUSTRALIA?

Closing in on 3 years. I kicked off my career with Resort Brokers February 2013.

WHAT IS YOUR BACKGROUND?

Raised and schooled in Orange NSW. Moved to Sydney shortly after finishing school for a relatively unsuccessful football career for a few years. Headed North to the warmer climate of South East Qld to work for Ireland's nation treasure, Guinness, in a Business Development role.

Over the past decade or so I was employed by the beverage liquor company Diageo in a sales capacity, Queensland based. More recently, in commercial sales roles for both Fox Sports and Foxtel. A family interest in pubs, management rights and more recently a motel sparked my interest one day to join in this fantastic industry in some capacity.

I felt, or at least hoped, that my previous experience in sales combined with a relative operational knowledge might be a compatible fit.

TELL US ABOUT YOUR AREA

The region I cover is NSW Mid North Coast /North West. Mid North Coast ranges from Forster to Coffs Harbour. The North West

boundary is Tamworth, Armidale and Gunnedah. I have the benefit of having a real reef and beef type of patch. In addition, due to our internal conjunctural culture I have had the fortune of being involved in deals on the South Coast of NSW and as far as Darwin in the NT.

WHAT HAS BEEN YOUR BIGGEST SUCCESS SINCE STARTING AT RESORT BROKERS AUSTRALIA?

Last financial year was a highlight of my short career with the involvement in 14 transactions. A fantastic opportunity to learn from each deal and although none were easy, they arguably gained momentum each time.

TELL US ABOUT AN ISSUE WITH A SALE THAT YOU HAVE OVERCOME AND WHAT YOU LEARNT FROM THAT?

Not a specific issue to reflect on, although a simple key learning I do have is that this industry and it's successful transactions hinge on the performance of several people - vendors, buyers, solicitors, accountants and brokers. An emphasis on constant open communication by the agent to all parties involved creates the dialog essential for the momentum required for wins all round.

WHAT DO YOU LOVE MOST ABOUT YOUR JOB?

The ability to be part of a fantastic experienced team. Though at the same time you are governed financially by your own performance. Listings and sales in the early stages of your career don't come easily. It is essential we are at the coalface, building a presence and looking for work.

WHAT ANNOYS YOU?

I don't do cold weather well, so winter is the top of my list. Also, as I enjoy nothing more than a roast in the weber or traditional BBQ, overcooking the protein irritates me somewhat.

DO YOU HAVE A NICKNAME?

No not really. Though if I must, whilst living in QLD I use to get Jimmy rather than James for some reason. Not so much in NSW.

WHAT DO YOU DO IN YOUR SPARE TIME?

Aside from an exciting career, I enjoy spending time at the beach in or on the water, with my wife of 13 years (Erin), daughter Charlotte (11) and son Joseph (7). In addition to my vision of being forty and fit, combined with BBQ's with friends enjoying really cold beers on really hot days. Leaves time for little else...

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