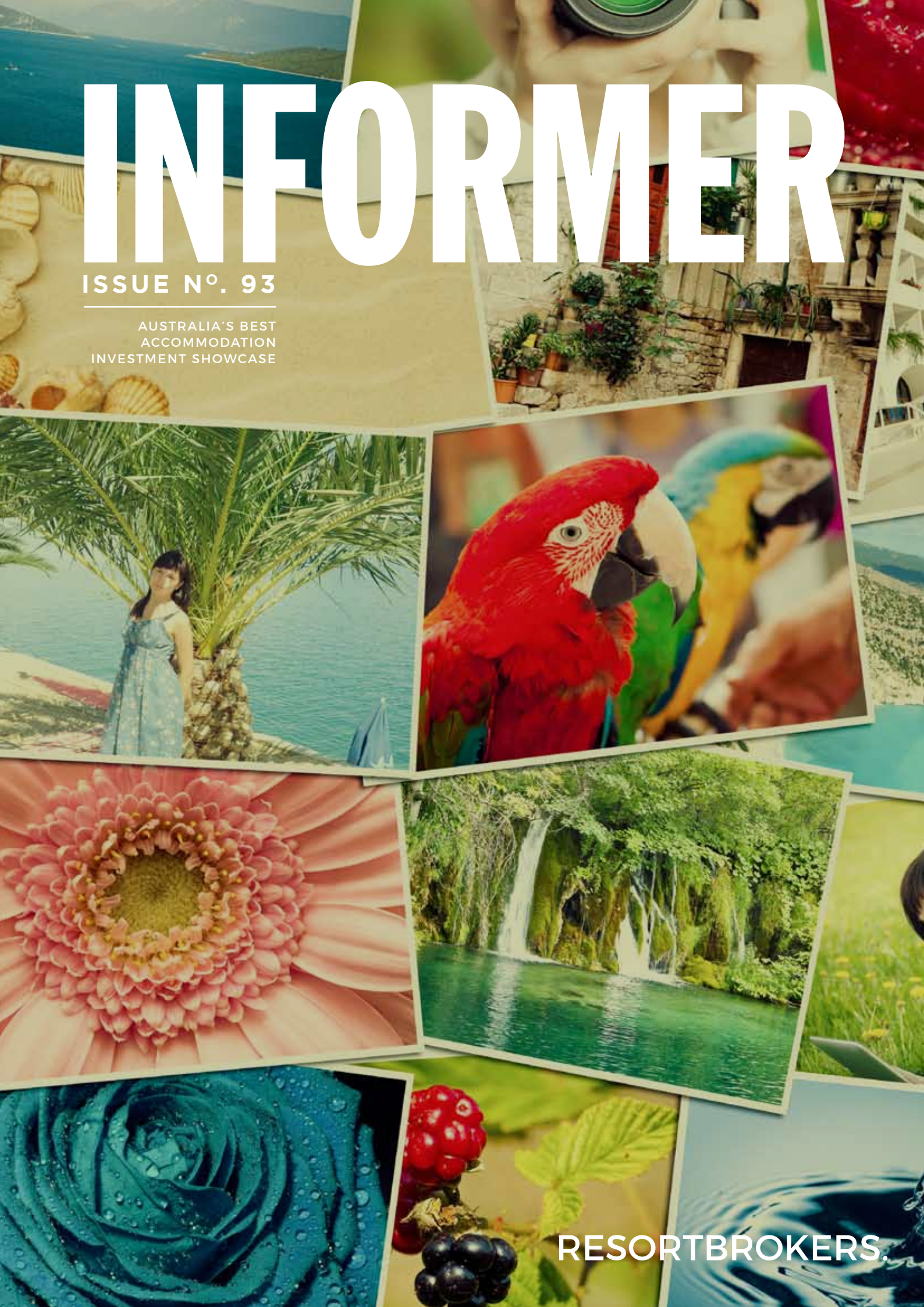


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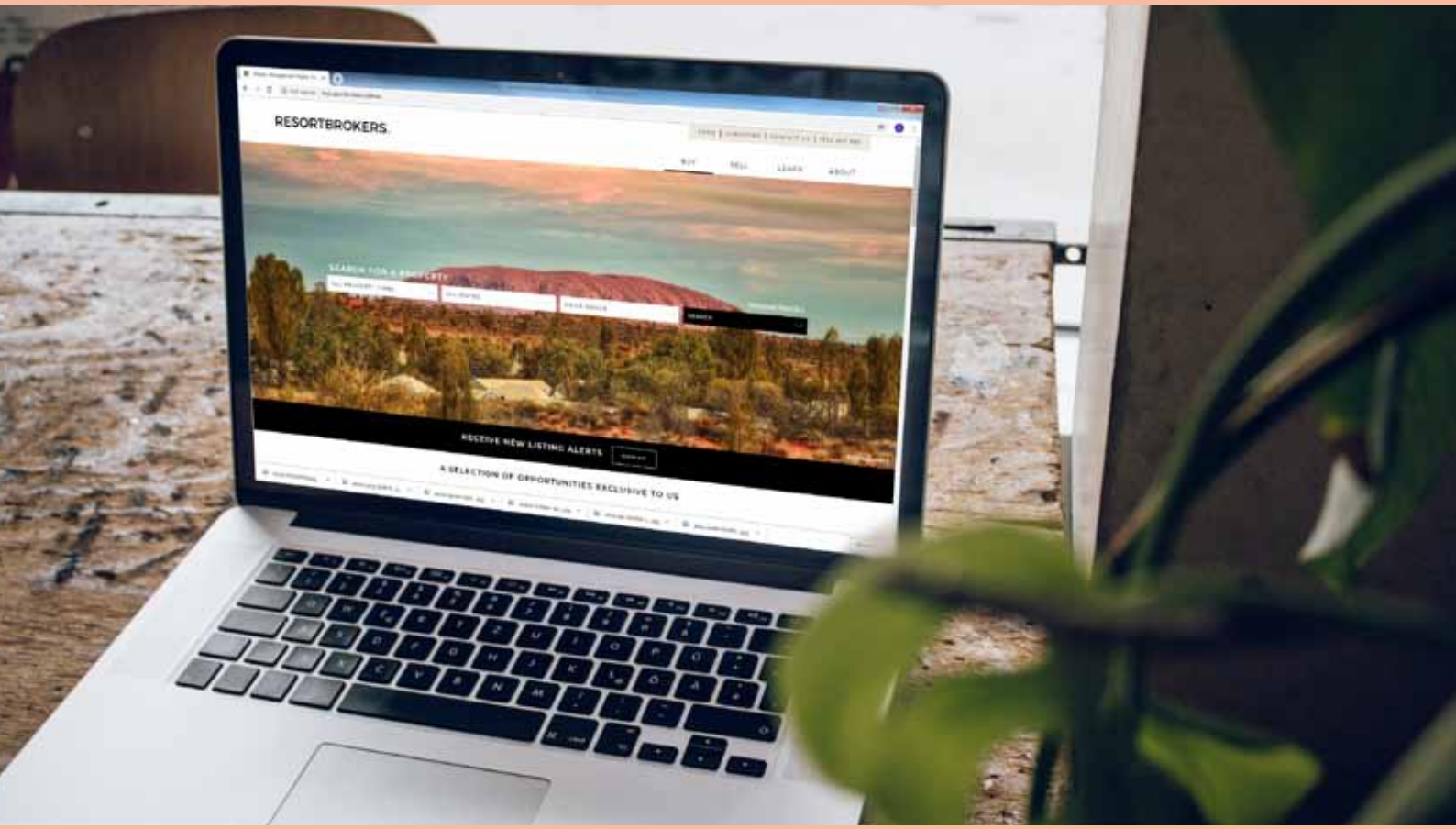
ISSUE Nº. 93

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ISSUE Nº. 93

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ResortBrokers' national directory

Welcome to 'We Say, They Say, You Say'
A regular forum for the exchange of views, news & ideas.

We Say ENGAGE





PREFACE

By Ian Crooks

Managing Director

Times have certainly changed a lot during my business life. The way we do business has progressed dramatically.

This issue brings the value and importance of progress sharply into focus – how we constantly need to adapt and refresh, both in the way we connect with our customers and in how we deliver optimum service.

The two are actually intrinsically linked. The way we communicate, what we say and how we say it are really at the heart of business success, now more than ever.

All these things converge to form what we refer to as a company's brand, which is really just a term for the set of experiences and relationships that underpin how people think of you and whether they want to do business with you.

ResortBrokers continues to invest in improving our communications with customers and the broader accommodation property market. Our new look branding, proudly unveiled in this edition, is central to that.

And I can't tell you how excited I am to see the evolution of the company I founded, and how proud I am of the talented team who are taking it to new levels.

Modern and distinctive for its simplicity, our new look branding makes a striking statement about our determination to stay at the forefront of our sector, a leader in a busy marketplace where quality design and visual impact are vital to command attention.

Our refreshed website is certainly worth exploring. Importantly, the new design makes it easier for you to find properties, stay up to date, and connect with us.

Which brings me to the matter of communications technology, where businesses really need to stay on top of rapid and constant progress.

When I launched ResortBrokers all those years ago in the 1980s, aside from face-to-face meetings, contacting people meant stopping to call from roadside phone boxes. Or we'd just have to wait until the end of a long day on the road before making calls at night.

The widespread adoption of computers and mobile phones in the 1990s made an incredible difference. And now, here I am in 2019, using Facebook to keep in touch with colleagues, friends and family. Yes, even me.

Social media is really revolutionising the way we communicate.

This issue of Informer looks at the power of social media for business



engagement. Check out our own activity on various social platforms, and read how digitally switched-on accommodation businesses are using it as such a powerful and direct way to engage with customers and build their 'community'.

The theme of brand engagement actually runs through many of our great articles on the following pages.

You can get to know Veriu Hotels & Suites, a dynamic young player on the hotel scene that is expanding under two brands and has their future firmly pegged to new generations of guests.

Veriu is now headed by a long-time friend of ResortBrokers, Zed Sanjana who we profiled in Informer two years ago (Issue #85, March 2017) when he was helping drive one of Australia's foremost accommodation brands, Quest, to new levels of growth.

Also in this edition, we introduce you to Steven Wright, who is at the helm of another 'big' accommodation brand. This smart operator is taking BIG4 from strength to strength in the thriving caravan park sector.

Plus we'll transport you to the Northern Territory to discover the brand they've chosen to shine the spotlight on the incredible investment opportunities offered in this rich and rewarding part of Australia.

As always, there are plenty of terrific tips, insights and opinion pieces from our industry experts, associates and regular contributors.

One of these is particularly topical and a real eye-opener in regard to the fallout from the banking royal commission. Don't miss what finance broker Mike Phipps has to say about some recommendations that will impact how financial services are delivered.

Though Mike writes with his tongue firmly planted in his cheek, he is deadly serious. We can only say, in ResortBrokers' experience, finance brokers have been a positive for commercial borrowers.

Very often they get you a better deal from the banks than you can yourself – more competitive interest rates and better loan terms. All in all, we've found professional brokers add a great deal to the hospitality industry.

On that note, I'll sign off. You have a lot of great reading ahead of you. Enjoy.

And please, engage with us. Jump on social media to join our community, always brimming with opportunity. **[END]**

"Too many companies want their brands to reflect some idealised, perfected image of themselves. As a consequence, their brands acquire no texture, no character and no public trust."

SIR RICHARD BRANSON
VIRGIN

Social media in Australia

By the numbers



18M

ACTIVE SOCIAL MEDIA USERS



+5.9%

(+1 MILLION) ANNUAL GROWTH IN ACTIVE SOCIAL MEDIA USERS YE JAN 2019



1HR 31M

AVG DAILY TIME SPENT USING SOCIAL MEDIA



Source: *Hootsuite / We Are Social Report February 2019*







Ref// MR005601

5-STAR LUXURY FACILITIES AND AWARD-WINNING HOSPITALITY IN THE WHITSUNDAYS

Getaway. Stay. Play. Unwind. Up on the hill in Golden Orchid Drive above Airlie Beach, you will find the award-winning Pinnacles Resort - a world-class destination for families, couples, singles and loved up honeymooners seeking a luxurious Whitsunday escape.

Offering 30 spacious one, two and three bedroom apartments with beautifully furnished interiors and magnificent sea views, each guest has the opportunity to soak up a quintessential holiday experience from a private balcony jacuzzi, sauna or the iconic wet-edge resort pool. Distinctive style and an incredibly strong occupancy rate combined with a sun-drenched location make Pinnacles Resort a truly special resort, complimented by the highlights of the Whitsundays and the Great Barrier Reef.

The beautifully appointed sub-penthouse reflects the stylish, contemporary charm and layout in every apartment at Pinnacles Resort. Comprising three generous bedrooms, two bathrooms and enormous living and outdoor areas, this manager's residence has plenty of room to accommodate a working couple or family. It even includes private car and motorised buggy parking.

30	28	20	2	2
Apartments	Letting	Years	Bed	Bath
			Manager's Residence	

- Consistent 80% occupancy
- Exceptional business with a high net income of $585k p.a.
- Large letting pool
- Detached office and tour desk
- 20m heated infinity pool
- Gold winner at the 2016 Queensland Tourism Awards (self-contained accommodation)
- Silver award in 2015 and 2017 Queensland Tourism Awards (self-contained accommodation)

NET PROFIT: $585,792
PRICE: $3,800,000



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Ref // FH005684

MAGNIFICENT WATERFRONT TASMANIAN FREEHOLD OPPORTUNITY

26 Units

1 Bed **1** Bath
Manager's Residence

An exciting opportunity to purchase the old and the new! On offer is the freehold of one of the oldest pubs in Tasmania; the Rosevears Hotel. Originally opened as the Rose Inn in 1831; this beautifully restored and presented hotel is now complemented with 26 new accommodation units finished in 2017.

The current owner has spared nothing in bringing this property up to be one of the finest hotel complexes in Tasmania, if not Australia.

This property is situated on the banks of the Tamar River, some 18 kilometres from Launceston; the second largest city in Tasmania. Guest can unwind whilst enjoying great food and beverages from the hotel and panoramic views from the balconies of the new accommodation units.

The owner was meticulous in planning and building the beautifully finished rooms to capture full views from each unit. These units are on a separate title and are able to be strata titled in the future.

There is also DA approval and plans to build a 40 berth marina right outside the front door of the hotel. Once completed this will be a huge boost to this already successful business.

- Substantial freehold hotel and accommodation
- Absolute waterfront position
- 26 new units with excellent furnishings
- Units on separate title and can be strata titled in the future
- DA approval for a 40 berth marina out the front
- Strong trading figures
- Turnover in excess of $2 million

PRICE: OFFERS OVER $6 MILLION



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ROSEVEARS







Ref // OTP005539

GALLERY HOUSE - LARGE SCALE BRISBANE OFF THE PLAN MANAGEMENT RIGHTS

Brookfield Residential Properties' absolute riverfront 'Gallery House' project in Northshore Hamilton is a strong portrait of Brisbane's luxury apartment market. Located six kilometres from the CBD with easy access to CityCat, motorways, employment hubs and Brisbane Airport, Gallery House forms part of the greater Northshore Hamilton urban renewal project.

Featuring 315 contemporary apartments across two buildings with exclusive facilities including infinity edge rooftop pool, with lounge and barbecue spaces taking in the river, city and mountain views, as well a lush private garden on the podium level to relax and unwind.

The $271 million dual-tower project will comprise a range of high-quality one, two, three and four bedroom residences.

Currently under construction by leading global contractor Multiplex who bring their enviable track record of completing major projects on time, on budget and to the highest quality. Completion is anticipated in mid-late 2019 (Gallery House One) and early 2020 (Gallery House Two).

315	2	19/20	25
Apartments	Towers	Storey	Years

- 315 apartments across two buildings
- Body Corporate salary of $315,000 p.a.
- Residents only facilities: rooftop pool, lounge, BBQ, lush gardens
- Under construction by leading builder, Multiplex
- Absolute riverfront location, just 6 kilometres from the Brisbane CBD
- Anticipated investor profile of 60% (189 apartments)
- Limited OTP management rights opportunities
- Apartments have sold very strongly; Gallery House One 85% sold and Gallery House Two 71% sold

GALLERY HOUSE
RIVERFRONT HAMILTON

MR PRICE EXPECTATION: $3.6M – $3.8M (EX. GST)
EXPRESSIONS OF INTEREST CLOSING AEST 5PM, FRIDAY, 22ND MARCH 2019



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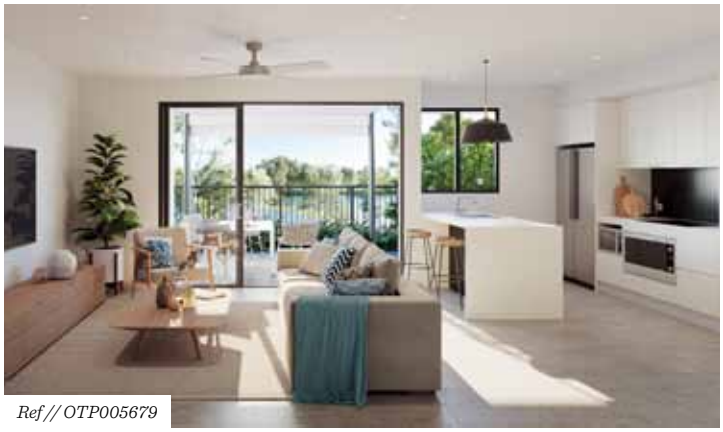


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HAMILTON







Ref // OTP005679

BUSINESS-ONLY OFF THE PLAN - HIGH RENTAL AREA

60 Townhouses

25 Years

Sway Birtinya is a brand new, off the plan estate bought to you by renowned developer Stockland.

Beautifully designed, this residential complex will comprise 60 luxurious townhouses. It is located at the heart of Birtinya on the Sunshine Coast nestled between calm waterways and pristine beaches. Sway provides resident's with access to an incredible array of brand-new amenity including The Sunshine Coast Health Precinct, the new Birtinya Town Centre, stunning lakes, recreational parklands and excellent public transport all within walking distance.

This is an ideal opportunity for an experienced operator or local manager wishing to expand their letting business with a high-quality add-on, in a thriving location, popular with owners, investors and tenants alike.

- Superior quality estate on Viridian Lake by renowned developer Stockland
- Off the plan business-only management rights
- Brand new 25 year agreements
- No requirement to own or buy real estate
- Projected 20 townhouses to be in the letting pool
- Solid Body Corporate salary of $66,000 p.a.
- Currently under construction
- The current estimated settlement dates for the project are as follows:
  Stage 1 - December 2019 to February 2020*
  Stage 2 – January to June 2020*
  ** approx dates these may vary*

Stockland it's your place

NET PROFIT: $109,476 (PROJECTED)
PRICE: $437,902



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BIRTINYA







Ref // LH005669

THE MOTEL OF YOUR DREAMS IS NOW AVAILABLE FOR SALE

29 Units
28 Years
2 Bed **2** Bath
Manager's Residence

This property is situated in a prominent position whether coming from the north, south or west. It is only ten years old and boasts a clean, modern appearance, drawing the traveller to its doors. For the first part of its life, it has only had one lessee and is now being offered for sale again with a near-new 28 year lease.

This is a property you will be proud to own. As it is located in a large regional city, it attracts a wide variety of visitors including tourists, corporate and government workers. Naturally, a new operator always introduces new energy and fresh ideas which will benefit the motel.

Rocky Resort is located in Rockhampton, which is often referred to as the beef capital of Australia. The region offers a great mix of urban, rural and coastal lifestyles while also being close to major centres such as Brisbane; which is 641kms south or a short plane ride away. Situated on the Fitzroy River, it is a tourist crossroad to offshore islands. The Great Barrier Reef to the east, tropical holidays to the north and gem fields to the west. Whichever way you look at it, Rockhampton is a fast growing region which is working to become the most liveable community in the world! This could be your new beginning.

- 29 units in prime position
- Luxury two bedroom residence with two ensuites
- Undercover parking for all rooms
- Licensed restaurant with bar and ability to cater for meetings and banquets
- 4.5 star rating and deserves every point
- 28 year lease agreements
- Presently run under management
- All staff in place for easy takeover

NET PROFIT: $156,650
TURNOVER: $728,120
PRICE: $540,000



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ROCKHAMPTON







Ref// LH005481

STRONG TOWN, STRONG TRADE AND NOTHING TO SPEND

21	30	3	1
Rooms	Years	Bed	Bath
		Manager's Residence	

One of the best leasehold motels in Queensland! The Western Downs is booming with an estimated circa $5.5 billion worth of projects approved including:

- Resources (gas and oil): Arrow and QGC are ramping up exploration and drilling. 27-year agreement with the government to supply gas to the local economy.
- Renewable Energy: Australia's largest solar and wind farms; Australia's first grain-to-ethanol refinery.
- Cattle Feed Lot expansion: Australia's largest Feed Lots supplying beef to the world through Wellcamp International Airport - 45 minutes east of Dalby.

Dalby is the power generating hub of Queensland. There are three gas fired power stations serviced out of Dalby. These power stations require maintenance shutdowns every six months. Maintenance staff from across the globe come into Dalby for these shutdowns which typically last between one and two months.

The Midtown Motor Inn is positioned in the centre of town in a quiet, off-highway location. Directly across the road is Aldi and Foodworks supermarket and fast food outlets, McDonald's and Domino's. Other restaurants and cafés are a short two to five minute walk.

- Ongoing growth in revenue
- Strong mix of corporate and government clients
- Opportunity for further growth
- Experienced staff to assist with transition
- Spacious and modern living accommodation
- Motel only ten years young
- New highway going directly through the town will generate revenue
- Well-kept 4-star property
- New 30 year lease
- New 13KW solar installed
- $5.5 billion in renewable energy has started around Dalby

NET PROFIT: $382,067
PRICE: $1,190,000 + SAV



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DALBY

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David Burrough

Director
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David Burrough has been practising almost exclusively in Tourism and Hospitality Law for over 25 years and is widely recognised as a leader in this area. Authentic and direct in his approach; David will assess your unique set of circumstances and advise and guide you through the many commercial and practical considerations to ensure you reach your desired outcome.



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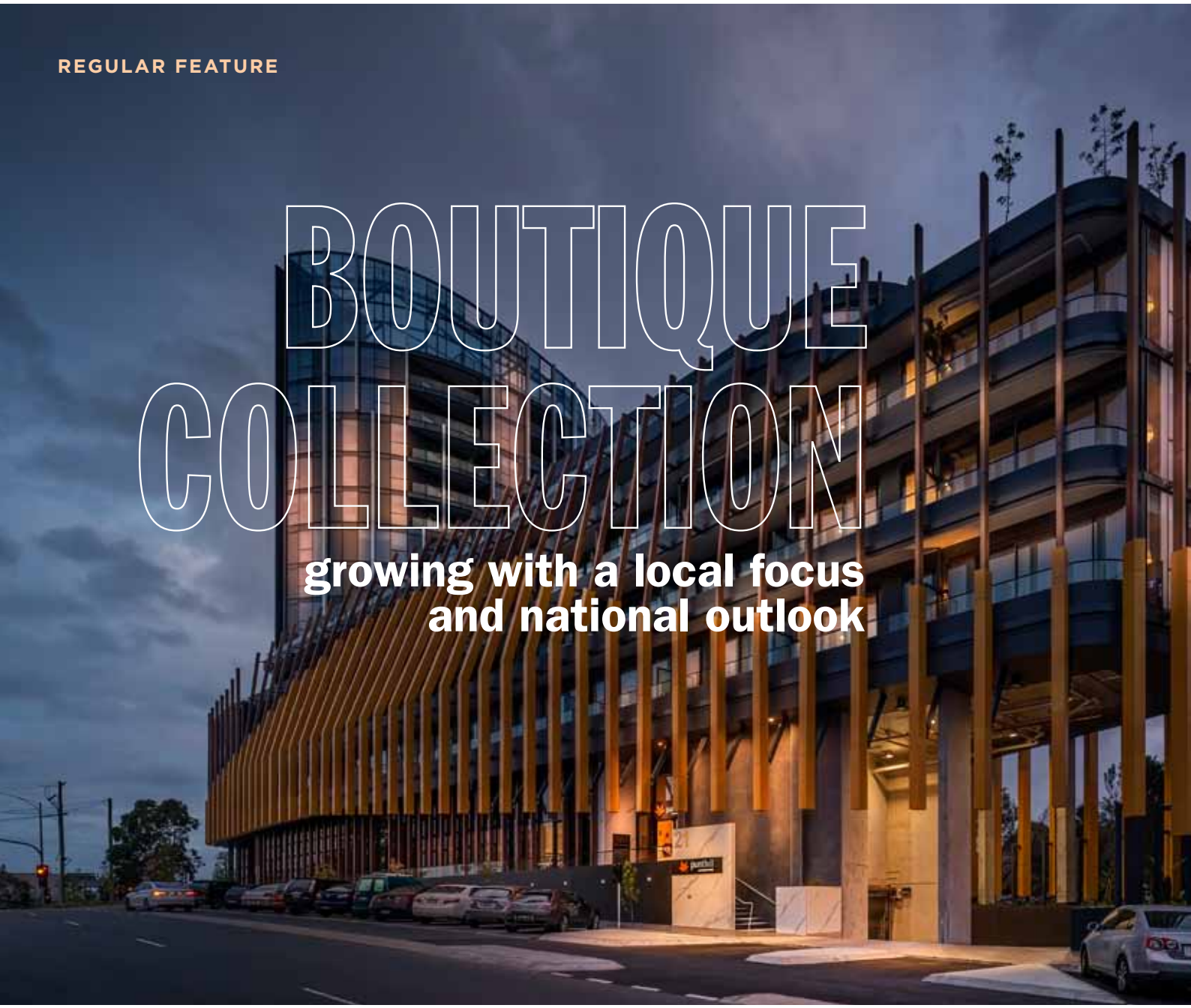
David Adolphe is a Queensland Law Society Accredited Business Law Specialist and has been in practice for 17 years. He has advised clients in all manner of business transactions and takes a specific interest in Tourism and Hospitality matters. David takes a practical approach to delivering the best possible strategic legal advice to clients on all aspects of business and commercial law matters.

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REGULAR FEATURE



BOUTIQUE COLLECTION

growing with a local focus and national outlook

Veriu is a rising Sydney-born boutique hotel brand winning big kudos for its youthful vibe and hip inner urban locations. Punthill Apartment Hotels is a more traditional portfolio with a 30-year heritage and strong presence in Melbourne. Now paired, they form a boutique hotel collection embarking on a national growth plan focused on the needs of a new generation of guests.

Last year was a big year for Veriu. Though some 16 years in the making, the Veriu brand was relatively new to the market with just four recently developed Sydney hotels totaling 276 keys. Yet it succeeded in acquiring the much larger, more established Melbourne-based Punthill Apartment Hotels, adding 830 keys across 14 properties.

Some reports likened it to the proverbial minnow swallowing the whale.

The watershed Punthill deal settled in early 2018. By August, Veriu announced former Quest CEO, Zed Sanjana, would take charge of the group as Chief Executive – a clear signal to the industry that this was a go-ahead hotel company with growth in its sights.

Sanjana, during seven years with Quest, had helped steer that group's stellar expansion. Now he was heading up a much smaller group, starting with 20 east coast properties.

He describes it as "a youthful business with opportunity for growth and a great blueprint focused on the needs of a younger customer demographic."

GREAT BLUEPRINT

So, before exploring Veriu's future, it's worth considering the path it has taken to this point. Veriu, they say, was created



Punthill Ivanhoe, Melbourne



Veriu Broadway, Sydney

out of a deep love for making authentic connections between people and place.

Back in 2002, before Airbnb was a twinkle in anyone's eye, long-time friends Alex Thorpe and Rhys Williams saw a market for good value, well-located rentals.

Their business, Furnished Property, began with an apartment in Sydney's Bondi. Ads were 'old school' newspaper classifieds and signs. They even gave prospective tenants a personal tour of available properties.

Today, Furnished Property still runs hundreds of apartments and shared rooms in Sydney for travellers wanting a 'home away from home' and an experience linked to place.

But by 2008, the partners also spied an opportunity to move into the hotel space. Central Railway Hotel in the then gritty suburb of Redfern would set them on a course of taking a presence in fringe locations transitioning into vibrant cultural hubs close to the CBD.

Working with capital investors, they acquired the property and successfully developed the 3.5-star, 114-room Central Station Hotel with three restaurants, all within a short stroll of Sydney's busiest transport interchange and fashionable Surry Hills.

BRAND BORN

Next, the duo recognised an opening for quality accommodation in the Randwick district and partnered with a local developer to deliver Randwick Central Suites (36 apartments) to the market.

Then came a new development of 64 fully-serviced suites and the arrival of the Veriu name, one that would ultimately brand the entire group. Veriu Camperdown was launched in

2016, cementing their place as hoteliers.

In 2017, Veriu Broadway opened with 64 apartments and, in less than 12 months, it gained a top 10 TripAdvisor ranking, putting it alongside Veriu Camperdown, which had already made the top 10.

Completion of the Central Station Hotel refurbishment saw it join the collection as the 112-room Veriu Central. And a joint venture formed in 2017 with property fund manager Folkestone (now Charter Hall) enabled development of the 144-room Veriu Green Square hotel, due for completion later this year.

Then opportunity knocked – the prospect of expanding five-fold in one big leap. Melbourne's Punthill Apartment Hotels had been founded in 1987 by Robin and Arno Caras and grew steadily as a respected serviced apartment hotel operator.

SYNERGY OF SPIRIT

Tragically, Arno Caras died in a cycling accident in Italy in 2014, aged just 62. When the family company was subsequently offered for sale, the Veriu directors were naturally attracted by their shared entrepreneurial background and service-driven culture.

Veriu's Alex Thorpe said the two brands enjoyed great synergy: "The Punthill founders started on a similar journey to ours some 30 years ago. We see a lot of similarities ... with their well-located suburban and city fringe hotels, where guests are encouraged to explore the local areas away from the well-worn tourist haunts."

So, now in the Veriu group, they continue to operate under the Punthill brand, bringing the total collection to 1,106 keys – a room count now poised to climb significantly.

Punthill's footprint already claims prime Victorian locations in the city, South Yarra, Ivanhoe, Knox, Oakleigh, Essendon, Williamstown, Burwood and Dandenong, plus one in Brisbane's inner city Spring Hill.

Zed Sanjana says that spread, together with Punthill's more traditional apartment hotel model, suggests an opportunity to grow it to a greater scale than Veriu in the short-term.

"Our goal is to expand both brands over the next five to 10 years, partnering with developers on new greenfield sites and securing long-term leases.

NETWORK GROWTH

"The aim is to achieve a national footprint, and we are looking at locations that will achieve that," he said.

"Our roll-out is focussed on bringing more unique and interesting accommodation options to CBD, suburban and, down the track, regional locations, particularly close to key corporate drivers like business parks, hospitals and universities.

"We believe business travellers are increasingly looking for more unique and localised accommodation experiences within these corporate hubs.

"And the market as a whole is looking for boutique hotel experiences, moving away from traditional large-scale hotel chains."

Already the growth pipeline is substantial, with an additional 355 hotel rooms joining the Veriu portfolio in Sydney. This includes the new Veriu Green Square plus two



planned projects, a 93-room Veriu Central Tower and 118 rooms at 323 George Street in the city.

Plans have also been announced to develop the first new Punthill Apartment Hotels property under Veriu's ownership, signing an agreement with boutique Melbourne development and investment firm, Alpha Partners.

Part of the much anticipated "The Village Alphington" mixed-use project on the former Amcor Paper Mill site, Punthill Alphington will be a stylish 79-key studio, one, two and three-bedroom apartment hotel in the north-eastern suburbs, six kilometres from the CBD. Construction is set to start within months.

WAY FORWARD

Sanjana says it is the first of several imminent new hotel announcements.

"We hope to soon announce our first Veriu in Melbourne and should be announcing four or five signings in coming months. We want to achieve network spread in order to meet the needs of our customers, particularly corporate clients."









CLOCKWISE FROM LEFT: Exterior, bar and suite at Veriu Central, Sydney. Veriu Broadway Wentworth triple room.

VERIU:

from the Latin 'verus', which means true & genuine, together with our focus on you and your experience. Our name is the true definition of this. Very you.

For leisure guests, Veriu's vision is "to bring people together in new ways, to create lifelong travel memories that can't be found in a guidebook and to help people discover the true experience of a place."

For corporate guests, the promise is a "dedication to customer satisfaction and a philosophy of unwavering quality and considered design."

For development partners, the smaller scale hotels of 20 to 150 keys offer an enticing opportunity amid residential market uncertainty.

"We are very optimistic about the strength of the hotel development market, given the challenges in relation to the residential sector and development funding," Sanjana says.

"Developers are looking for alternate uses, so we are attracting quite a lot of interest from the development community.

"The team has a deep understanding of the capex and yield requirements for a profitable development and sustainable hotel operation. With this focus on both short and long-term profitability, we have consistently and effectively partnered with developers on highly successful projects."

It's a blueprint that has won Veriu and Punthill an impressive string of finals berths on many 2018 award lists, including HM, HotelsWorld and Tourism Accommodation Australia. We have the distinct feeling they are definitely headed for the winner's circle. **[END]**







Ref // OTP005685

EMBRACE THE LUXURY

15 Units

10 Years

7 Storeys

With a breathtaking location overlooking pristine Nerang River, La Riviere represents a genuinely rare and very exciting opportunity for an astute operator to secure the caretaking rights to this off-the-plan building.

Almost sold out, La Riviere is home to 15 riverfront apartments featuring a range of two, three or four-bedroom floorplans. Each comprises generous balconies, high quality finishes across the open plan design, contemporary kitchen facilities, luxurious bedrooms and elegant bathrooms. Head up to the rooftop for a dip in the divine pool or soak up some rays.

The straight-forward caretaking role attracts a healthy salary. A brand new 10-year agreement provides flexibility to the manager with no requirement to own real estate, reside on-site or have set office hours. The manager will have occupational authority over a storage area and office space in the foyer to efficiently operate this business.

Enjoy the perfect balance of a tranquil waterfront lifestyle and vibrant community scene. This opportunity is not only a great lifestyle choice but a superb business growth proposition.

- Caretaker opportunity
- Brand new building, off the plan
- No requirement to own a unit
- No requirement to live on site
- Minimal grounds and lawns to maintain
- No office hours
- Easily run by one

NET PROFIT: $50,000
PRICE: $187,500



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SURFERS PARADISE







Ref // MR005564

OUTSTANDING MANAGEMENT AND CARETAKING RIGHTS IN KEY WA LOCATION

ResortBrokers have been appointed to sell the management and caretaking rights for a 73-unit complex located on the waterfront in the popular West Australian city of Mandurah. Quest Mandurah was built approximately 15 years ago and has run very efficiently during that time. In fact, the same owners have operated the business since its inception.

Quest Mandurah operates as a part of Quest Apartment Hotel group which is Australasia's largest and most successful apartment hotel franchise. The business enjoys the best of both worlds with corporate trade Monday to Thursday nights and family and leisure guests over the weekend (70% corporate 30% leisure).

A total of 56 apartments are in the letting pool, offering a range of studio, one, two and three bedroom configurations. The property is securely gated with facilities including a gymnasium, outdoor swimming pool, heated spa, barbeque area, expansive gardens, boat moorings and timbered walkway around the canal. There is also substantial on-site parking in front of units.

73	56	19	2	2
Apartments	Letting	Years	Bed	Bath
			Manager's Residence	

- Offering a 21% return on total investment
- Substantial mix of corporate and leisure trade
- Caretaking agreement 19 years from June 18
- Current salary $73,036 p.a.
- Recently negotiated a 17% reduction in laundry costs and looking to install solar to reduce electricity costs
- Substantial two storey manager's apartment and office/reception. Asking $450,000
- Van available for purchase with carpet cleaning equipment
- Member of Quest Apartment Hotels franchise

NET PROFIT: $199,837
PRICE: $950,000 (INC. RESIDENCE)



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MANDURAH







Ref // MR005653

BEAUTIFUL HIGH NET PROFIT HOLIDAY ISLAND RESORT

40 Apartments | **30** Letting | **23** Years | **3** Bed | **2** Bath (Manager's Residence)

Fancy owning a thriving holiday business on a tropical island? Net profit over $324K+, 23 year agreements, Gallery Vie compliant, no office hours, no requirement to live on site plus an easy to run resort style complex. With spectacular sweeping ocean views every day surrounded by nature and wildlife! This might seem like a dream, but it can be your reality!

ResortBrokers is delighted to offer to market this dynamic island holiday resort, perfectly located on top of Point Lookout on beautiful North Stradbroke Island. With a solid business displaying solid growth year on year, a positive and supportive Body Corporate committee, incredible panoramic ocean views from the resort, and all right amongst the natural beauty of Straddie's flora and fauna.

This resort presents an incredible island sea change for the savy operator looking for a dynamic lifestyle business. With 40 apartments in total, it has a consistent letting pool of 30 large high quality apartments, with room to grow further via lockups and outside agents. With full resort facilities of pool, spa, gym, BBQ area and lift access, this resort has it all. Inspect today!

- Absolutely iconic Point Lookout location
- Wildlife surrounds the resort – wallabies, koalas and kookaburras
- No requirement to live on site
- $324K+ net profit with room to grow
- Accommodation module agreements with 23 years tenure
- Perfect for a sea change
- Large separate office, conference room and storage on title
- Fantastic and supportive BC committee
- Walk to everything that North Stradbroke Island has to offer

NET PROFIT: $324,206
PRICE: $1,850,000



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POINT LOOKOUT

MANAGEMENT RIGHTS
Made Easy

EVENTS 2019

GOLD COAST
TUESDAY
30 APRIL 2019
6.00PM

BRISBANE
WEDNESDAY
5 JUNE 2019
5.30PM

SIT DOWN IN A RELAXED SETTING AND QUIZ THE EXPERTS.

IT'S SUCH A REWARDING INVESTMENT AND LIFESTYLE CHOICE – YOUR OWN BOSS, STRONG RETURNS, GREAT GROWTH PROSPECTS. OUR EVENTS HELP YOU TO PARTNER WITH THE RIGHT INDUSTRY EXPERTS TO MAKE YOUR JOURNEY TO MANAGEMENT RIGHTS EASY.

RESORT BROKERS

Market specialists to take the legwork out of finding your ideal Management Rights

MIKE PHIPPS FINANCE

Experience to secure funding on the best terms

HOLMANS ACCOUNTANTS

Know-how to structure your business and drive profit

PEVY LAWYERS

Safe hands to steer you through the purchase process



THE BEST IN THE BUSINESS TO MAKE YOUR MOVE INTO MANAGEMENT RIGHTS EASY.

Register today! Limited seats available. Visit resortbrokers.com.au/events


INFORMATION MEMORANDUM
Montville
Mountain Inn
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RESORTBROKERS.
rightst
05
OUT & ABOUT.
SHOP.
COFFEE.
EAT, DRINK.
BE ENTERTAINED.
LEARN.
KEEP FIT.

PAGE TURNER

branding a bestseller

It's been said a great brand is a story that is never completely told. And so it is with ResortBrokers. As we foreshadowed in the last edition of Informer, we are starting the next exciting chapter of our story with a striking new look designed to better showcase your accommodation market opportunities.





In this fast-paced world, two things change faster and more dramatically than most – design trends and technology. Anticipating and adapting to those changes are vital to ensure our brand, and all associated marketing media, are distinctive and effective in an ever more cluttered marketplace.

So, for the first time here in Informer, we unveil the new suite of collateral – brochures, information booklets, investment summaries and more– that boldly announces ResortBrokers.

Crisp, clear typography in black and white coupled with strong, image-led presentation and a cleverly colour-coded scheme are indicative of our own progression and maturity, a confident, contemporary statement of our evolving identity.

"The streamlined ResortBrokers brand is clear, recognisable and distinctive while providing a clean graphic framework through which we can focus attention on the businesses and properties we are marketing for our clients," said Marketing Manager, Carla Cook.

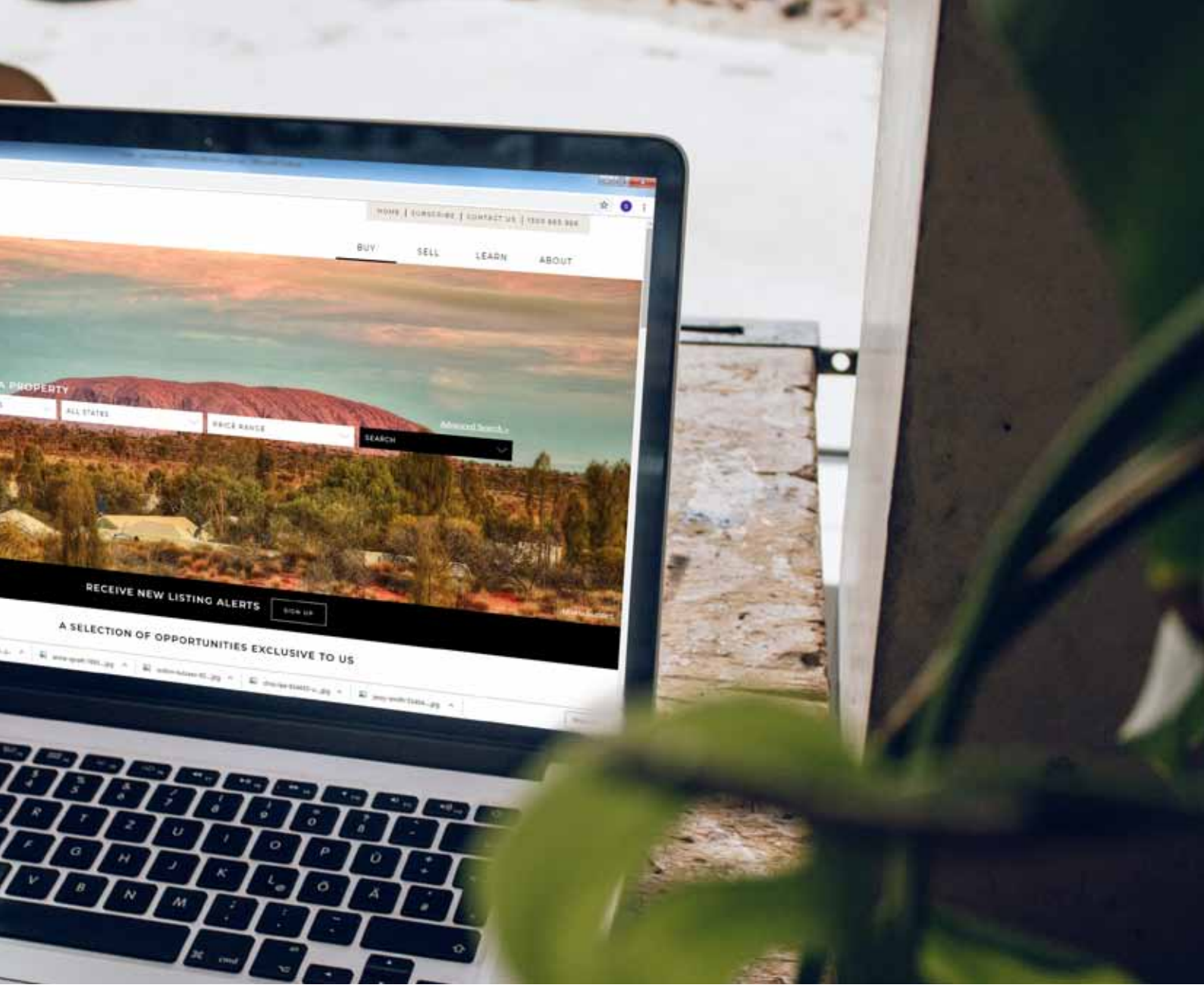

Hotels
Made Easy


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RESORTBROKERS.


TIM
CROOKS.


RESORTBROKERS.



“We’ve intentionally chosen a modern, pastel palette because it is distinctive but doesn’t fight with the imagery of any of the businesses we are marketing and their unique locations Beautiful, high impact photos of the properties we sell will always take centre stage.”

“This design has been very carefully considered and conceived with our sellers and buyers in mind, to convey ResortBrokers’ attributes of market strength and specialist expertise, and provide the cut-through that draws attention to the properties we showcase.”

Within this modern aesthetic, simple colour-coding in muted tones identifies our various specialty sub-markets by property type – Motels, Management Rights, Hotels, Caravan Parks, and Off-The-Plan.

“We’ve intentionally chosen a modern, pastel palette because it is distinctive but doesn’t fight with the imagery of any of the businesses we are marketing. Beautiful, high impact photos of the properties we sell will always take centre stage,” Ms Cook said.

“The colour coding provides visual cues that are easily recognised ... when you see the pale green it will instantly signify Motels ... the subtle blue, Management Rights ... and so on.”

Importantly, in all formats and applications, in print and online, the new ResortBrokers design works quickly, boldly and effectively so buyers and sellers know instantly they’ve come to the right place. Full stop. **[END]**














Getting SOCIAL

THE KEY TO ENGAGING THE CONNECTED CONSUMER

WORDS: CATIE LANGDON

Social media has transformed the way Australians discover, consume and share experiences, particularly travel destinations, accommodation and hospitality venues. It is reshaping how businesses trade. These days, to reach and stay in touch with customers, you really need to join the conversation.

Only five years ago, the world's first "Instagram hotel" was heralded, Sydney's 1888 Hotel (now Ovolo 1888 Darling Harbour), inspired by the photo-sharing app.

The architecture, interior detail and furnishings were all conceived to satisfy travelling Instagrammers. Screens at reception displayed a constantly updated feed of photos uploaded with the #1888hotel hashtag, while guests were directed to the specially designed 'selfie space'.

By 2017, research revealed that an Australian hotel, bar or restaurant was being tagged on Instagram every 28 seconds.

More recent statistics compiled by SocialMediaNews.com.au for January 2019 (Source: Vivid Social – Social Media Agency) show social users in Australia are some of the most active in the world.

As at the end of January, Australia has 15 million monthly active users of Facebook, with the same number of unique Australian visitors per month to YouTube. Instagram ranks as our third most used platform, with nine million monthly active users in Australia.

One in two Australians use Facebook on a daily basis, while one in three use Instagram. And, now boasting over a billion monthly active users worldwide, Instagram is one of the most successful and fastest growing social networks.

If your business is a 'visual' kind of business – and most certainly tourism, leisure and accommodation are – then Instagram is a vital platform to showcase your destination and develop and nurture relationships with your market.

These days, for much of the travelling public, everything on every trip, whether for business or leisure, is documented with the tap of a phone camera. Social media management experts say tourism and hospitality operators who are not yet actively using social media are missing out on lucrative marketing opportunities.

By engaging social media users, operators have the ability to share moments, experiences and user-generated content, make local recommendations and foster deeper connections and on-going relationships with customers.

Those who make the effort to understand what motivates their market and appreciate the advantages social media engagement offers, find potential for business growth is literally at their fingertips.

Tourism Australia has invested heavily in its social media program, stimulating conversations about Australia through key platforms including Facebook, Twitter, Instagram and Pinterest. They mainly post user-generated content, which encourages fans to continue sharing their own stories and experiences.

TA's Instagram profile showcases the best shots from around Australia on a daily basis, chosen from followers who upload and tag their photos with #seeaustralia. At last look, they had 3.4 million followers.

Of course, some properties are so visually stunning, they're pure Instagram gold.

Take Anantara Kihavah Maldives Villas, located in the Baa Atoll archipelago. Recently it was voted Most Instagrammable Hotel in the World by Luxury Travel Advisor. Let's face it, who hasn't gazed longingly at those amazing over-water villas?

In Australia, 'wow' factor properties like Hotel Hotel in Canberra, The Treehouse, Blue Mountains, Saffire Freycinet in Tasmania, and retro design triumph Halcyon House on NSW's Cabarita Beach are absolute Insta-darlings.







Photos sourced from unsplash .com

Equally, more modest retro motels have rocketed back into vogue and captured the imagination of the Instagram crowd too.

Just look at the Gold Coast's La Costa Motel, a pastel homage to the 1950s on the highway opposite the airport, and Byron Bay's Hibiscus Motel, a traditional motel in the heart of town that has undergone a contemporary facelift.

So, a gob-smacking location or mega-million dollar makeover isn't necessarily vital to achieve social media success.

All it takes is an understanding of what gives your property its X-factor and developing the ability to communicate those messages effectively via social channels.

Hibiscus Motel, for example, has done it with some success by repeating a limited collection of motel and room snaps amidst regular posts of images showcasing alluring aspects of the famed Byron Bay location and lifestyle – azure sea views from the cliff top, secluded beach scenes, endless ocean vistas, sun, surf, sand and sexy people at play.

THE KEY TO ENGAGING THE CONNECTED CONSUMER

Technically, for a small but digital-savvy operator, exploiting the opportunities held out by social media is something that can be achieved in-house for little cost.

But those who have successfully ventured into the social space do warn that it requires a significant investment, be that in time, or budget, or both. The approach needs to be well-considered, strategic and consistent.

Michelle Bishop is the owner-operator of Bangalay Luxury Villas on the NSW South Coast, a collection of upscale self-contained villas opened in September last year. Already with some 2,600 followers and the number climbing steadily, Michelle has made social media engagement a very important part of her marketing mix.

Working with her 'client experience manager' to develop the social space, they started building the Bangalay profile up to four months before opening.

"People will often look for inspiration for their travel options and Instagram, being predominately photographic, is a perfect platform for this," she said.

"We always ask how people heard about us and, for about 70 per cent, it is via a long tail (very specific, less popular words) Google search, the remaining is a combination of booking platforms, social media and word of mouth."

Some properties go out of their way to woo people considered 'influencers' – social media users with 10,000-plus of followers – but Michelle prefers to make such PR decisions on a case-by-case basis.

"We work closely with Shoalhaven Tourism and Destination NSW. They have sent a few journalists and provided some other opportunities for PR, which has had a positive impact on our social media," she said.

"We have had a few influencers stay with us. Alanna Smit, who is a well-known interior designer from Foxtel's Love It Or List It program, stayed and took some amazing photos, which led to a number of bookings.

"When a few other guests with large followings have stayed, our audience increased with their stay, however we have not seen a direct increase in bookings.

"A benefit of influencers is that they can provide a lot of great content for you to use across all your marketing. People will always respond well to photos of people enjoying the resort.

"We get approached constantly by people with large followings for contra arrangements, we consider each proposal on its merits."

There is no doubt, social media is going to become an increasingly important string to the accommodation industry's marketing bow. So, for anyone who is only now considering joining the social set, Michelle has a few final helpful pointers.

"If you're not sure where to start, consider your existing guests and what they enjoy about your property and the location.

"You could focus on marketing the destination you are part of, rather than just focussing on your own property – scenery, beaches, bushwalks, vineyards, local attractions, etc.

"And don't try to sell on every post via social media. You are looking for engagement. It should be considered a PR tool."

CASE STUDY

BANGALAY LUXURY VILLAS

@bangalayluxuryvillas
#bangalayluxe

Luxury self-contained, fully-serviced holiday villas and restaurant on Seven Mile Beach at Shoalhaven on the NSW South Coast, two hours from Sydney.

Concept:	At Bangalay, you can return to nature and nostalgic beach holidays without compromising on comfort and style
Followers:	2,600 since pre-opening in 2018
Budget:	Total marketing budget 4% of revenue, including Client Experience Manager's time and any promotion costs
Strategy:	Planned marketing strategy before property launch, identified target markets for social media, created graphic and photographic style guide to keep brand distinct
Most Insta-worthy:	Photos of the pool always attract most likes, impressions and comments
Post frequency:	At least every 2 days + adding other people's stories to our stories as they come through
Hashtag approach:	Use a number of hashtags and mix them up depending on the post. Unique tag is #bangalayluxe
Business impact:	Estimate 10% of guests discovered the property via social media

TOP TIP

Create a comprehensive marketing plan before you start, plan how social media will be part of it, think about your audience and the content you will require to resonate with them.







Photos taken by Alanna Smit

APARTMENT HOTEL
LEASEHOLD







Ref // LH005680

EXCEPTIONAL BUSINESS IN PRIME LOCATION JUST 8KM FROM MELBOURNE CBD

On offer is a unique opportunity to become associated with the Quest Apartment Hotels Group. Quest Moonee Valley comprises 61 studio, one and two bedroom apartments. The property is directly opposite the main gates of the Moonee Valley Racecourse; the home of the prestigious Cox Plate. In addition to the apartments, there are leasing agreements with three townhouses adjacent to the property. The property is strata titled with the majority of the leases at 22 years. The rent is at Quest benchmark with CPI annual increases and market reviews every 5 years.

All apartments and townhouses are fully equipped with kitchen and laundry facilities (excl. studios), new direct fibre WiFi, Foxtel and secure onsite car parking. The property also features an in-ground swimming pool, BBQ area and conference room for up to 50 people.

Quest Moonee Valley commenced operations in 2006 and has continued to enjoy strong occupancy since from both corporate and leisure guests. The property has long standing relationships with key stakeholders including landlords and clients. The business is showing positive growth in the 18/19 financial year and is holding excellent forward bookings.

64
Apartments

22
Years

- Fantastic location adjacent to the Moonee Valley Racecourse and Melbourne CBD only 8km away
- Consistent occupancy of over 85%
- Strong forward bookings
- Majority of apartments have 22 year tenure
- FY18/19 showing solid growth on the previous year
- Rent is at Quest benchmark, with annual CPI increases
- Strong stakeholder relationships with both landlords and clients

NET PROFIT: $878,772 (18/19 ANNUALISED)
TURNOVER: $3,909,956 (18/19 ANNUALISED)
PRICE: $3,650,000



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MOONEE PONDS







Ref // MR005683

TAKE UP THE SEA CHANGE TO A BEAUTIFUL BLACKS BEACH BUSINESS

The Shores Holiday Apartments has an absolute beachfront position on Blacks Beach. It has 19 year agreements, no set office hours and is an easy to manage complex. This property would suit a first-time operator or would be an ideal add-on business for operators looking to expand their portfolio in this region. There are 36 units in the complex which comprises of 21 holiday letting appointments, 9 permanent letting, 2 outside agents and 3 owner occupiers (including the manager's unit).

Besides the apartments, guest facilities include a large open lawn area located between the villas and the beach. This area has a hopscotch pad, a swimming pool enclosure with two swimming pools, a toddler's pool, a cold water spa pool, and most importantly a variety of pool furniture including beach umbrellas and lounges for relaxing. A full size tennis court flood lit for night time tennis and volleyball is also located near the beach.

The Shores Holiday Apartments is just 12 minutes by car to the centre of Mackay.

36	30	19	2	2
Apartments	Letting	Years	Bed	Bath
			Manager's Residence	

- Absolute beachfront location
- Strong body corporate salary
- Experienced staff to assist with transition
- Modern two bedroom manager's residence
- Perfect business for first-time newcomer to the industry
- No set office hours

NET PROFIT: $176,264
PRICE: $895,000



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MACKAY







Ref // FH005632

‘FIRST AND LAST’ NT OPPORTUNITY RED CENTRE ROADHOUSE, PUB AND ACCOMMODATION

55 Rooms | **2** Bed **2** Bath Manager’s Residence

Uluru, Kings Canyon, Kata Tjuta - must see Australian Outback destinations. Imagine owning a business that provided food, accommodation, provisions and fuel to virtually everyone travelling through on their way to these iconic locations, and to locals and regional workers alike.

This family-owned and operated property, set on 10.9 ha of rare freehold land, boasts multiple, diverse income streams including the roadhouse / fuel service, motel, caravan and camping park, retail sales, indigenous art, takeaway food, dining and licensed bar, and motor vehicle rescue and recovery.

Delivering outstanding growth across all income streams – the last 6 months’ trading is up 24.6% on SPLY. Kulgera Roadhouse is well positioned for a new owner to take it to the next level, at a time when visitor numbers to the Outback and Red Centre are surging.

A range of accommodation options suits the needs of all travellers with 30 powered sites, 13 budget cabins and 12 motel rooms, recently upgraded amenities and swimming pool.

A ‘red hot’ opportunity in our unique and beguiling Red Centre. What are you waiting for?

- Freehold caravan park and roadhouse showing 20% return and growing
- Multiple and diverse income streams
- Not locked into a fuel contract
- Last 6 month of trading 24.6%+ v SPLY
- Visitor numbers to Australian Outback and Red Centre surging
- Financial year growth across all income streams
- Range of accommodation 55 cabins, rooms and powered sites
- 10.6 hectares of rare freehold land

NET PROFIT: $705,203
PRICE: $3,500,000



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KULGERA







Ref // FH005613

A HOLIDAY HAVEN FOR RETIREES, SURFERS, FISHERMEN AND FAMILIES

Looking for a sea change? Look no further than this award-winning, family friendly motel in Culburra Beach. Nestled between Nowra and Jervis Bay in breathtaking surrounds, enjoy the lifestyle you deserve while earning a proven income.

Located within walking distance to the beach, lake, cafes, shops and club, the Culburra Beach Motel comprises of five family units, one twin unit, three deluxe king units and one superior king unit with parking allocated for each unit.

The motel presents well and has undergone a full refurbishment in which the exterior was rendered and repainted and each unit was completely gutted and modernised. Due to these recent refurbishments,Culburra Beach Motel was recently upgraded to 3.5 stars. Every unit also extends out to a front patio.

The owner's residence has also been refurbished and is a modern home with three bedrooms, two bathrooms, a new kitchen/butler's pantry and is very suitable for family living.

Culburra Beach Motel offers a fantastic lifestyle for sea changers with young families, or empty nesters looking for a new venture while enjoying the spoils of the South Coast.

10
Rooms

3 Bed **2** Bath
Manager's Residence

- 4.5/5.0 score on TripAdvisor
- All rooms have been completely gutted and refurbished
- Surrounded by marine and national parks
- Award-winning established business
- Spacious, modern living accommodation for both guests and managers
- Experienced staff to assist with transition
- Opportunity for further growth
- Short drive to the beautiful beaches of Jervis Bay

NET PROFIT: 142,310.28
PRICE: 1.5M - $1.65M



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CULBURRA BEACH



SYNDICATION MAKES SENSE

Strength in numbers for top shelf management rights

WORDS ALEX COOK
SENIOR BROKER
NATIONWIDE



The concept of a 'partnership' or 'syndicate', whereby a group of investors pool their financial resources to leverage their purchasing power to acquire an asset, is by no means a new one. Such arrangements have been prevalent in the commercial property and freehold hotel/motel market for decades.

Less common, however, are partnerships formed to purchase going concern businesses. However, a rare (and ever-growing) exception is the purchase of large-scale, high netting management rights businesses.

For those in the know, much of what follows may not be news. However, as the syndication approach is increasingly pursued, we decided it was high time *Informer* provided readers with a high-level synopsis of this popular model.

So, what are the key components of a management rights syndicate? What do they offer to their partners? And what advantages do they hold over other operational/investment models?

Partnerships are established by uniting a group of like-minded investors.

PARTNER ROLES

As the name suggests, partnerships are established by uniting a group of like-minded investors. The number of investors may range anywhere from two upwards. There is no perfect formula here, but there is an argument that either too few or too many partners may have impact on the ability to align group objectives moving forward.

Roughly five or six partners seems to be a bit of a sweet spot for many syndicates, but this can certainly vary depending on the opportunity.

In most syndicates, one of the investors will take the role of operating the business on a day-to-day basis (usually referred to as the 'managing' or 'active' partner). The remaining investors will generally have little or no involvement in the operation of the business (referred to as 'silent' partners), and will simply derive a passive income.

PROFIT DISTRIBUTION

The managing partner (typically a 'husband and wife' team) will receive a salary package, usually a combination of cash and accommodation, as well as a profit distribution from the business. Note, it is important not to confuse the two. The silent partners each receive their profit distribution.

'Profit' is based on the return of the business after outgoings have been deducted (eg. the managing partner's wages, interest costs, relief management, BC levies etc). Each partner's profit distribution will obviously be in line with their equity stake in the business (so if a partner owns 17% of the MR, they will receive a 17% share of profit after outgoings).

From the perspective of brokers who have worked on numerous syndicate deals over the years, the single most important key to a successful partnership is to find the right managing partners.

At the end of the day, they are the ones on the ground, typically living on-site, managing the day-to-day operation. They are the ones building relationships with committee members, owner-occupiers and investor owners. They are the ones looking to protect the security of the business and to grow its bottom line (ie. topping up agreements, building the letting pool, identifying new income streams, working with the BC on refurbishments).

Like any business, without a good manager, risk profile increases and growth/return potential diminishes.

For this reason, it is a very common requirement of a syndicate that the managing partner has solid experience and proven success in the management rights industry.

Most frequently, managing partners are couples who have owned and operated smaller rights successfully, have perhaps recently sold and are looking to take the next step up the ladder.

EXPERIENCE KEY

Having said that, some partnerships will consider impressive prospective managers with demonstrable transferable skills and generally high aptitudes. This is certainly worth considering if one of the silent partners has management rights experience (as is very often the case) and is willing to act as a mentor to the managing partners, perhaps working the equivalent of 1–2 days a week to oversee and support.

The appeal to a hard-working, professional couple of joining a syndicate and becoming its managing partner is clear. Like many things in life, it revolves largely around financial capacity, but also around career progression.

As we know, most management rights businesses come with a manager's unit. If a young couple, for example, has limited financial capacity and can only spend up to $800,000, it's likely they will be using a considerable proportion of their equity on the unit component (which provides no return).

As such, their income potential is intrinsically limited. By managing a larger property on behalf of a syndicate, it is likely that a far higher proportion of their investment will be put towards the management rights component, increasing the return they can derive from their equity.

PROGRESSION

When combined with the fact that the managing partners also receive a salary package off the top of the overall net profit (ie. before profit distributions), it is almost always the case that the managing partner of a large MR would be receiving a considerably higher return on their investment (in other words, a much higher income), than if they were operating a small business on their own.

As well as the increased earning potential, by joining forces with other investors, managing partners have the opportunity to operate properties they could never otherwise have dreamed of running on their own.

Instead of a small 'mum and dad' business in the suburbs, they may be able to operate a high-end, blue-chip asset in a prime corporate or tourism location. Not only does this constitute excellent experience and career progression, for many, it makes it a lot more exciting to get out of bed in the morning!

The puzzle obviously can't be completed without silent investors looking to become part of management rights syndicates. Fortunately, just as there are experienced managers chasing their next career step, there are plenty of investors looking for somewhere to place their cash. Given the returns available from other asset classes (property, shares, term deposits, etc), this is hardly surprising.

You must surround yourself with the best professionals.

Although it is beyond the remit this article to indicate what sort of returns can be achieved, I would comfortably state they are often very hard to replicate. So, if investors are able to combine a great managing couple with a great property, it can quickly become a very attractive investment channel.

For the record, there are certainly a lot more silent investors out there than there are opportunities. The difficult part of the process is often finding suitable managing partners. So, if this is new to you and sounds interesting ... please get in touch.

BUYING POWER

Another interesting area on which to briefly touch is the power of professionally formed syndicates to compete against major corporate operators on the purchase of very large-scale, high-netting, and iconic properties. In other words, syndicates are a means to keep super high-end management rights in the hands of private individuals.

We have often previously discussed the increasing corporatisation of the management rights industry in *Informer*. Well, I can testify from recent experiences that large syndicates can certainly compete, and often prevail, against big corporate operators when it comes to tendering for significant assets.

As stated from the outset, the idea of this article is to provide a very broad overview of how partnerships work, and why people pursue them. Although it all probably sounds fairly simple at face value, a huge amount of work and expertise goes into putting together a successful syndicate, drawing on input from a range of industry professionals.

The first box to tick is often locating the right asset. ResortBrokers has assisted in putting several syndicates together over the years (a recent example is reported in Market Action on P.58).

Once a property has been located, experienced and specialised financiers and accountants become absolutely vital, providing a range of essential services such as advice on ownership structures, providing finance and return scenarios, reviewing risk and potential opportunity, and co-ordinating investor group meetings (as well of often sourcing additional equity partners).

A specialist lawyer will also play a key role in managing the transaction and a partnership agreement. So, to give yourself the best chance of a successful outcome, you must surround yourself with the best professionals.

If you'd like to learn more, please feel free to contact me on the number below. I will either help you myself or refer you to the specialists who can.

Alex Cook - 0467 600 610 . [END]





Ref // MRB005659

BRISBANE'S BEST VALUE HIGH NETTING MANAGEMENT RIGHTS!

Link Portside is an outstanding city fringe management rights opportunity to secure a business of scale in the tight Brisbane market with no requirement to reside onsite.

The complex is situated in the heart of the master planned Portside development, a vibrant area of Brisbane that has seen huge recent urban renewal.

This business would suit an array of buyers including owner operators, syndicates and corporate operators. Owners receive a fixed weekly income from the operators, providing the managers with an extremely secure letting pool.

32 Apartments | **32** Letting | **22** Years

- Priced to sell – under 5x multiplier
- No requirement to reside on-site or own real estate
- Outstanding office with frontage to the Portside complex
- Bespoke serviced apartment-style offering with no owner occupiers

NET PROFIT: $484,877
PRICE: $2,995,000



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HAMILTON

MANAGEMENT RIGHTS





BC SALARY OVER $159K AND NO REQUIREMENTS TO RESIDE ON-SITE

Ocean Park Towers and Grandview Apartments will suit a variety of buyers looking for that ultimate work and play lifestyle.

Located on the beachfront at beautiful Main Beach and the Southport Broadwater, Ocean Park Towers is directly opposite the beach. There is a mix of two and three bedroom apartments with ocean and canal frontage. There is even a mooring for your fishing boat with blue water access.

Grandview Apartments has all one-bedroom apartments with 180-degree water views. It has a separate office with foyer access for complete unit privacy. This complex is suited to investors due to the unit sizes. Both complexes have pools and BBQ areas.

95 Rooms | **38** Letting | **20** Years | **3** Bed | **2** Bath (Manager's Residence)

- $202K net profit balanced with a great lifestyle
- Manager's unit with ocean views opposite the beach
- No office hours
- No requirements to reside on-site
- Ability to rent out manager's unit for an extra $36,000

NET PROFIT: $202,065
PRICE: $1,693,000



JANE FANG
CHINESE LIAISON BROKER

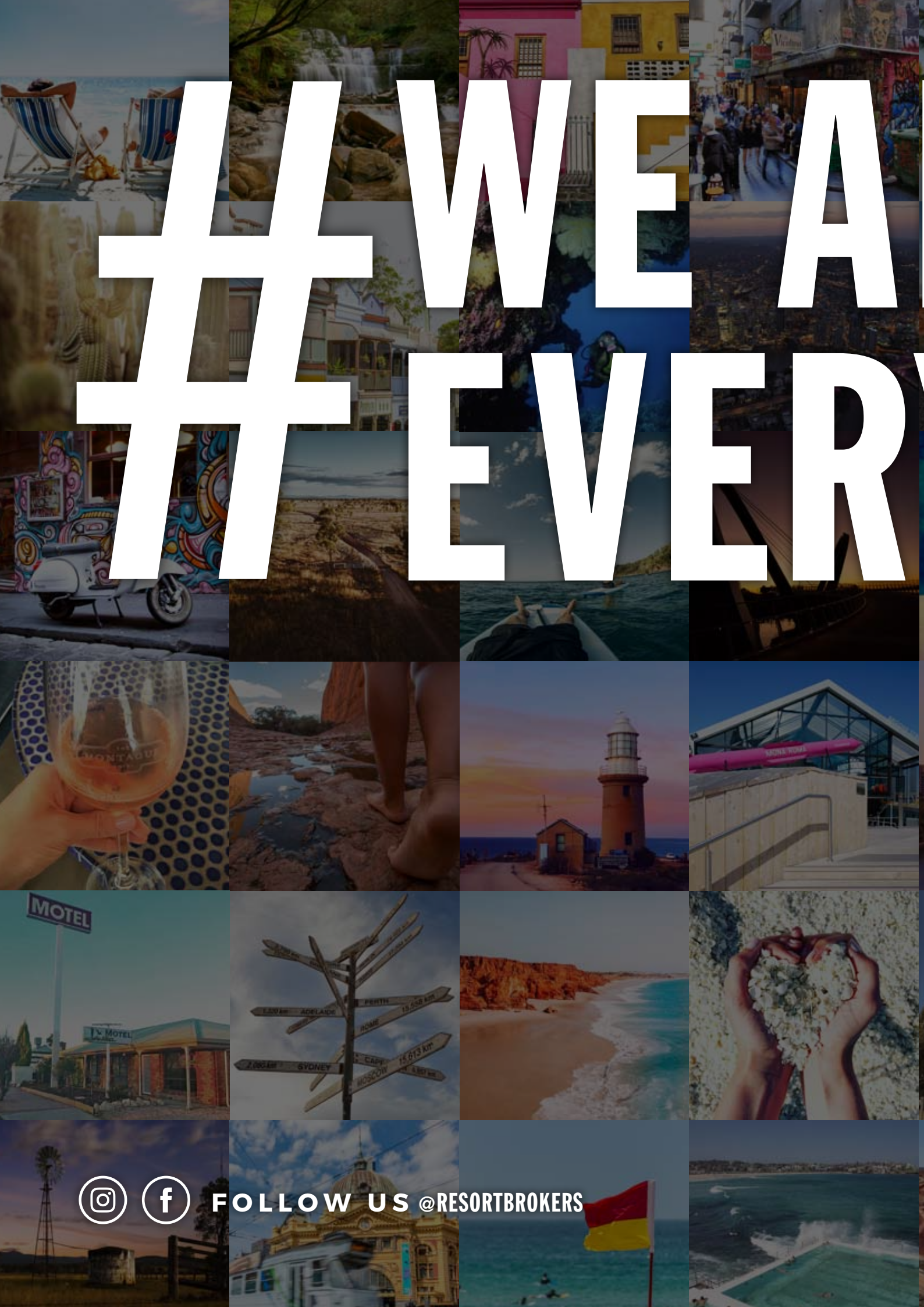
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MARCH 2018







Ref // LH005532

RUNS LIKE CLOCKWORK

14 Rooms

27 Years

The beautifully presented Ararat Motor Inn provides an excellent opportunity to own a very profitable motel, with a spacious residence in a vibrant and booming town. With a high demand for quality accommodation in Ararat, this motel enjoys a high volume of repeat corporate business. The quality systems and processes used to operate this business would suit a first time operator or an experienced operator looking for work/life balance.

Ararat Motor Inn has been extensively refurbished. The accommodation consists of 14 units, which are finished to an excellent standard. All rooms are air-conditioned and provide undercover parking, as well as wireless internet and Foxtel.

The main building consists of the reception area, private office and five bedrooms, two with private ensuites – perfect for families. The residence can easily be reconfigured to provide a manager's residence separate to the main residence upstairs. There is also a substantial kitchen more than adequate to prepare guest's breakfast as well as for personal use.

- 14 versatile and well-appointed units catering to the highest expectations
- Long 26 year lease
- Market rent reviews
- Spacious five bedroom residence with separate upstairs area
- Located in an excellent town with exceptional forward demand

NET PROFIT: $275,967
PRICE: $870,000



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ARARAT







Ref // FH005633

FREEHOLD CARAVAN PARK WITH COASTAL LIFESTYLE AND RAINFOREST BACKDROP

If you're looking to invest in a self-contained freehold site on the coast of Tropical North Queensland, look no further than the Bloomfield Beach Camp. With 10 acres of freehold park and rainforest, this remote and charming property is a popular stopover along the infamous 'Bloomfield Track', or a relaxing place for leisure-seekers to spend a few peaceful days or weeks.

The Bloomfield Beach Camp is a popular pet-friendly destination with a number of shady powered and unpowered sites, cabins, safari tents and a two bedroom fully self-contained cottage. The communal amenities include clean toilet and shower facilities, laundry and a large, well-appointed camp kitchen. Telstra mobile phone reception is available, and the licensed Camp Oven Restaurant operates during the dry season, serving simple but delicious meals at affordable prices.

Bloomfield Beach Camp is currently under management, offering a purchaser an ideal lifestyle or self-managed investment with plenty of room to improve. The retired vendors live interstate, and are reluctantly selling due to health and distance.

28	4	3	3	2
Sites	Cabins	Safari Tents	Bed	Bath
			Manager's Residence	

- Ideal retirement freehold investment
- 10 acres of land
- Great tourism destination
- Large three-bedroom open plan house
- One two-bedroom freestanding cottage
- Licensed restaurant, camp kitchen and communal fire pit
- Opportunity for expansion of the food and beverage
- Unique business with established marketing and patronage
- Three phase mains power
- Abundant supply of very good quality water
- Sealed access to Cooktown 55ks away

NET PROFIT: $52,215
PRICE: $875,000



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BLOOMFIELD






Ref // MRB005643

OUTSTANDING BUSINESS-ONLY PORTFOLIO IN BRISBANE

Consisting of four separate management rights businesses, all medium-rise, these apartment style complexes are all located in desirable suburbs around Brisbane, including Coorparoo, Murarrie, Yeronga and Spring Hill.

There is no real estate to buy and no requirement to reside onsite in any of these complexes. Not only will you get to enjoy an amazing income, you have the ability to expand and grow your letting pool. You also have the opportunity to add to the existing rent roll that has been organically grown by the current managers.

There is an office that is exclusive use to the manager, located in the building at Coorparoo. The current operators live off-site and have done so since the inception of all.

As these businesses are all under 50 units, this means minimal caretaking with not as many fancy facilities that you find in larger complexes. There is only one pool to keep an eye on with no BBQ areas at all, giving more time for the manager.

4	135	48
Buildings	Total Units	Total Letting

- Portfolio opportunity – four great inner-city locations in Brisbane
- Huge opportunity for further growth
- Experienced operator to assist with transition of a new operator
- No requirement to buy any real estate
- Spacious exclusive use office in one building
- Long agreements in place
- Great additional add on businesses
- All business just over two years old

NET PROFIT: $198,350
PRICE: $899,000



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BRISBANE







Ref // MR005515

TURNKEY MANAGEMENT RIGHTS AND RENT ROLL WITH OFFICE

94 Rooms
115 Letting
10 Years
3 Bed **2** Bath
Manager's Residence

This lucrative Gold Coast management rights presents as new and includes an easy-to-manage turnkey rent roll which together generate a current net profit in excess of $300,000 p.a.

The gated residential community, situated in a quiet Nerang location, consists of 28 three-bedroom townhouses and 66 two-bedroom mid-rise units. There is also a full external rent roll in place of 88 nearby dwellings, all located in close neighbourhood clusters.

With no set office hours and all the gardening paid for and maintained by the Body Corporate, this complex can genuinely be considered low maintenance. Together, the community and rent roll have provided great return on investment of over 18% to the current manager. Caretaking and letting agreements have recently been topped up to the maximum 10 years.

The operation is run from the attached onsite office, and excellent staff are in place to assist in the day to day running of this great business. Modern, well-maintained, with long agreements and a impressive free-standing three-bedroom, 2.5 bathroom villa as the manager's residence, it more than ticks all the boxes.

- Massive net profit over $300K
- Over 18% ROI
- Gardening and pool maintenance contracted out by Body Corporate
- Large three-bedroom villa with media room
- Great staff in place to help with transition

NET PROFIT: $300,918
PRICE: $1,650,000



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NERANG

MANAGEMENT RIGHTS



Ref// MRB005655



CRACKING BUSINESS-ONLY IN A TOP LOCATION

This opportunity presents huge upside for a new operator. There is no requirement to buy real estate and no requirement to reside on-site. Add-on businesses of this caliber are rare and highly desirable.

Not only will you get to enjoy a nice little income, you have the ability to expand and grow your letting pool and increase the business.

There is no office on-site, however there is exclusive-use storage space dedicated to the manager for equipment. This business is within great proximity to the heart of the Brisbane CBD, making it an easy commute for tenants and owners.

26 Apartments | **7** Letting | **24** Years

- Opportunity for further growth
- Experienced operators to assist with transition
- Brand new spacious and modern apartments
- Great add-on business to an existing portfolio
- Exclusive use storage allocated to the managers
- Long agreements with 24 years remaining
- No requirement to own any real estate

NET PROFIT: $42,343
PRICE: $178,000



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WOOLLOONGABBA

MANAGEMENT RIGHTS



Ref// MR005606



BOUTIQUE BEACHSIDE APARTMENTS ON THE TRINITY BEACH ESPLANADE

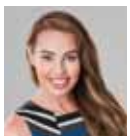
Overlooking the picture perfect Trinity Beach, Sea Point will suit a variety of buyers looking for that ultimate working lifestyle. There are 19 apartments in total, including seven that command ocean views. This opportunity is perfect for a motivated, hands-on operator to drive the business and maintain a lifestyle while doing it.

Located on the esplanade at Trinity Beach, Sea Point is right on the beach. Few management rights can boast such a modern complex whilst maintaining one of the most beautiful views of the coral sea. This stunning business will not be on the market for long. Inspect now!

19 Apartments | **14** Letting | **16** Years | **2** Bed | **2** Bath (Manager's Residence)

- Modern complex with ocean frontage
- Opportunity to grow letting pool
- Experienced staff to assist with transition
- Two bedroom, modern manager's apartment
- Consistent year-on-year growth

NET PROFIT: $146,000
PRICE: $950,000



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TRINITY BEACH





Ref // MR005686

UNIQUE AND IRREPLACEABLE ABSOLUTE BEACHFRONT RESORT

Featuring 21 free-standing beach houses, nestled amongst the sand dunes of Peregian Beach, this property boasts an exclusive position that guarantees market dominance.

The Retreat Beach Houses provides a point of difference in from the traditional short stay apartment market as it is built as a very low-density development , offering private two-storey beach houses that have been designed to capture the essence of a Queensland beach holiday the way it used to be.

21	16	24	3	2
Beach Houses	Letting	Years	Bed	Bath
			Manager's Residence	

- Three bedroom manager's beach house with stunning ocean views
- 24 years remaining on agreements
- 16 free-standing beach houses in the letting pool
- Generous Body Corporate salary
- Direct beach access, lagoon pool and tennis court

NET PROFIT: $316,000
PRICE: $2,443,200



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PEREGIAN







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STEVEN WRIGHT

Building business growth with a big heart

THE MANY FACES OF THE ACCOMMODATION INDUSTRY: CONTINUING OUR SERIES PROFILING THE MANY FACES OF THE AUSTRALIAN TOURISM AND ACCOMMODATION SECTORS, WE INTRODUCE YOU TO THE LEADERS AND INNOVATORS, CHARACTERS AND CANNY OPERATORS OF OUR INDUSTRY. THESE ARE THEIR STORIES.

WORDS CATIE LANGDON

STEVEN WRIGHT TOOK THE HELM OF BIG4 HOLIDAY PARKS IN 2014. AT THE TIME, THE RESPECTED BRAND WAS PUNCHING AGAINST THE HEADWINDS OF SIGNIFICANT INDUSTRY DISRUPTION. NOW, ITS GROWING FLEET IS SET ON A STEADY COURSE WITH THE WIND AT ITS BACK.

Transformation and growth have been delivered thanks in equal measure to Wright's sharp business acumen and his genuine regard for the culture at the heart of an entity.

"One of the key lessons I've learned over my career is that no matter how good or logical your strategy is, it won't work unless it melds with the culture of the organisation," he says.

So the family-focused, community nature of BIG4, as a member-owned cooperative network with a proud history spanning four decades, had strong appeal when the CEO opportunity arose.

It's an empathetic approach that might seem at odds with the hard-nosed world of commercial law where Wright's career began. Having grown up in Melbourne, he'd studied Law and Economics at Monash, gaining a Master of Laws (Honours) with a particular interest in commercial and sports law.

Then followed nine years with Freehills (now Herbert Smith Freehills), one of Australia's largest and most prestigious commercial law firms, where he rose to Senior Associate.

"I started to ask myself if I really wanted to do this for the next 20 years," he recalls. "Then, one day, four friends called me separately, each asking if I'd seen today's paper. They said there was a job ad in the Financial Review that would suit me."

And so it did. The Australian Grand Prix Corporation wanted a 'legal manager'. As it happened, Wright had practised extensively in the sector, counting major sporting events and clubs as clients.

The position of Business Manager was duly offered and accepted, ultimately leading to Wright becoming CEO in 2002.

"It was exciting stuff for a relatively young man in his early to mid-thirties, sitting down to negotiate with the likes of (Formula One supremo) Bernie Ecclestone, and reporting to the Premier and Cabinet," he recalls.

"I got to know (champion drivers) Michael Schumacher and David Coulthard quite well, helped young drivers Mark Webber and Will Power, and dealt with business greats of motor racing like Jean Todt, Frank Williams and Ron Walker."

Wright was involved with organising 16 international events from 1997 to 2004, including eight Australian Formula 1 Grand Prix and eight Australian Motorcycle Grand Prix at Phillip Island, before it was time for a change.



BIG4 Sandstone Point Holiday Resort is a brand new destination on the shores of Pumicestone Passage in Southeast Queensland. Photos supplied.



Interestingly, he was planning a move into the tourism industry, working up a franchise model for the backpacker market. But that was soon sidelined by a call he couldn't ignore.

He was offered the role of Richmond Football Club CEO. A dyed in the wool Richmond supporter who even knew a few of the club directors through his Grand Prix role, how could he refuse?

Wright's beloved Richmond had fallen into disarray between 1983 and 2004. He came on board towards the end of the 2004 season when they were suffering the ignominy of claiming the wooden spoon.

Insolvency loomed, having just lost $2.4 million. Wright's task was to turn that around and rebuild respect for one of Australia's greatest sporting clubs.

By 2005, he'd turned the loss to break even. Profits were soon to follow. Notably, he conceived and oversaw the Punt Road Oval redevelopment, building a $20 million multi-use high performance and community facility.

And he created a separate charitable foundation with a social responsibility program, including establishing the Korin Gamadji Indigenous Institute, providing employment and vocational training, leadership, health and education for indigenous youth.

After an exhausting five years, Wright was happy to pass the ball to a new executive who had more of a football background.

"My partner and I noticed a number of sporting franchises were being set up on the Gold Coast –V8 Supercars, the Suns (AFL), Blaze (basketball) and of course the Brisbane Lions were just up the road," he said. "So we decided to move up there."

After setting up a consultancy firm, SBEC Solutions (sport, business, events, community), Wright's skills were soon in demand. From 2010 to 2013, he stepped in as interim CEO at the Brisbane Lions, was a non-executive director of the Surfers Paradise Alliance marketing authority, and CEO of Tourism and Events Queensland.

Each of these roles demanded his now well-recognised talent for successful restructuring, rebuilding and strategic planning, effecting cultural change, and achieving financial turnaround and growth.

By this time, Wright had married his partner and started a family.

"We had one child and were expecting our second. I'd heard so many people say they regretted not being there to see their kids grow. I was an older Dad so, because I could, we moved back to Melbourne and I took the opportunity to stay at home for a year."

Then, just as funds were diminishing and he was contemplating his next career move, a call came about the CEO role at BIG4 Holiday Parks, the head franchisor of the major national network of resorts and parks in the leisure accommodation sector.

"I saw the brief from the recruiting company and noted aspects that suited me: tourism obviously, but also a membership body like a club that operated as a franchise, which was relevant to my legal background.

"So I accepted the role in October 2014, and what an honour it's been."

"I ACCEPTED THE ROLE IN OCTOBER 2014, AND WHAT AN HONOUR IT'S BEEN."

A challenge too, it has to be said. The dominant brand in the industry, BIG4 was being subjected to considerable pressure.

"We are one of the most disrupted industries," Wright says. "Disruption in distribution channels by the OTAs (online travel agencies) was impacting BIG4, as was the change to traditional park ownership. Corporate groups like NRMA, Sun Super and Ingenia are some of the biggest park owners now.

"My role was to take a brand that was 35 years old and refocus and reinvigorate it. We stripped the business back to its core to rebuild it into a dynamic, agile and forward-focussed marketing co-operative that delivers real value to our parks and the millions of people who visit and stay."

Wright's initiatives have included a new governance model, new operating model (including new franchise agreements), new brand and membership strategies, new park recruitment drive, new technology stack and a real focus on growing direct sales through BIG4.com.au, all with a heighted emphasis on quality.

Under his first 5-year plan, record sales have been recorded across all streams. He is now overseeing a new analytics team and system to track marketing and performance, along with benchmarking systems giving parks real-time access to information that allows them to measure performance and drive improvement. A new "best-of-class" website is also being built.

Corporate partnerships have been struck for the first time with powerful brands like Nissan, Bunnings, Unilever and Anaconda, and a team of in-field business development managers has been dispatched to help parks build revenue growth.

A new accreditation model underlines 'quality' as the defining factor of the BIG4 brand. And brand requirements are diligently applied. The national network includes 135 fully-branded parks and some 40 'affiliated' properties, which are high quality and occupy prime locations within the network.

A new descriptor system – designating parks Premier, Holiday and Classic – helps consumers understand and select the style of park they want.

Results of the transformation achieved by Wright and his tight-knit team, just 25-strong, are seen in impressive outcomes: record online sales growing at 15% p.a., 42 new parks recruited in two years, exceptional growth of their 360,000-member loyalty program, and a meteoric park owner NPS satisfaction ranking of +51. Employee eNPS is also at an all time high.

Investment in innovation is another major focus of Wright's strategy for the future. "After all, the creation of BIG4 was the biggest innovation of them all," he reminds us. **[END]**

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Powering a place of boundless possibility

EXPECT TO HEAR A LOT ABOUT THE TERRITORY THIS YEAR. AUSTRALIA'S DYNAMIC NORTHERN REGION, WITH ITS DIVERSIFIED ECONOMY, UNIQUE CHARACTERISTICS AND RICH POTENTIAL, MUST BE CONSIDERED A COMPELLING TOURISM INVESTMENT OPPORTUNITY.

Maverick, audacious, unconventional. These are characteristics long attributed to our Northern Territory and its inhabitants. And they don't shy away from such descriptions.

In fact, they've embraced them in a bold brand that proudly declares 'The Territory – Boundless Possible'. This is a place, they say, where anything is possible, a place that attracts and nurtures ambitious entrepreneurs, where thinking big is encouraged and enterprise supported.

It's also a strategic market for tourism investment, with a well-established reputation as a travel destination, a robust domestic tourism market, and a location closer than any other Australian capital city to the fast-growing markets of Asia.

Recent accommodation property transactions, including the off-market sale of Knotts Crossing Resort in Katherine and Delaware North's $188 million purchase of SkyCity Darwin Casino, indicate a movement of tourism investment dollars to the Territory.

Now construction of The Westin Darwin Hotel is underway, overlooking Darwin Harbour and adjoining the CBD, providing a significant boost for the tourism industry as a major drawcard for high-end business and leisure visitors.

Consider this. The capital Darwin is as close to Singapore and Manila as it is to Sydney and Melbourne. Eight national capitals, 36 trading ports, 69 international airports and nearly half a billion people are within five hours' flight of Darwin.

Lonely Planet has named The Territory on its 'Best in Travel 2019' list at #4 among the world's best regions to visit. And why wouldn't they? The NT spans about 1.35 million square kilometres, more than six times the size of the United Kingdom.

RICH DIVERSITY

It promises iconic destinations such as Uluru, Kakadu, Kings Canyon, Nitmiluk (Katherine) Gorge and Karlu Karlu (Devils Marbles). Diverse landscapes, waterfalls, wide open spaces, Aboriginal culture and unique wildlife enchant visitors who come to immerse themselves in the natural wonder.

The Territory's economy is diversified across agribusiness, oil and gas, mining, renewables, international education and tourism, a clear economic pillar.

Visitor data from Tourism NT and Tourism Research Australia (YE Sept 2018) shows the Territory attracted more than 1.8 million visitors who stayed more than 13.2 million visitor nights and spent well over $1.8 billion.

Domestic holiday visitation to the NT in the period was up 13% to 657,000 visitors, the highest level recorded by the National Visitor Survey since it began in 1998.

So why wouldn't investors too be inspired by the scale of opportunity and richness of possibilities? It can be argued, there is no better time than now to discover and commercialise untapped resources, build infrastructure, grow tourism and expand facilities across the many sectors that drive this burgeoning economy.



Nitmiluk National Park, Katherine









Two major government initiatives are supporting that contention: a $103 million NT Government funding package to drive tourism growth and an historic $200 million City Deal for Darwin.

DRIVING TOURISM

'Turbocharging Tourism' underscores the Territory government's commitment to tourism as a vital economic driver. It is now more than two thirds of the way to achieving its target of 53,000 extra holiday visitors.

"Turbocharging Tourism marketing initiatives have already delivered more than 43,806 holiday bookings with a projected $54.4 million in extra visitor expenditure," said Minister for Tourism and Culture, Lauren Moss.

This was backed by Tourism NT board member, Mick Burns, who added, "It's great to see this initiative already delivering positive results. While Turbocharging Tourism was designed as an immediate stimulus package, we are also seeing longer term benefits with new airline services coming on."

SilkAir has added services to offer daily non-stop flights between Darwin and Singapore. Darwin is now connected with Australia's fastest growing inbound market, China, with Donghai non-stop services to Shenzhen.

The initiative included an extra $26.5 million for marketing over two years, allowing Tourism NT to deliver some 150 targeted campaigns into key national and international visitor markets in 2018-19, compared to 121 in 2016-17.

These campaigns are being rolled out with key distribution partners such as airlines and holiday agents, including Qantas, Virgin Australia, Jetstar and Tigerair.

$56.24 million is included for new and upgraded infrastructure, with seven significant projects across the Territory enhancing the visitor experience parks and reserves. Additionally, one of Australia's natural and cultural icons, Kakadu National Park, has received a Federal government commitment of up to $220 million for upgrades supported by a further $135 million from the Territory government.

ARTS & EVENTS

An additional $20.78 million has also been invested in festivals, events and other tourism experiences, cementing the Territory's reputation as a vibrant and exciting place.

Record numbers visited the 2018 Darwin Festival, and 34 business events and conferences have been confirmed, mostly to be staged in 2019, bringing a forecast 10,600 business delegates and a return of $25.5 million in estimated visitor expenditure.

Event highlights across the Territory in 2018 included the Triple Crown Supercars and Bassinthgrass music festival in Darwin, Parrtjima 2018 light festival and Red Centre NATS in Alice Springs.

This year will see more exciting initiatives rolled out: a series of Territory Tribute military events, the opening of a $9.9m visitor and event centre at the George Brown Darwin Botanic Gardens, upgrades to facilities in Litchfield and Nitmiluk National Parks, and new visitor facilities at Tennant Creek and Hermannsburg.

FROM TOP LEFT: Parrtjima, A Festival of Light, Alice Springs, Federal funding committed to Kakadu, Darwin – Gateway to Asia, , Sectors like renewables attracting investment Darwin.



Aboriginal art, Tiwi Islands

"The world's biggest art gallery isn't in New York or Paris, its right here... The Territory is a living, growing exhibition more than 65,000 years in the making.

HON. LAUREN MOSS
MINISTER FOR TOURISM AND CULTURE



NT's nature a major drawcard

TOURIST ACCOMMODATION YE SEPTEMBER 2018

	OCCUPANCY RATE	ROOM RATE	REVPAR	DEMAND ROOM NIGHTS (000S)
DARWIN	73% **[+2.4PP]**	$144 **[+0.0%]**	$108 **[+1.7%]**	1.46M **[+6.6%]**
ALICE SPRINGS	73% **[+1.1PP]**	$119 **[+0.9%]**	$88 **[+2.7%]**	306 **[+1.6%]**

Source: STR / Tourism NT



A 'turbocharged' Territory Arts Trail campaign invests in cultural attractions, cleverly promoting the NT as 'the world's biggest art gallery'.

"The world's biggest art gallery isn't in New York or Paris, its right here," said Minister Moss. "The Territory is a living, growing exhibition more than 65,000 years in the making."

BIG DEAL

Another major boost for the economy was the signing late last year by all levels of government of an historic $200 million City Deal to cement Darwin's future.

The revitalisation of Darwin is a key catalyst to tourism investment. Prime Minister Scott Morrison said the deal would boost the local economy, create jobs and support the growth of local small businesses.

"Darwin is already a great place to live and work and our investment in long-term infrastructure will ensure it remains such an attractive destination. The Darwin City Deal builds on our Government's ongoing commitment to develop northern Australia and infrastructure investments in the Northern Territory which now total more than $1.5 billion."

Chief Minister of the Territory, Michael Gunner, said the significant investments by governments in Darwin through the Deal would create jobs for Territorians and encourage further private investment in the city.

"We have already commenced work to revitalise the CBD with our $100 million investment. The City Deal is a recognition of Darwin's status as the capital of Northern Australia, and as an attractive place to live, work and invest."

IMPETUS TO THRIVE

The $200 million investment will support a raft of initiatives including the creation of a new education and civic precinct, construction of a new Art Gallery in State Square, and transformation of public spaces in the CBD to create cooler, greener streetscapes.

It is estimated the planned new city campus for Charles Darwin University could increase economic output in the Darwin region by more than $250 million over the next 15 years.

"We want to see Darwin thrive and initiatives like the new education precinct will mean an influx of students in the city centre, boosting demand for cafes, restaurants, bars and retail stores," said Minister for Cities, Urban Infrastructure and Population, Alan Tudge.

The Territory is an open and friendly place with a unique Australian character and a vibrant multicultural community. Its diverse economy does indeed offer, as they proclaim, boundless possibility.

It has significant mineral and energy resources, much of which is yet to be explored. Agricultural products such as meat, seafood, fruit, vegetables, crops, forestry and ornamental plants are also attracting investment attention. The potential commercial benefit from native flora and fauna, food and medicines is also essentially untapped in a natural environment that's largely undeveloped.

EXCITING TRENDS

Economic activity across these diverse sectors, on top of the significant direct tourism-related investment, signals opportunities in a range of areas, and certainly in the accommodation and hospitality sectors.

Exciting trends are evident in the STR tourism accommodation performance data for the year ended September 2018. Growth was recorded across virtually all the metrics in both Darwin and Alice Springs. **For more information, visit theterritory.com.au [END]**



Ref// MR005668



FIRST TIME TO MARKET IN OVER A DECADE!

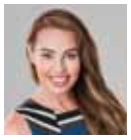
Unequivocally one of the best management rights in Port Douglas is Balboa Holiday Apartments. Footsteps away from Four Mile Beach, Balboa offers upmarket accommodation within the affluent Port Douglas landscape.

This stunning business is suitable for a solo operator or couple wishing to live in paradise whilst earning a substantial income. The business offers upshot for a dynamic new owner to capture the evolving volume of tourists to the area due to increased numbers of domestic and international flights. With all units in the letting pool, a 22% ROI and endless business potential - HURRY!

13	12	25	2	2
Apartments	Letting	Years	Bed	Bath
			Manager's Residence	

- All units in the letting pool
- Consistent year on year growth
- Opportunity for further growth
- Experienced staff to assist with transition
- Split level two bedroom managers residence
- Long 25 year agreements
- Outstanding location within Port Douglas

NET PROFIT: $191,027
PRICE: $1,400,000



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PORT DOUGLAS







Ref // MR005692

LARGE NETTING USHER DEVELOPED TOWNHOUSE COMPLEX

Nestled in the high growth corridor of Murrumba Downs, these proven businesses offer a substantial net income to the incoming operator. Large townhouse complexes are an extremely rare offering and are highly attractive to managers. This opportunity would suit a two person management team, a partnership or could easily be run under management, as they currently are.

They provide a solid Body Corporate salary, particularly given the workload in modern townhouse complexes, and are situated in a safe, family friendly area within walking distance of the local shopping centre.

147 Townhouses | **112** Letting | **21 & 22** Years | Years

- Large scale management rights that could easily be run under management
- Manager friendly agreements from experienced and proven developer
- Outstanding Body Corp remuneration given the workload
- P&L by industry experts MBA Partnership

NET PROFIT: $435,034
PRICE: $3,000,000 (approx.)



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MURRUMBA DOWNS





Ref // LH005687

FARM LIFESTYLE WITH A CITY INCOME OF $165K

Exclusively offered to the market is a unique farm stay leasehold business in Darlington, situated a short drive south of Beaudesert in Southern Queensland. Cedar Glen is nestled on the western edge of the Lost World section of Lamington National Park. Guests can take part in a variety of farm activities such as horse riding, bushwalking, birdwatching, swimming, tennis, or simply relaxing. A variety of accommodation in historic cottages located on the farm is offered. Cedar Glen is ideal for a couple to operate with ample wages incorporated for cooking and cleaning staff. Selling at 40% ROI and very reasonable rent, is the change you have been looking for?

4 Cottages | **15** Years | **2** Bed | **2** Bath
Manager's Residence

- $122K rent per year
- 15 year lease being offered
- $165K net profit
- All cooking and cleaning wages in P&L
- Extensive inventory to operate property

NET PROFIT: $166,000
PRICE: $415,000 (negotiable)



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DARLINGTON

MARKET ACTION

Take a trip through some of our recent sales and listings across Australia. From the glittering Gold Coast to the Clarence Valley in NSW to the rich Red Centre, we are everywhere. **#WeAreEverywhere.**



SYNDICATE SECURES PACIFIC VIEWS RIGHTS

An investment syndicate formed with the express aim of gaining a foothold in the Gold Coast's lucrative management rights industry has secured a premium Main Beach apartment business off-market in a $4 million-plus deal.

ResortBrokers agents Todd Warner and Paul Mueller successfully concluded the sale of the Pacific Views Resort management rights based on a 6-times multiplier.

"A group of investors had already been assembled so we were able to go to the vendor with a syndicate and operating partner ready, which meant we had it under offer within less than a fortnight," Todd said.

As highlighted in our article on P. 34, investment syndicates are increasingly viewed by smaller but experienced management rights operators and business partners as an ideal vehicle to access high end, big earning properties.

"Demand for high netting Gold Coast holiday management rights businesses is very high, currently outstripping supply," he said. "The number of investors keen to get involved in these types of businesses is increasing rapidly.

"Pacific Views Resort was a highly desirable proposition, high netting, with 43 of its 65 apartments in the letting pool and 22 years remaining on the agreements," Paul said. "It included a two-bedroom, two-bathroom manager's unit and an office on title."

The business was sold by Stephen Chatham, who had owned it since mid-2015 when he returned to Australia after two decades in Asia working in the hotel and serviced office sectors.

New owner, Pacific Views Property Management Group, includes investors of various management rights industry backgrounds, as well as a former McDonald's franchisee and a builder from New Zealand.

The operational management team is Jodi and Bryce Donnelly whose previous experience was in occupational health and safety and hotel management.

The 24-level tower complex, overlooking the beach, features one and two-bedroom holiday apartments, an outdoor pool and indoor heated pool, spa, sauna, fitness room, games room, tennis court, barbecue area, tour desk and secure undercover parking. **[END]**

WOOMBAH WOODS ON THE ROAD TO GROWTH

An astute buyer with an eye for opportunity has just picked up the Woombah Woods Caravan Park on the NSW Far North Coast, with the location poised to reap rewards from the $4.9 billion final link in the Pacific Highway upgrade.

ResortBrokers agent, Greg James, says the freehold business is located on the road to the idyllic beach village of Iluka, just 500m from the Pacific Highway, which will soon be a streamlined four-lane dual carriageway all the way to the Queensland border.

"Woombah Woods, centrally located in the beautiful Clarence Valley at the turnoff to Iluka, currently has 64 sites (cabins, caravans and camping), but has long been earmarked for up to 122 sites, so has massive growth potential.

"Our buyer is a Chinese Australian citizen with a civil engineering background," Greg said. "He understands the tourism and lifestyle growth Iluka is set to experience once the dual highway opens, vastly improving access and travel times."

While Greg declined to disclose the exact sale price, he says it came close to the list price of $2.795 million. The park provides for both short-term and permanent use.

"The vendor, who had owned the park for about four years after buying it as a 'renovator's delight', has undertaken major refurbishments including upgraded cabins and a 20,000-litre waste water system that will cater for the park expansion."

Woombah Woods has a swimming pool, camp kitchen, indoor games room, half tennis court, BBQ area and spacious two-bedroom, two-bathroom manager's accommodation. Additional income streams are available from the operation of a convenience store and coffee shop.

Greg says the buyer also intends to undertake modernisation that, while still catering for permanent residents, will allow him to target the expanding international independent traveller market. **[END]**

Iluka is poised for tourism and lifestyle growth on completion of the $4.9 billion final stage of the Pacific Highway upgrade.



RED HOT RETURNS IN THE TERRITORY

Thriving Red Centre assets just listed underline the investment appeal of the Northern Territory, with these two opportunities showing incredible returns of 18 to 20 per cent.

Both are highly profitable freehold going concern properties – Kulgera Roadhouse near the border with South Australia, en route to iconic Outback destinations Uluru and Kings Canyon, and the very well presented Beagle Motor Inn, Katherine.

KULGERA ROADHOUSE

The family owned and operated roadhouse lies 275km south of Alice Springs. Famed as the 'first and last pub' in the Northern Territory, it occupies almost 11ha of rare freehold land.

For those heading to and from The Alice, Uluru and Kings Canyon, it is the ideal overnight accommodation stop or break for an ice old beer and delicious meal.

ResortBrokers SA-NT broker, Kelli Crouch, says the property is

showing an impressive 20% ROI and strong growth has been clearly demonstrated across multiple income streams.

"Driving profits and growth are the roadhouse and fuel service, motel, caravan and camping park, retail sales, indigenous art, takeaway food, dining and licensed bar, and vehicle rescue and recovery," she said.

"Burgeoning regional tourism and the colossal expansion of the caravan and camping market mean the business is very well positioned for a new owner to take it to the next level."

Facilities include an in-ground swimming pool, guest laundry and new amenities block. Kulgera Roadhouse is listed for $3.5 million.

BEAGLE MOTOR INN

Named for HMS Beagle, the ship renowned for its circumnavigation of the world with naturalist Charles Darwin aboard, this well-operated Katherine property definitely ranks as one of the 'fittest'.

Exclusively listed with ResortBrokers' Kelli Crouch and Trudy Crooks, the Beagle Motor Inn boasts 39 rooms and is perfectly positioned on a high exposure, double corner site in the heart of the must-stop 'crossroads of the north'.

It trades very strongly in both corporate and leisure visitor markets, generating an outstanding 18% return.

The Beagle's enviable reputation with guests is reflected in a string of awards including a 2018 Recognition of Excellence from HotelsCombined (8.8 guest rating) and multiple TripAdvisor and Trivago excellence certificates.

With extensive refurbishment completed and underway, and the relaunch of the restaurant, the property is poised for even better performance.

"Currently run under management, The Beagle is a very attractive proposition for either an owner-operator or investor," Kelli added.

Listed at $2.9 million, the 4,040m2 property includes a 2brm manager's residence, restaurant, bar / lounge, swimming pool, BBQ facilities and coin-operated guest laundry.

Turn to P.52 for more information on why the Territory is a place where tourism is turbo-charged. **[END]**



THE COMPLIANCE CHALLENGE

WORDS JOHN MAHONEY

In this modern world of extreme regulatory control, it should perhaps come as no surprise to most readers that there are many aspects of operating a management rights business which, in order to achieve regulatory compliance, require a multitude of certificates, reports and records.

Whilst little attention may have been placed on such compliance in the past we are today seeing more and more bodies corporate insisting on resident managers meeting all of the relevant regulations.

It is hard to argue that insistence on regulatory compliance is a bad thing although sometimes the motives of a body corporate are questionable, particularly when no interest has ever previously been shown in such things but, out of the blue, when there is an element of concern (however justified that might be) about a manager's performance, there is suddenly a demand for absolute compliance and criticism levelled at the unsuspecting manager for any noncompliance, however minor.

We have unfortunately seen hostile committees, armed with an audit report of the manager's lack of compliance, seek to breach a manager for failing to meet in all respects the extensive regulatory regime. The committee can of course justify its actions by pointing to the manager's failures as highlighted in the report and claiming it is only taking such action in the interests of the scheme and the owners.

So what is the best way for a manager to avoid being found in such a position? The simple answer of course is to ensure you are compliant so as to not give the committee the opportunity to breach you. However, that may not be as easy as it sounds due to the extent and complexity of what you need to do. Whilst most managers have a general or even specific awareness of many of the documents they need to have and maintain, in our experience

few if any managers are fully aware of all of the requirements.

Where to look then? A good starting point is the ABMA Code, although many managers may struggle with the technical nature of parts of the Code and would be better to seek some practical training from one the various experts or training organisations within the industry.

Mahoneys has also developed a list of the various certificates and records which a manager should maintain and has, in recent times, been making these available to our clients. Examples of these include the display of a certificate of classification for the complex, fire hydrant test records, electrical thermographic survey results, backflow prevention certificate, daily pool water testing records, annual termite treatment certificate, WHS plan, contractor sign-in register and hazardous materials management system.

This is only a selection from the full list and even by themselves they may appear daunting. However with help from an appropriate expert, it will not take a manager long to gain a better understanding of the requirements nor to put together what is needed to ensure compliance.

I strongly encourage all managers to turn your mind to this issue. You never know when one or more disgruntled committee members might have a compliance audit undertaken and /or take you to task over a missing record or certificate. Such a scenario can be easily avoided by seeking appropriate help and putting in the effort to ensure compliance. Once you have everything in place, it is pretty easy to keep it that way and avoid a hostile committee taking you to task.

I should also mention that, whilst some of the requirements may appear overly prescriptive or bureaucratic, they have been designed to ensure the safety of your owners, occupants and contractors such as you working at the complex as well as to ensure the complex is well managed and maintained. Apart from avoiding trouble for noncompliance, a proactive approach may well avoid personal or property damage, will impress your committee and limit your exposure to liability in the event of a range of accidents or failures.

[END]



Experts in Management Rights law

Mahoneys law firm has represented the Management Rights industry and the Australian Resident Accommodation Managers Association (ARAMA) for more than **25 years**.

With offices in Brisbane and on the Gold Coast, Mahoneys' Management Rights team regularly:

- Acts in the sale and purchase of management rights
- Develops strategies to approach bodies corporate to secure new agreements
- Attends and addresses body corporate meetings
- Handles dispute resolution matters
- Prepares letting appointments or special conditions
- Offers general advice and assistance on all management rights issues.

For advice from one of our Management Rights experts, call:

Brisbane: +61 7 3007 3777 **Gold Coast:** +61 7 5562 2959

www.mahoneys.com.au

BRENT STAKER

Broker: Brisbane North

Our agents pride themselves on their specialist industry expertise and the detailed knowledge they have accumulated about the markets in which they operate. They usually also bring loads of 'off field' experience and talent. In this issue, we meet someone who's always on his game.

HOW LONG HAVE YOU WORKED AT RESORT BROKERS?

I joined ResortBrokers in February 2016, so have just notched up three years with the team. It feels like those years have passed in super-quick time. Yet, I've learned so much. I have developed a whole new understanding of the management rights industry and appreciate the world of owning and operating a business so much more.

This industry is big business, so it amazes me to think there are people in some parts of Australia who don't really yet know it exists.

WHAT IS YOUR BACKGROUND?

My background is a little different to most. I grew up in far western NSW in the small country town of Broken Hill. My parents, who were both born and bred in what is arguably Australia's most famous mining town, raised me and my younger sister there.

I left home when I was $16^{1/2}$ years of age to pursue my football (Aussie Rules) dreams, starting with a two-year stint in Canberra. For year one, I happily accepted a football scholarship at Erindale College, playing footy for the NSW/ACT Rams. In year two, I worked as a green keeper at Murrumbidgee Country Club.

It was two years before my dream came true, being drafted into the AFL in late 2002 by the West Coast Eagles. I spent seven amazing years in sunny Perth, playing in the AFL before moving to Brisbane to play for the mighty Brisbane Lions from 2010 to 2015.

During my time in Brisbane, I suffered some severe injuries, which led to my retirement in November 2015. I took six months off before being recruited by ResortBrokers. I have been a broker ever since, and throw myself into being the best broker I can be.

I picked up many certificate and diplomas during my time in sport. Sport is an amazing world to be part of, and it taught me some life lessons I don't think I would have ever gained without it.

TELL US ABOUT YOUR AREA

I cover a very broad territory in the east and north of Brisbane. It stretches from Redland Bay right up to Bribie Island, and includes northern suburbs such as Aspley and Carseldine and inner eastern Kangaroo Point, Hawthorne, Bulimba and Cannon Hill.

My area includes quite a lot of traditional management rights businesses, that is larger townhouse complexes with a requirement to reside onsite and buy real estate. Some suburbs closer to the city, like Kangaroo Point and Stones Corner, have more highrise apartments, so I do handle quite a cross section of businesses.

North Lakes, Mango Hill and Redcliffe are suburbs that will see even further growth in time.

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

I have actually been quite lucky. Not too many tough situations come to mind. Some smaller situations include having tough conversations with both buyers and sellers to explain how and why some things can hold up deals, and helping them to understand the process. I've learned being upfront and letting each party know exactly what is going on is very important.

One deal that does come to mind was one where I had to be there on settlement day and clean the house and empty a whole garage. This is not our job as brokers, but it had to be done as the developer had obviously forgotten. **Continued...**



I didn't complain, but noted how I could avoid this next time. A buyer wants to walk into a brand new residence and for it to feel amazing. My focus from there has been to remind all vendors that a new operator needs to feel happy upon arrival, especially since they've just invested a lot of money in their own business.

I learned that, sometimes, to remind a vendor/developer each day about the smaller things that must be completed by them prior to settlement is extremely important.

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

I think my biggest success has been helping people. Having the ability to make people feel comfortable to work with me is very important. Sellers need to trust their broker. Success for me is my ability to understand their needs then share my thoughts about the plan to move forward and sell.

In terms of deals, I have negotiated some sizable transactions that are certainly rewarding. Those deals are cherished because they don't come around every day. So when they do, I definitely thank my lucky stars for the opportunity to act on the sale.

"I HAVE AN ACTIVE MIND, SO I LIKE TO KEEP VERY BUSY."

WHAT ANNOYS YOU?

In day-to-day life, it's people who are lazy (oh, and people who throw cigarette butts out of car windows). I am all about effort. If you are lazy in life, then things just won't happen for you. It's brutal, but I think it's quite simple.

In my job, the one thing that annoys me is when vendors undervalue or underestimate the value of a good broker. We play a vital role in your quest to exit your business. We offer different perspectives on how to sell, and will share tips to build a strategy that will achieve the best outcome. Plus, our contacts and connections to active buyers are second to none.

WHAT DO YOU LOVE?

In my personal life, I love trying new things and I especially love exploring on holidays. Time to just switch off is very important.

I am a part time football coach, assisting the Brisbane Lions AFLW team. I think it's great to have a pastime or passion that takes your mind to different places.

Keeping fit is something I continue to do now that professional sport is behind me. It's important to me to look after my body.

In my job, I love the final outcome on settlement day. Two reasons for this: the vendor is happy because I have played a role helping them move onto the next phase of their life and, of course, it's pay day. Who doesn't love pay day?

DO YOU HAVE A NICKNAME?

I do. My nickname, as most people know, is 'Stakes'. But the nickname most won't know is 'Badger'. My Dad, in his teens, was called Badger so, when I came along I ended up being called 'young Badger'. As I got older, I realised it's been pretty cool to carry my Dad's nickname and, hopefully one day, I can pass that onto my son.

WHAT TO YOU DO IN YOUR SPARE TIME?

I actually do quite a lot. I have an active mind so I like to be very busy. We'll have plenty of time to lie down when we're dead so, whilst we are alive, I think it's pivotal to stay busy and enjoy as much as we can.

I do some women's assistant coaching, as mentioned earlier. During the AFL season, I also help call games for Crocmedia here in Queensland, providing special commentary for Brisbane Lions and Gold Coast Suns games. So tune in and you may hear me.

I also have a budding interest is doing triathlons, so training for that keeps me busy as well.

Recently I've also launched my own little website built around AFL coaching www.brentstaker.com. This just allows me to work with kids, mostly playing AFL, sharing tips to help them achieve their dreams. **[END]**



BRANDING & TRADEMARK PROTECTION

WORDS DAVID ADOLPHE



In buying or starting a business, many owners are aware of the importance of having a business name as the essential element of the brand of the business. A business will need a registered business name in order to legally carry on business in Australia if not trading under a personal or company name. Business names are registered nationally with the Australian Securities and Investment Commission, ASIC, and can be searched online.

Most business owners also understand the importance of their business and brand having an online presence with a website and social media accounts such as facebook and instagram. Domain names are issued by private companies and are registered in Australia with .au Domain Administration Ltd. Social media accounts are set up with the various providers with branding uploaded by the business owners.

However, while a registered business name, allows an owner to trade under that name it does not grant ownership of the intellectual property in the name. Similarly, domain name registration allows for the securing of the web URL only and also does not grant any ownership rights over the name.

Ownership of the intellectual property in the branding of a business is secured by trade mark registration.

Trade marks are registered with IP Australia and grant the trade mark holder the exclusive right to use the mark. This may be crucial to the branding and marketing of a business to ensure that the business can distinguish itself from its competitors and prevent others from using or misusing the valuable intellectual property rights in the business brand.

The term "mark" is used to refer to both the words which form the business name and also the look of the name or a business logo. For example, the word "Qantas" is one mark and the flying red kangaroo on the tail of a Qantas plane is another separate mark.

It is important when acquiring or developing a brand to conduct searches to determine if there are current trade mark holders or others who may wish to assert ownership of intellectual property rights over the business branding. Consideration also needs to be given to the nature of the mark and whether it is capable registration, being distinctive and not a common or prohibited word, words or phrases.

Trade mark protection, is granted for applications in certain classes of goods and services. To ensure brand protection the application will need to correctly identify the classes associated with the brand.

Trade mark registration lasts ten years from when the application was filed. It can be continually renewed for ongoing protection.

Trade mark protection prevents the use or misuse by competitors and others and creates assignable ownership rights in the brand in the event of a sale of the business. Whether buying or starting a business, it is important to seek specialist legal advice to make sure the brand of the business is suitably protected by trade mark registration.

If you would like to discuss trade marking or other branding issues in your business please contact us. **[END]**



DEAR KENNETH

WORDS MIKE PHIPPS

I trust this letter finds you well. Please forgive me for not writing earlier ,but I have been meeting clients all weekend and every evening.

Thanks so much for your recent correspondence albeit, at 950 + pages, I must confess I have not read the entire document in detail. Sufficient to say that what I have read, particularly in relation to finance brokers and mortgage brokers troubles me, not least because your findings seem to reflect a lack of understanding of what it is that finance brokers actually do. How could this be I wondered?

Surely the many days that you and Rowena spent imbedded in finance broker businesses, combined with the hours of testimony from individual brokers, would have been most informative, or so I thought. Sadly, I can't seem to find any evidence in your report that these activities took place. Not sure how you came to a view without visiting the scene of the crime, but surely you are a wiser man than I.

Anyway, it seems that based on some pretty flimsy evidence you have decided that finance brokers shouldn't be paid by the banks and that cost should be shifted to consumers. I did note that at least one major bank CEO shares your view and why wouldn't he? The last thing the majors want is robust competition and external service providers who hold them to account. Heaven forbid!

I know you must be very busy, but I thought I might take the opportunity to give you some idea of what we do for a living and perhaps some thoughts on the nature of commissioned sales.

Believe it or not, most of our time is spent educating consumers, helping them understand their own financial situation and the broader financial system, the economy and the bank lending system. We run modelling and analysis for individual transactions and provide feedback on a raft of matters. It is not unusual for us to spend days, weeks and sometimes years supporting a consumer as they investigate options and work toward their goals. We charge no fees for this service while maintaining a fully staffed office and carrying all the overhead associated with a professional financial services business. This is time and money that the lenders need not commit. Indeed, given cost cutting, the banks wouldn't fund consumer support of this sort anyway.

Once a client decides to acquire an asset, we compile a detailed finance tender and compel the banks to compete for the business. We present the client with a comparison of lender proposals and assist them to make a decision. We don't need a 'best interest' rule to act professionally. Frankly, if we did, then we shouldn't be in this business. Should you suspect that we recommend the lender who pays us the most, think again. It's tough enough getting deals approved without narrowing the field to the top commission payers. In any event, the differences are immaterial.

Once a lender is chosen, we allocate a file manager to assist the credit representative in finalising the application, collating information and supporting documents and moving the transaction to approval and settlement. This process is incredibly time consuming as we cajole, badger and harass the lender to perform. Imagine how the orphan borrower with no experienced advocate must get on. It is not unusual for us to encounter a new client who comes to us after their bank has had an application for weeks and sometimes months. Interestingly enough, when we intervene, things start happening and the borrower often finds themselves with a lower interest rate and more flexible loan terms. You've got to love competition.

Anyway, enough of the process, lets get on to the remuneration.

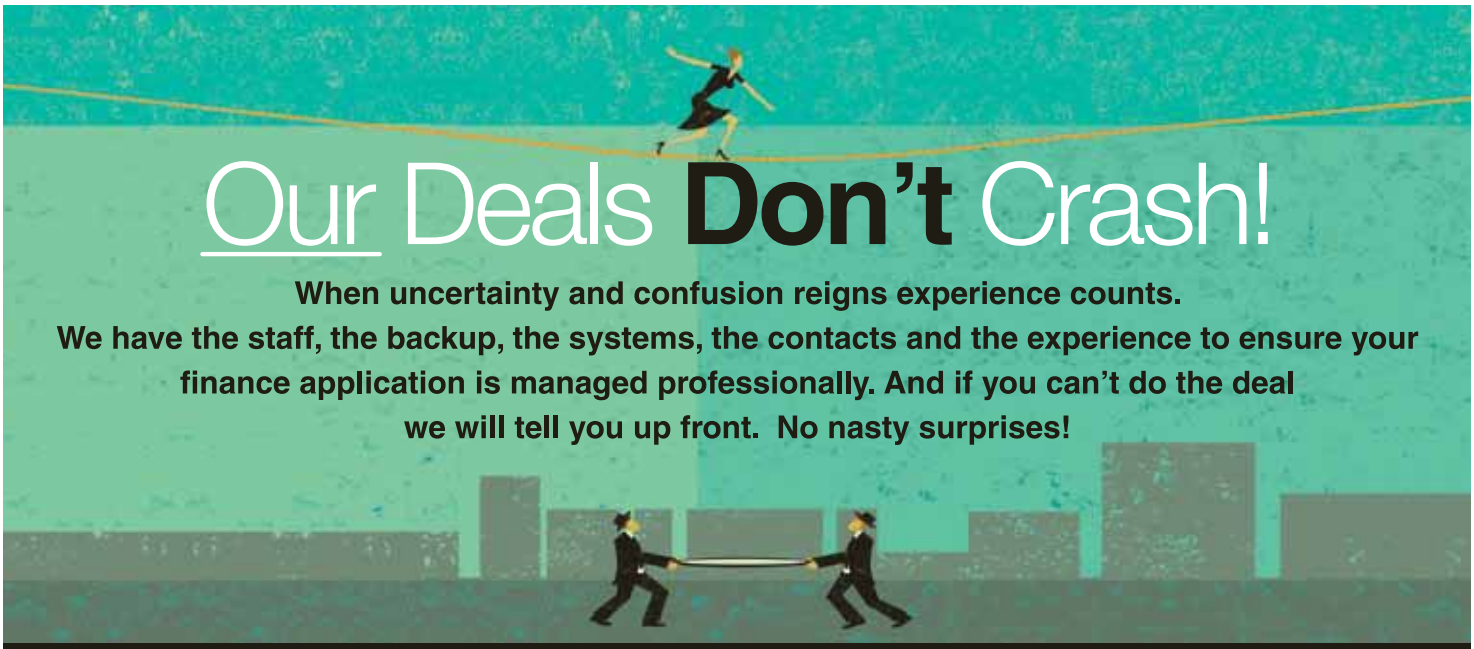
Currently, we are paid by the lender when a deal settles. We can spend hundreds of hours on a file, if it doesn't settle, no win, no commission. We get an upfront fee and we are paid trailing commission. On many occasions the upfront barely covers our costs and if the loan is paid out early our commission is taken back. This is the nature of commissioned sales. We are a service delivery channel for the lenders, and we save them the cost of having to find the prospect, service the prospect and convert the prospect to

a client. We also look after the client post settlement, which is a good thing if you have ever had the dubious pleasure of experiencing day to day bank service. Oh sorry, silly me. I am sure a gentleman in your position need not trouble yourself with sitting in a bank call centre queue or justifying your borrowing capacity to a credit manager. It must surely have been challenging bringing your personal experience to bare when weighing the evidence. Thank goodness you and Rowena had such a sound finance industry background so you could sort the facts from the fluff.

I know what you're thinking. How can you work for the borrower and be paid by the bank? Surely you are compromised. Not so. We work for the borrower and we are paid by a bank, not the bank. Unlike the lenders, who have only their wares to sell , we can access industry wide products and ensure our client has a range of options to choose from. We can use our industry status and business volumes as competition levers and advocate for consumers in a manner that the stand-alone borrower cannot hope to replicate. Given the cost savings to lenders in having us manage the process, our commission is not added to the borrower costs and in many cases we get better deals than the general public. As such, if the lenders are compelled to stop paying us, I would expect the cost savings to be immediately passed on to consumers by way of lower loan fees and wide ranging interest rate cuts. I would also expect the banks to go on a huge recruitment drive to replace the thousands of brokers who currently do the heavy lifting. Given the impact your recommendations have had on bank share prices, I suspect no one thinks the banks will do so. For certain the champagne glasses were clinking in board rooms the night your report came down.

I am sure you are more than aware of all of this, but I feel better for having gotten it off my chest. Your recommendation to move from a 'best interests' advocacy model that benefits consumers and is paid for by the people whose products we deliver to a user pays model must have some merit. Unfortunately, in 950+ pages I can't find it. I have noted various discussions relating to civil and criminal investigation of some banks and a couple of high-profile resignations. Maybe I missed it, but I can't find any such discussions relating to the finance broking profession.

In closing, I want to thank you for reminding me of an old black and white movie I saw years ago. There's a great scene where a conniving, devious and slippery young man convinces his aging grandfather to change his will. The dialogue between the grandson, the grandfather and the grandfather's well-meaning lawyer is priceless.. **[END]**



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EVICTING PROBLEM GUESTS IN HOLIDAY LETTINGS

WORDS COL MYERS

A common question raised by managers and agents of holiday letting complexes is: what is the procedure for evicting guests? Primary issues surrounding this question are:

1. At what point can a guest be evicted?
2. How many warnings are required prior to eviction?
3. What format of warning is required? ie verbal or written?
4. Is a refund required for the balance of the stay?

The simple answer is guests can be evicted only on those terms contained in the contractual agreements entered into between the manager/agent and the guest. Unlike the well regulated permanent letting industry (covered by the Residential Tenancies Act), holiday lettings fall outside of the regulatory radar.

Under the Residential Tenancies Act, a landlord is entitled to terminate a tenancy where a serious breach has occurred or where the tenant persistently breaches a term of the agreement, by giving the tenant 14 days written notice of the termination of the tenancy. In contrast, holiday letting



managers/agents are entitled to evict a guest in the manner and in the circumstances stipulated in the agreement entered into at the commencement of the stay.

Consequently, the terms of the registration agreement which is signed when a guest checks in is essential in determining the manager/agent's rights in relation to the eviction of a guest. It is strongly recommended that the following conditions are included in such agreements:

1. The manager/agent is entitled to terminate a guest's tenancy at any time where the guest is in breach of any rule contained within the agreement (it is important to define what format of behaviour is unacceptable).

2. The Guest is required to immediately vacate the tenancy upon termination.

3. The Guest is not entitled to a refund of monies paid where the guest's tenancy is terminated by the manager/agent.

4. The manager/ agent is entitled to do whatever is required to enforce the eviction of any Guest and removal of Guest's property.

In light of the lack of regulation in the holiday letting industry, I suggest that the terms and conditions of agreements entered into between the manager/agent and tenant are carefully considered. Failure to adequately define the terms for termination of a tenancy leaves too much room for ambiguity.

One word of warning ... you should not physically evict the guest. Call the Police and resist the temptation to get involved in a physical confrontation! **[END]**

"A brand is the set of expectations, memories, stories and relationships that, taken together, account for a consumer's decision to choose one product or service over another."

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WORD OF MOUTH

THERE'S NOTHING QUITE LIKE COMMENTS FROM PEOPLE WHO'VE USED OUR SERVICES TO HELP YOU GET TO KNOW US BETTER. SO WE THOUGHT WE'D LET OUR CUSTOMERS DO THE TALKING. **HERE'S WHAT THEY'RE SAYING ABOUT THE TEAM AT RESORTBROKERS.**

We were excited by the injection of fresh air and brand new marketing plan Kirsten Lowis at Resort Brokers Cairns bought to the table and within a couple of weeks, she had secured a buyer. When the initial buyer did not proceed, Kirsten was quick to introduce a backup buyer within a week. We were totally impressed with her expert professionalism and business advice throughout the due diligence process. Due to the time frame which suited both parties, (I believe just over 7 weeks and many coffee meetings later) the contract date to the settlement, set some sort of record in the management rights industry.

MARK AND RATA PURDY
JACK AND NEWELL HOLIDAY APARTMENTS

Highly recommend Todd Warner, He is the best agent on the Gold Coast for management rights sales and purchase. We appreciate his style of negotiation on our behalf and for making things happen. He made our purchase more comfortable and achievable with his knowledge of the process and his 'best in the industry' contacts that have also made us feel supported. He is a great communicator and gives you what feels like personal service from a very busy and successful agent.

MICHAEL & LINDA PAVICH
REGENCY ON THE BEACH

Greg James from Resort Brokers is an outstanding business broker. Greg is very honest and diligent. He went above and beyond to achieve a great result for us.

We have used Resort Brokers on several occasions and can recommend them 100%.

JASON AND KAREN VOGLER
MOTEL KEMPSEY

Frustrated by my inability to generate serious interest in the property, I contacted Len Booth in May of 2018. Len demonstrated a personal knowledge about the local industry in Bundaberg that I'd found completely missing with the other brokers. He also cut through all of the usual semantics about selling a business and told me exactly what I needed to do to get a result...within a few days of the listing going online, Len had received three serious offers... By Friday, he had received the offer that I decided to accept... Len was present for all of the inspections during this time, which was a far more professional arrangement than previous brokers... I wouldn't hesitate doing business with Len again and will recommend him to other motel owners.

LECH BLAINE
ALEXANDRA PARK MOTOR INN

SOLD PROPERTIES

RESORTBROKERS HAS **SOLD AND SETTLED 116** PROPERTIES SO FAR THIS FINANCIAL YEAR, WE HAVE A **FURTHER 18 UNDER CONTRACT.**



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Annerley, QLD



LEASEHOLD MOTEL
Beerwah, QLD



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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 RELIEF MANAGERS YOURSELF, BEFORE HIRING. NB. YOU'LL FIND MORE MANAGERS LISTED ON OUR WEBSITE: RESORTBROKERS.COM.AU/BUY/RELIEFMANAGERS

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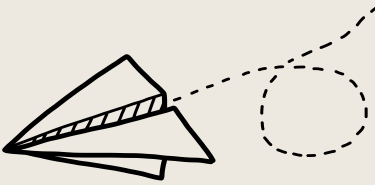
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