

NOOSA  
LUXURY  
HOLIDAYS

*exceptional homes  
unique experiences*





discernibly different,  
personal approach  
to property management.

# LUXURY PROPERTY MANAGEMENT SPECIALISTS

Are you looking for superior property management service from a company that puts you and your property first?

Noosa Luxury Holidays offer a bespoke holiday letting and property management service to owners of luxury holiday homes in and around Noosa.

We are realistic in the advice that we provide to our clients and have founded our company on always acting with integrity, being honest in our opinions, and being committed to sustainable development within the community in which we operate.

We appreciate that owning a valuable real estate asset comes with many responsibilities and decisions for the owner, for instance:

- How do I make sure my asset is achieving a **satisfactory return** on investment?
- **Who is actually looking after my investment** on a day-to-day basis and how do I know my asset is not deteriorating and losing value?
- **Who is helping my guests** and how do I know they are having the kind of luxury service experience that I expect to be associated with my property?
- How do I know my **rates are competitive** in the marketplace?
- I know people are increasingly booking online – **how is my property being marketed** and is it listed on all the right holiday and travel portals?
- What kind of **reports and communication** will I receive in terms of my property's financial performance and **how will any issues be managed** and communicated?

The list goes on.

Noosa Luxury Holidays provides a **premium management service** to owners of Noosa's luxury accommodation properties at very competitive rates.

Our aspiration is to ensure our clients have the **highest level of confidence** in our services and therefore **none of the pressure and worry** that can be associated with owning an important and valuable asset such as yours.

We are **property management specialists**, not caught up in selling properties. Our undivided attention is therefore on **understanding the idiosyncratic requirements of our owners** and providing a service that exceeds your expectations.

We are also property investors as well as property managers, and **we know what owners deserve** in terms of a quality management service, particularly in the luxury market.

## Contact us today

Please contact Michal Svoboda, Manager Holidays, today for a free no-obligation rental appraisal or a discussion about your property investment goals and management needs.

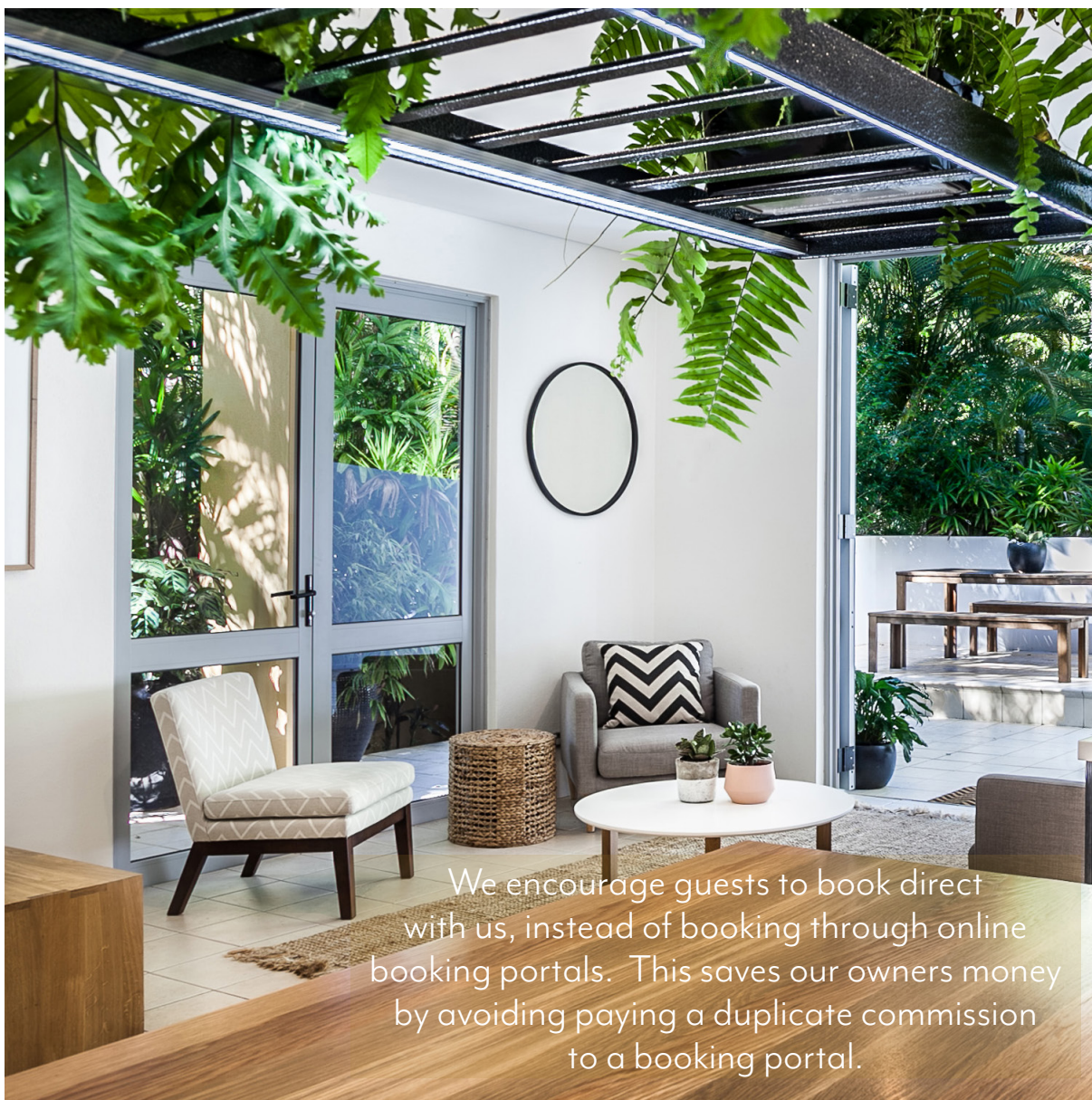
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We encourage guests to book direct with us, instead of booking through online booking portals. This saves our owners money by avoiding paying a duplicate commission to a booking portal.

# QUALITY MANAGEMENT YOU DESERVE

Our goal is to provide a highly individualised and genuine service, with attention to detail, value for money and more bookings.

## PERSONAL CONCIERGE SERVICE

Unique in Noosa, we meet your guests at the property with keys and collect them on departure and are personally on call 24 hours a day, 365 days of the year



## HIGHER RETURNS

Proactive marketing and low fees result in regular returns in excess of the industry standard



## BETTER SERVICE

Each agent manages only 20 properties, which is low compared to most agents, resulting in a more personalised booking management service and better owner and guest communication



## PROFESSIONAL HOUSEKEEPING

Our housekeepers are valued staff (not contractors paid per clean) who take pride in what they do, presenting your property to your exact specifications



## HIGH PERFORMING WEBSITES

Our suite of Aspire websites receive 14,000 unique visitors a month, which is exceptional when compared to Noosa's tourism portal Visit Noosa, which receives around 40,000 each month



## DIGITAL MARKETING SPECIALISTS

Our digital marketing expertise means your property will be found by more prospective guests — through our own websites and leading holiday portals



## EXTENSIVE GUEST DATABASE

Our database of more than 12,500 previous guests allows us to directly market your property to interested customers for maximum exposure

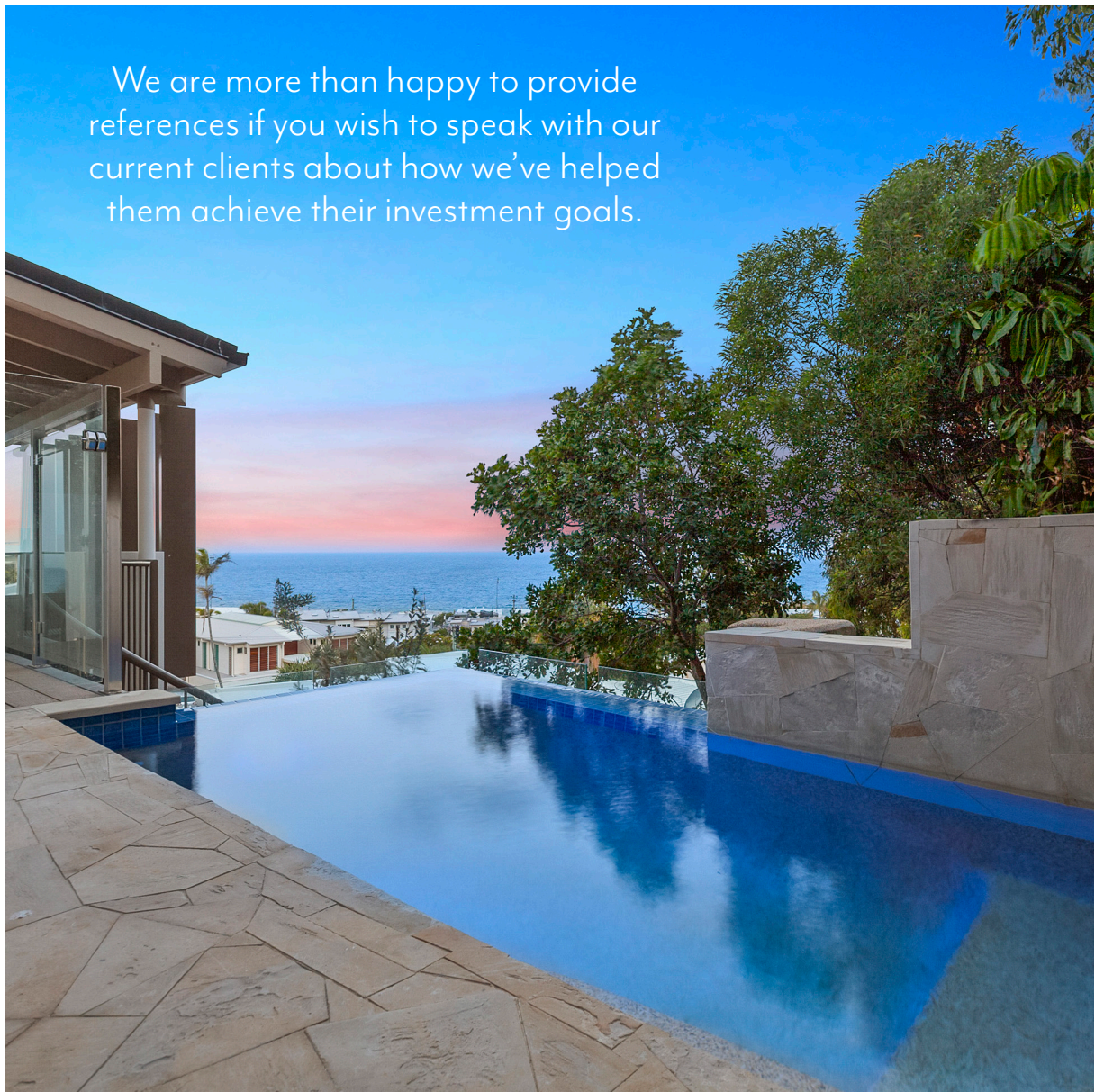


## COMMUNICATION WITH YOU

Unsurpassed with detailed and user-friendly reports covering your financial and property management performance



We are more than happy to provide references if you wish to speak with our current clients about how we've helped them achieve their investment goals.



# YOUR MANAGEMENT TEAM

**Aspire Property Management, of which Noosa Luxury Holidays is a part of, belongs to a broader management group that has held management rights for a number of popular, waterfront resorts in Noosa for over a decade.**

We have recently relocated to a high profile, purpose-built location in Noosa's CBD. The Aspire team are true locals and all live locally, so can assist guests and owners promptly and knowledgeably when required.

As a company we value the constructive feedback of our valued clients and you are invited to contact us at any time. If for any reason our services do not meet expectations, you are welcome to discuss any matter directly with our shareholders.

## **Your personal management team**

We want your guests to have the kind of luxury holiday that creates precious memories, where families can relax and reconnect, in one of the most beautiful places in Australia, and to want to come back again and again.

No-one knows the luxury property market in Noosa better than our Noosa Luxury Holidays management team, Michal Svoboda and Neve Pheasant. Both go above and beyond to provide guests and owners alike with a level of service that they themselves would expect to receive.

We don't expect our clients to know which local electrician to call when there's a problem, or how to find a local gardener – we have our own team of approved service suppliers who we manage on your behalf.

We don't expect our guests to know where to get help for a sick child in the middle of the night. They can contact us personally, not a contracted security firm – it's all just part of the service, and another example of why we're different.



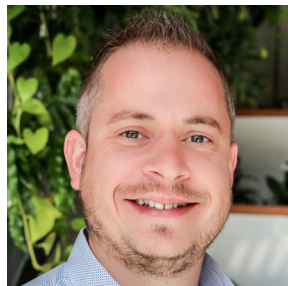
**Anneve (Neve) Pheasant** is an experienced and accomplished property consultant, with decades of relevant tourism experience.

Noosa Luxury Holiday owners can be confident in Neve's abilities in representing their properties. She is adept in holiday property management in particular servicing guest needs at the highest level in the luxury tourism sector.

Neve's extensive experience in tourism and real estate, including senior roles in corporate and holiday travel, offer an in-depth understanding of what our client's expect and need in a property manager.

'Our Noosa Luxury Holiday properties are just so exceptional, it is a real privilege to be able to promote them to our guests', says Neve.

A job well done is happy guests and owners satisfied with our services and I'm prepared not to rest until I achieve those goals', she says.



**Michal Svoboda** has spent his working life in the tourism, real estate and hospitality industries in Australia and worldwide.

He has more than 20 years' experience that he brings to his role with Aspire Property Management, of which he is a part owner.

When it comes to servicing the needs of both our holiday property owners and guests, Michal is the man for the job.

'At the moment, we are attracting new properties all the time, based on our reputation,' says Michal.

'There's so much competition in the real estate market on the coast, we need to be better and do things differently.

Our focus is on good communication with owners and guests and the care and attention to detail in the services we provide.'



**David Langdon** is Noosa's authority voice in holiday property management.

From managing one resort more than 12 years ago, David has, with a solid team of co-investors and quality personnel, developed a boutique property management portfolio that now employs 35 people.

It has never been David's intention to be the biggest, rather it has always been his aspiration to be the best.

'I like to think of us as being in the business of real estate, not being real estate agents,' he says.

For David, doing things differently that result in a better service has been his modus operandi and key to success.

'If we employ housekeepers rather than hire a contracting firm – our owners get a better service. If we meet guests with their keys at their property – our owners get a better service. If we invest in software and training to better market our properties online – our owners get a better service.

'It's all about putting our customers and their properties first, not putting our real estate agency and our brand first,' he says.



*Aspire Property Management's purpose-built office at 10 Sunshine Beach Road, Noosa Junction*

# ASPIRING TO BE DIFFERENT

We pride ourselves on providing some very distinctive points of difference in the relatively overcrowded Noosa holiday rentals management sector.



## Personal concierge service

We meet guests at their property on arrival with their keys, so that they don't need to stop at our office to collect keys, allowing them more time to enjoy their precious holiday.

Prior to a guest's arrival the property is checked by the property manager to ensure everything is in order. They will turn on lights and allow the fresh air in to create a welcoming feel.

Guests will find an in-house compendium, which contains information about things to do and see in the area. They will also find a supply of toilet paper, tea, coffee, sugar, bin liners and cleaning products in the property.

After guests depart, the property is inspected to ensure that it has been left in an appropriate state, that windows are closed and the house is locked. Any specific directions to housekeepers are provided at this time.

A member of our team is always but a short drive away in case of out-of-hours emergencies, at any time of the day or night.

We believe that this service not only allows guests to feel comfortable that help is always at hand should they need it, but that this point of difference promotes repeat visits.

## Professional housekeeping service

Noosa Luxury Holidays employs its own housekeepers, they are not sub-contractors, and this is what separates our service from the majority of property managers in the Noosa area.

We ensure a higher quality of cleaning by recruiting qualified and reliable staff who stay with us longer. Our head of housekeeping becomes intimately familiar with your property, and any particular owner specifications, thus providing a more personalised service.

A mid-stay clean and linen change is carried out with bookings of 8 nights or more. So a booking of 8-14 nights will receive one mid-stay clean, a booking of 15-21 nights will receive two, and so on. This allows guests to keep the property refreshed



throughout their stay, and is an opportunity for our team to inspect the property regularly during a long stay.

We only use the highest quality A-Grade linen in all properties, adding to the luxury experience for your guests.

# VALUE-ADDED SERVICES

## **Complimentary advice on maximizing your investment potential**

We offer a free no-obligation appraisal to property owners. We will meet you at your property, determine what your investment goals are, and then provide you with a Holiday Let Opinion that outlines proposed tariffs and associated fees.

## **Management of third-party services**

Included in our commission is the management on your behalf of all third-party approved service providers. We can contract gardeners, pool cleaners, handymen, and other trade services. We can manage refurbishments on your behalf and we can even recommend architectural and building services should you require them.

## **Owner reports**

Our owners are our valued clients and their satisfaction with our services is paramount. On a monthly basis we provide owner reports that detail the financial and operational achievements of their properties. This is in addition to any other relevant updates and news either relating to the property, our company and destination Noosa.

## **Photography & interior styling**

To help create that extra wow factor for your property we offer an interior decoration appraisal and photography service, in partnership with local businesses.

We will coordinate the styling, recruit talent to appear in any shots, and manage the photoshoot. You will then have the option to purchase all or some of those items.



We can organise all your professional photography and styling to best present your property to the market.

## **Professional memberships**

We are active members of Tourism Noosa, the destination marketing agency for the region. Our support assists them to market our beautiful region to key national and international markets, which in turn helps to maintain Noosa's high market-share of visitor numbers to the benefit of owners.

## **Guest Rewards Program**

Our Guest Rewards Program is unique in Noosa and has created partnerships with local businesses to offer our guests and owners VIP treatments and special offers on a range of attractions, activities and experiences across the region.

The number of reward offers and participants is continually increasing as more local businesses want to align with our brand.



# MOVING FORWARD WITH A BETTER SERVICE

Noosa Luxury Holidays strives to give property owners a higher level of confidence that they are receiving genuine management advice and service that is second to none.

Our promise to our owners is that we will manage your property with a level of **commitment and attention to detail** as though it were our own.

Our commitment to our guests is one of **dedication to quality service** and a luxury experience that creates special memories and encourages repeat visits year after year.

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