Your commercial property
managed exclusively by Elite

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REAL ESTATE

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"WHERE PASSION AND EXCELLENCE LEAD THE WAY"

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ABOUT ELITE REAL ESTATE

Your asset investments are a business, there is no doubt about that. But with Elite, it's never just business – it's personal.

Elite Real Estate provides highly personalised asset management and sales services to Central Queensland, with a focus on relationship building and exceptional customer service.

Through consistent inquiry from existing residential owners, it became apparent to Elite that exceptional service in the commercial sector was severely lacking in the Central Queensland marketplace. As a result, Elite is now able to provide you our same exemplary service with the same values and deliver consistently in the commercial sector.

In practical terms, this means same-day attention to your needs, proactive asset maintenance and capital gains suggestions. This guarantees to minimise any vacancy time.

Whether you're located on the other side of town or on the other side of the globe, Elite's relational, one-on-one approach to asset management will ensure you feel comfortable that your investment is in safe hands.

Clients and customers are the most important asset of Elite Real Estate, and will always be our main focus. We believe that trust is earned, never expected, and so our long term commitment is to provide a complete asset management service at an outstanding level of excellence.

Elite Real Estate's processes and systems along with a proactive approach to meeting clients needs will ensure we meet goals that align with our philosophy for delivering unparalleled results with the utmost level of professionalism. Our vision is to ensure your investment is performing the best it possibly can.

That's the kind of peace of mind that money can't buy!

THE **PROFESSIONAL** APPROACH

"To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

The vision behind Elite Real Estate began through my own experience within the Real Estate Industry. I first commenced in the industry in 2001 and quickly recognized a wide spread need for quality management care in combination with personal detailed service!

As a Business Development Manager and Award Winner I spent many years closely alongside property investors, always listening to not only their individual needs, but also their frustrations I soon discovered that there was a need in the market for personal, yet professional management service - a service that not only delivers, but cares about that how that service in delivered.

At the end of 2018, after 3 years in Business, Elite chose to expand, and therefore relocate the address of premises into a high visibility office premises. It was through this process, that we identified the same need was required in both Commercial Asset in addition to Residential Property Management. Through our own experience as a consumer, and the vast difference in the delivery of service between commercial agents, Elite recognized a lack of high-touch commercial service.

Through both this experience, and also the demand from our current Landlord Partners, Elite Real Estate chose to add commercial asset management to our list of services. We are constantly looking for ways in which to add value to our clients and ensure their asset is performing at optimal return.

I believe that you, as the client, are an integral part of everything we dedicate ourselves to, and the driving force that makes us love what we do. We sincerely consider it a privilege to work with our clients, as partners, in ensuring optimal results are guaranteed.

With first hand experience as an investor, and asset manager, I've learnt that property management is as much about the people as it is about the property. This philosophy is the driving force behind everything we do at Elite Real Estate

THE ELITE DIFFERENCE

Asset Management is Our Focus

Asset management is our passion and what we do best! This focus enables us to devote our energy to you and your property, so you get the best possible long term yields.

We Manage Less - You Gain More

The vision of Elite Real Estate is to provide a professional high communication approach to asset management. We believe relationships are our key difference and Elite has been specifically structured to ensure quality service. Each of our Asset managers will be dedicated to one portfolio to ensure your needs are met consistently.

Transparency

We believe that quality advice is one of the greatest investments you'll receive. To this end, we aim to Always Be Educating. We won't withhold any information from you and we will make it our mission to provide informative, helpful advice regarding your asset. Whether your passion in commercial real estate is retail, office, or industrial, choosing the right Agency is crucial to ensuring your long term financial goals are met.

Professional Partnerships

Your asset requirements are unique. We believe the relationship between Agent, Landlord and Tenant is an integral one, as this ensures longevity of the business at your Asset. Elite builds a respectful relationship with all parties to ensure everyone's needs are met.

Leasing Your Asset... The Winning Formula!

Elite Real Estate is pro-active in its approach to seeking the right tenant. We think of it as a sales approach to leasing - We pro-actively approach existing businesses industries that may suit your asset and inquire about their long term expansion and/or relocation goals. A personal tour will then be co-ordinated to ensure their compatibility to your site. At Elite we believe it is our job to provide a complete service not only to Landlords but also to tenants. Our pre-approval process involves a rigorous tenant selection to ensure the financial suitability of the tenant to your site.

Hands on Director

Most real estate agencies are run by sales directors who take very little interest in the asset management department. At Elite Real Estate, Elizabeth is a property investor like you, and takes a hands-on-role in the day to day business, keeping asset management as our main focus. Elizabeth delivers a monthly property update with accurate and helpful market information, keeping you up to date on the Rockhampton property market. That's just another part of the Elite service!

"With first-hand experience as an investor and as an asset manager, I've learnt that it ***is as much about people as it is about the property.***

This philosophy is the driving force behind everything we do at Elite Real Estate."

- **Elizabeth** Hood

SO YOUR PROPERTY BECOMES VACANT... **WHAT NEXT?**

It's a part of life that your tenants will one day need to leave your property. Life can be unpredictable, which is where Elite Real Estate steps in.

From the moment we pick up the keys from the client, to the day we hand over the keys to the new tenant, we are there every step of the way.

It is of utmost importance that a lease is correctly structured to ensure that the owner and the tenant both understand their responsibilities. All too often we have been approached to sell properties when there is a poorly executed lease, or worse, still no lease is in place. It can result in thousands of dollars being wiped from the property value.

From the day the property is listed to the day the lease is signed, Elite Real Estate will assist with:

1. **ADVICE ON MARKET RENT**
2. **MARKETING THE PROPERTY**
3. **LEASE NEGOTIATION**
4. **LEASE INSTRUCTION PREPARATION FOR SUBMISSION TO YOUR SOLICITOR**
5. **REGULAR CONTACT BETWEEN ALL PARTIES**
6. **LEASE EXECUTION**

OUR SERVICE TO YOU AS ONGOING MANAGERS IS:

Rent Collection

Payment of your bills on your behalf (optional)

Invoicing and reimbursement of accounts from the tenants

Regular **client reports**

Implementation of **annual rent reviews**

Market reviews (if required)

Ongoing management of **maintenance and repairs**

THINKING ABOUT LISTING YOUR RESIDENTIAL PROPERTY FOR SALE?

Not only do we help people manage their commercial investments, we also offer residential sales services with a long list of happy buyers and sellers.

Looking to sell? We can help you market your asset and find the right buyer to purchase your property at the right price.

Get in touch to find out more about or sales division and experiencing the Elite approach with residential sales.

IT'S
EASY TO SWITCH
to Elite Real Estate

Like with everything at Elite Real Estate, we make the process of changing your Asset Management as simple and hassle free as possible.

If you'd like us to manage your asset, we don't have to disrupt your tenants, we take care of everything on your behalf to ensure it is a seamless process, and best of all, it costs you nothing!We'll keep in constant contact with you throughout the changeover period, making sure you're happy with all the arrangements.

And as always, if you need more information or more time just to think or talk it over, we don't put any pressure on you.

Strong Industry Networks

Elite Real Estate specialize in Residential and Commercial Asset Management, but we can connect you with the best contacts in the industry for your other asset related needs, including:

- Sales agents *(ask us for a current market appraisal)*
- Insurance providers
- Quantity surveyors *(for tax depreciation reports)*
- Property valuers *(for sworn valuations)*
- Solicitors
- Accountants
- Financial Planners
- Tradespeople

Our Guarantee To You

We are sure that you'll have the best possible experience with Elite Real Estate. From outstanding communication skills and superior level of service to our ability to foster professional and personal relationships, we aim to please and delight in every interaction.

On top of that, our service comes backed with the Elite Service Guarantee – if you're not satisfied, we'll refund you three months of management fees.

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