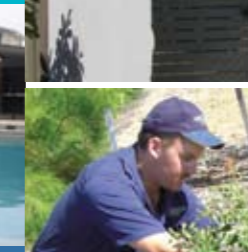




# DOMAIN™ RESORTS & RESIDENCES



## DOMAIN RESORTS AND RESIDENCES

Domain Resorts was established in 2005 as a specialist resort and apartment operator, with a focus on growth markets across the eastern seaboard. Domain provides superior holiday accommodation and permanent lettings in beachside apartments, luxury resorts, beach houses and villas. The Group currently manages in excess of 1000 rooms across three states in NSW, Queensland and Victoria. A further major site in Townsville is under development.

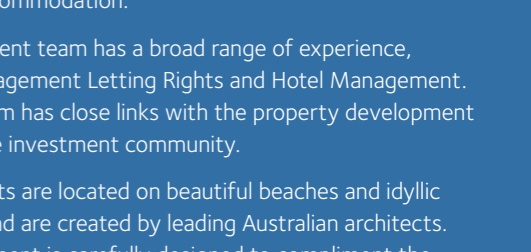
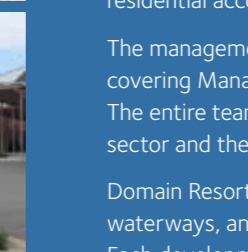
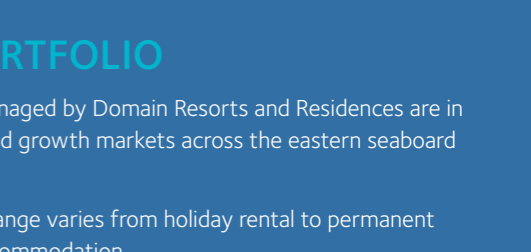
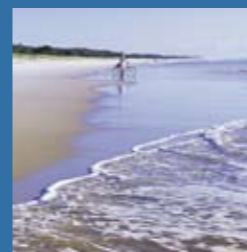
Queensland developer and founder of Domain, Don O'Rorke, saw the opportunity to establish a high quality, streamlined and scaled operation in the management and letting rights market. Domain has rapidly emerged as an operator with a strong reputation for quality of product and service.

# DOMAIN™ RESORTS & RESIDENCES

[www.domainresorts.com](http://www.domainresorts.com)

Phone: Property Service Manager 02 6674 9999

Email: [psm@domainresorts.com](mailto:psm@domainresorts.com)



## THE PORTFOLIO

Properties managed by Domain Resorts and Residences are in well-positioned growth markets across the eastern seaboard of Australia.

The product range varies from holiday rental to permanent residential accommodation.

The management team has a broad range of experience, covering Management Letting Rights and Hotel Management. The entire team has close links with the property development sector and the investment community.

Domain Resorts are located on beautiful beaches and idyllic waterways, and are created by leading Australian architects. Each development is carefully designed to compliment the unique features of the local natural environment.

In addition to applying industry best standards to guest services, Domain Resorts and Residences provide unequalled professionalism and expertise in the Marketing, Promotion and Management of investor's properties.

## PROPERTY SERVICES AND ASSET MANAGEMENT

## PERMANENT LETTINGS

Domain Resorts and Residences is the best option when choosing an agent to manage the permanent rental of your property.

Domain's team of industry leading professionals understand that protecting your investment is vitally important to your peace of mind. With peerless local knowledge and fierce commitment to your complete satisfaction, Domain provides the following range of comprehensive Permanent Letting services:

- Advertising the property on various web sites and publications
- Personally escorted inspections of the property with prospective tenants
- Thorough screening of prospective tenants
- Process of relevant documentation
- Arrange repairs, maintenance and cleaning
- Rent collection, full banking and receipting service
- Property inspection and review as required

Domain Resorts and Residences sets rental rates to maximise returns and formally monitors the market to ensure that rates are accurately managed to reflect ongoing conditions.

As an additional service, Domain Resorts and Residences can facilitate attractive furniture, electrical and window treatment packages for new owners and investors seeking Permanent Rental arrangements.

I have entrusted my property to Domain Resorts as a permanent rental investment. To date, my experience with Domain has been a very positive one. I cannot fault their professionalism in managing my property - all queries are answered in a timely manner, accurate statements are received on time and regular periodic checks of my apartment ensure that my property is always highly maintained. I would recommend Domain Resorts and Residences as a letting agent to anyone who may require that service.

**Lucinda Raichert, Property Owner**



## HOLIDAY LETTINGS

Domain Resorts and Residences has a deservedly excellent reputation for leaving no stone unturned in the pursuit of high-occupancy and superb returns on 'Holiday Letting' properties.

A combination of cutting edge technological resources and broad presence in the tourism industry ensures that your property is let with continuity and at the most lucrative seasonal rates obtainable.

Domain Resorts and Residences' full suite of Holiday Letting services include:

- Expertise in marketplace monitoring with the ability to react to market conditions to ensure maximum returns for all owners
- Sales reception offices – open 7 days per week
- Dynamic pricing systems which ensure owners consistently receive the best rate and occupancy levels
- 1800 Central Reservations Office
- Established website promoted nationally with focused SEO (search engine optimisation) program
- Sophisticated state-of-the-art booking system plus access to over 100 third party booking agents
- Competitive management fees

My thanks to all the members of the Domain team. Their consistently professional and friendly service is much appreciated and has ensured that dealing with Domain Resorts and Residences has always been an absolute pleasure.

**Jean Nixon**  
**Holiday Rental, Property Owner**

## PROPERTY SERVICES

Domain Resorts and Residences take pride in providing high quality professional property maintenance. The enhancement and protection of property values is of paramount importance, as is maintaining the beauty and efficiency of your investment.

That's why Domain is equipped to meet the challenges of the largest, most complex properties and projects, while retaining a keen eye for the smallest details.

Industry leading results are delivered across all site management planning, forecasting and assessment, by matching technical expertise with Domain Resorts and Residences' long standing culture of excellence in service.

You can rest assured that your property is always in the very best of hands, thanks to the Domain's meticulous and successful Property Services facilities, which include:

- Scheduled garden maintenance – lawns, pruning, spraying and weeding
- Landscaping – gardens rejuvenation
- Pools cleaning and maintenance
- General maintenance – painting, repairs, carpentry, handyman jobs
- Window cleaning
- Bond departure cleaning
- Housekeeping cleaning services
- Carpet and upholstery cleaning



If you choose to let your apartment using an Apartment Management Agreement, full furnishing and air conditioning will be required. To support our owners and investors, Domain Resorts and Residences offer attractive furniture, electrical and window treatment packages for this purpose.

Should you wish to consider this management option, we would be delighted to supply you with full details upon request.

Domain Resorts & Residences have been managing my property for over the last 2 years. As an international investor based overseas, I rely on Domain to manage all facets of my property management from holiday letting, monthly accounting right through to utilities/rate bill management in my absence.

I rely on their thorough communication to keep me abreast of market opportunities and ensuring my asset is continually maintained to return me optimum results. What impresses me most is the fact that they are very accommodating and manage my business with a "can-do attitude" to whatever request I may channel their way. From the very outset they have continually delivered a very personal and professional service.

**Michael Homan, Property Owner**