

2006 TCE National Property Management Conference

Embrace Believe Awaken Refresh Grow & Shape Your Destiny

Climbing the ladder of Success

9th & 10th July 2006
Marriott Resort Gold Coast

Limited Numbers *Early Bird Discount*
\$200 off (Bookings received by 10 March 2006)

Last year
sold out 2
months prior

PPMGroup
systems • consulting • training • recruitment

Platinum
Sponsors:



THE PROPERTY
MANAGEMENT
Journal

the competitive edge®

Conference Details

Hosted by ...

The **PPM Group** aspire to create or seek a total solution to the daily management activities of property management departments and offer a variety of services and products to compliment the internal operations of your business. For more information on our products including the PPMsystem®, which is revolutionising departments across the nation, visit www.ppmsystem.com or contact our Head Office on 1300 734 616.

Climbing the ladder of success

The TCE National Property Management Conference 2006 will be an event to remember.

Don't Miss Out

With limited numbers available, you will need to be quick to secure your place.

What to expect ...

- Solutions, strategies, ideas & concepts to take your department to new levels
- Practical & relevant information
- Exceptional speakers, who will motivate, educate & encourage you to new levels of professionalism
- Improved productivity & profitability
- Lots of fun
- Lots of networking opportunities
- A change of attitude
- Energy injection

Who should attend ...

Principals, Department Managers, Business Development Managers, Leasing Consultants, Property Managers, Resident Unit Managers, Industry Service Providers and support staff wanting to fast track their career in property management.

What others have said ...

Judi Atkins - Peter Lees Real Estate
Very professional. Very well organised and fun as well as educational.

Janine Howard - Stockdale & Leggo
Energised the mind about Property Management. Ready to return to work with a new direction and motivation.

Dianne Skedgwell - Ray White Nambour
Excellent presentation, very informative to a principal that has not been involved in property management previously.

Ron Berkley - Ray White Inverell
Congratulations. Highly worthwhile and you make us feel "anyone can do it".

Robyn McNeil - First National Busselton
Entertainment and information from start to finish.

Bree Higgins - Cunningham Real Estate
Extremely worthwhile. A great opportunity to boost team/office morale. Not only did we gain knowledge, we had fun doing it.

Tammy Hayer - Raine & Horne Coffs Harbour
Once again, one of the best conferences I have ever been to. Very motivating & inspiring

People who soar are those who refuse to sit back and wish things would change.

Conference Networking[®]

Speakers

We have invited an array of talented speakers who will inspire, motivate and uplift you with lots of real life stories to relate to. Learn from real property managers who have excelled and made a "job" their career.

A Conference Program with a Difference...

With our diverse program of key note speakers, role play interactions, corporate leaders panel and a virtual listing presentation, we are sure you will agree that the conference will deliver great content while being entertained and motivated.

Sponsor Trade Displays

The TCE 2006 National Property Management Conference is proudly supported by a wide range of industry partners. Sponsor booths will be located in the foyer areas outside the conference room.

Fun & Play

It is not all about work Networking Luncheons

Enjoy time out during the conference breaks with our buffet of international taste sensations and a BBQ lunch.

Cocktail Party Boat Cruise

Enjoy drinks and fine food with fellow delegates and sponsors while cruising the waterways of the Gold Coast. Enjoy the casual atmosphere of networking while being entertained by a live band to kick your heels up at.



Cocktail Party Boat Cruise



Live Entertainment

*Taking your department to new
levels of success*

the competitive edge[®]

Conference Speakers

KEY NOTE SPEAKERS

Debbie Palmer

Managing Director - PPM Group

Licensed Real Estate Agent, Author, Speaker, Consultant, Coach, System Designer, Owner & Editor of the Property Management Journal, REIQ Gold Coast Property Manager of the Year 1996, 1997 & State finalist in 1998



Debbie is dedicated, passionate, focused and offers a youthful approach to Property Management. She has worked in the industry since 1989, both in London/UK and on the Gold Coast/Australia.

Debbie is the author of the PPMsystem®, A Guide to Successful Property Management Manual, Standard Letters Made Easy Manual and Scripts & Dialogue Manual "What to say to have them think your way".

Debbie is a highly sought after speaker and regularly shares her enthusiasm for property management and business solutions at Conference events across Australia.

Malcom Riley

Managing Director - TNQ Rentals

Malcom's experience and success during more than 20 years in the real estate industry have made him a sought-after guest speaker, not only within Australia but abroad. Malcom is a recognised specialist



in Property Management, operating his own company for more than 18 years. He is a former winner of REIQ Property Manager of the Year and the current chairman of the REIQ Property Management Committee. Malcom is a hands-on property manager who is passionate about his industry. His business is based on service to landlords and tenants, and he attributes his success to a constant thirst to learn, and a "never give up" attitude.

Karen Schmidt

Corporate Speaker & Author - Lets Grow

Winner 2003 QLD NSAA "Rising Star Award" & Author of "Attitudes that work!" and "Getting the most out of your people"



Karen Schmidt is an award winning professional speaker, workshop leader and author on a mission to create fresh workplace attitudes that help people and organisations grow! In the space of 20 years she has managed to cram in 5 different careers.

Starting out as a Secretary, she quickly proved herself in Recruitment and Human Resource Consulting before moving on to Corporate Training and now Professional Speaking.

Amber Werchon

Super Sales Sensation - Ray White

(As seen on Today Tonight and A Current Affair)

Youngest person ever to be named REIQ Salesperson of the Year at 22 years of age, Youngest Ray White Elite Performer Internationally & Marketer of the Year, REIQ Salesperson of the Year Sunshine Coast 2004, REIQ People's Choice Salesperson 2003, REIQ Rookie of the Year 2002



Amber lives and breathes Real Estate and stands by her motto 'moving forward', which includes giving even better service and creating even happier clients. Amber treats Real Estate as a business of relationships.

Michelle Williams

Department Manager - Peter Lees Real Estate

Michelle has almost 10 years experience in property management, she is passionate about the industry and considers it a career with immeasurable job satisfaction. Michelle has lead the department with constant review of systems, pro active management and a commitment to exceptional customer service. She believes a combination of quality systems and a great team has lead to a growth rate of over 120 net properties per annum.



Conference Speakers[®]

Kirsty Dunphy

Joint CEO Harcourts Tasmania & Managing Director - M&M Harcourts

(Ranked 24th in 2004 BRW Top 100 Fastest Growing Companies in Australia)

Awarded 2004 Young Australian of the Year for Tasmania, Finalist for Telstra Small Business of the Year 2003 & National Telstra 2002 Young Business Woman of the Year

Kirsty is fast becoming a well known name in national real estate and business circles and delivers more than 30 key note speeches a year. Kirsty has been featured on The Today television program, Today Tonight television program, Cosmopolitan, Ocean Drive and Marie Claire Magazines and the Herald Sun and Age newspapers.



Cushla Symons

National Systems Manager - PPM Group

Cushla's ten years experience in the Real Estate industry has given her a wealth of knowledge and an understanding of the daily pressures that can be placed on the Asset Management Division. Cushla is an experienced and dedicated consultant and trainer. She has a passion for working with departments to assist them reach their full potential, improve profitability and productivity within the department.



Sadhana Smiles

Group Training Manager - Hocking Stuart Group

Licensed Estate Agent

Sadhana is responsible for the professional development of over 400 employees across the 37 office network of the Hocking Stuart Group. Drawing on her broad industry experience she has successfully established an internal accreditation training program for property managers, sales agents, administration and directors. As a trainer for the Hocking Stuart Group she is passionate about continuous professional development, incorporating business systems, processes, technology and the development of human capital.



Sue Arena

Director - People Arena Recruitment

People Arena specialise in the recruitment of personnel within the real estate and property industries. Sue boasts 6 years experience in real estate recruitment, offering a wealth of knowledge and expertise in the selection and recruitment of professional property staff. Prior to establishing People Arena, Sue's career incorporated 5 years in senior roles within both the sales and property management divisions of high profile Real Estate offices and more than 15 years experience in staff supervision and training.



CORPORATE LEADERS PANEL

Michael Brown

Business Development Manager/ Property Investment Management - LJ Hooker Corporate

Having a background in banking and hotel management Michael has enjoyed a successful career as a Salesperson, Property Manager and Regional Manager for the last 18 years in Real Estate.

As Business Development Manager PIM for the L.J Hooker network, Michael works to provide points of difference for LJ Hooker franchise owners, while developing growth both vertically and laterally in Property Management.

Michael emphasises that profitability should be the end goal for all business owners.



Learn Today...
Lead Tomorrow

Conference Speakers

Michelle Delaney

Ray White Corporate

2000/2001 Property Manager of the Year NSW and Property Manager of the Year for Australasia

Michelle's career began in 1987 as a property management receptionist. Throughout Michelle's career she has been privileged to receive a number of prestige awards. Michelle is now the Property Management Executive for Ray White Corporate QLD and NSW.

Michelle is a licensed Principal, has a Dip Biz Management and Cert IV OH&S and she is also an accredited trainer, travelling across Australia to deliver expertise in training and consultancy to all Ray White offices Nationally.



Marsha Denny

State Property Manager - Elders Qld

With over 16 years in the Property Management Industry Marsha has a wealth of knowledge and experience.

She oversees more than 3000 managements and 22 staff members throughout Brisbane and Northern Qld.

Marsha is firmly committed in providing clients with an outstanding and unique level of service. Marsha likes to lead by example and is highly organised. She makes it her business to deliver what she promises and strives to achieve excellent results for all customers and clients.



Lyndal Bassingthwaight

Director - First National Copas Newnham

A long time believer in property as an investment, Lyndal initially worked as a Residential Investment Sales Consultant, before becoming a partner with First National Copas Newman in 1993. For the next 12 years Lyndal worked in the management of residential & commercial sales as well as property management.

In 2005, she decided to concentrate on residential property management and runs Copas Newnham First National Property Management, which manages over 1200 properties, with 12 employees.

ROLE PLAY PANEL

Kasey McDonald as the Owner

Senior Systems Consultant - PPM Group

Kasey is dynamic, motivated and service orientated. With a strong property management background, combined with exceptional administration skills, you will find Kasey a delight to listen to.



Prue Kellahan as the Property Manager

Principal - North Queensland Property Management Cairns

Degree in Law & Masters of Business Administration & Accounting, Awarded REIQ State Property Manager of the Year 2004, REIQ Cairns Property Manager of the Year 2005, 2004 and 2003

Prue's hands on approach to property management and her willingness to laugh at herself and difficult situations will be invaluable in this session.

Stacey Holt as the Tenant

Training & Development Officer - REIQ

Awarded Office Manager (Property Management) for Ray White Qld for 2000-2001

Stacey's hands on experience in dealing with difficult tenants and landlords during her career will shine through. Her light hearted and comical approach during the role plays will entertain delegates.



DAY ONE – Sunday 9th July

TIME	TOPIC	SPEAKER
9:00 – 9:30	Conference Opening Building a Solid Foundation	Debbie Palmer
9:30 – 10:30	Learn How to Become “Brilliant in the Basics” This highly content driven session will provide you with real hands on ideas and information to assist in your day-to-day management of the tenant, landlord & property.	Cushla Symons
10:30 – 11:00	MORNING TEA	
11:00 – 11:45	Putting the Safety of Property Managers First Life saving tips to help reduce confrontational situations with difficult and irate tenants. Includes real life stories to learn from.	Malcom Riley
11:45 – 12:30	Great Brands Invest in Their People Success in business is based on establishing an edge over your competition. In this session, discover the key elements required to win customers for life.	Sadhana Smiles
12:30 – 1:00	Getting the Wrong People off the Bus and the Right People on In this session we will explore how to create, structure & motivate the property management team to improve your internal culture and performance	Michelle Williams
1:00 – 2:15	LUNCH	
1:45 – 2:15	OPTIONAL LUNCH TIME SESSION Learn how to apply the E-Myth to your Property Management Department with the PPMsystem [®]	PPMsystem [®] demonstration
2:15 – 3:00	Soaring to Success - An Inspirational Story Discover how in less than 4 years this young woman sky rocketed from Receptionist to one of the best in the state.	Amber Werchon
3:00 – 3:30	Monitoring Performance - The Life Blood of your Business! Are you operating a profitable and productive department? Learn the key areas to track and monitor to ensure that your department is moving forward.	Debbie Palmer

Program

DAY ONE – Sunday 9th July (continued)

TIME	TOPIC	SPEAKER
3:30 – 4:00	AFTERNOON TEA	
4:00 – 4:45	How to Make your Customers Fall in Love with You? Share in the secrets to success of keeping your customers by forming a long term, committed relationship not unlike a marriage. Find out how you can apply the dating rules to your customer relationships.	Karen Schmidt

DAY TWO – Monday 10th July

TIME	TOPIC	SPEAKER
9:00 – 9:45	Proactive Thinking... Time Management Tips to Take Control It is time to explore the key driving factors of why some people can achieve greater productivity and results in the same amount of time per day.	Kirsty Dunphey
9:45 – 10:30	Learn How to Sell your Company to Secure Quality Property Management Personnel With property management staff in demand across the nation, it is time to shift our focus to what you can offer the employee, rather than what the employee can offer you.	Sue Arena
10:30 – 11:00	MORNING TEA	
11:00 – 12:00	The Corporate Leaders Panel Our inspiring panel will share with you their wealth of experience and address today's hottest issues relating to managing the business, people and the day to day challenges faced by property manager and principals. Includes open forum discussions.	Michelle Delaney - Ray White Corporate Marsha Denny - Elders Corporate Michael Brown - LJ Hooker Corporate Lyndal Bassingthwaight - First National

DAY TWO – Monday 10th July (continued)

TIME	TOPIC	SPEAKER
12:00 – 1:15	<p>Smart Marketing Tips to Grow your Rent Roll</p> <p>This session is designed to raise your awareness of basic marketing principles and practices to enable you to achieve positive growth.</p>	Debbie Palmer
1:15 – 2:15	LUNCH	
2:15 – 3:00	<p>Role Plays</p> <p>This will not be an ordinary training session. It will combine learning and fun. The role plays focus on managing rent arrears, maintenance, routine inspections and final vacates. Learn how to be a smarter communicator to get the results you want.</p>	<p>Kasey McDonald as the Owner. Prue Kellahan as the Property Manager. Stacey Holt as the Tenant.</p>
3:00 – 3:30	<p>How to Achieve Maximum Fees in a Competitive Market</p> <p>Learn how to be more profitable, how to establish a fee structure that gives your clients more flexibility and get paid what you deserve.</p>	Cushla Symons
3:30 – 4:00	AFTERNOON TEA	
4:00 – 4:45	<p>A Fresh Approach to Work... and Life</p> <p>Discover the simple 5-step formula that will give you a fresh approach to work... and life. Increase your level of success by leaning how to be: forward thinking + Resilient + Enthusiastic + Stretching + Holistic = FRESH</p>	Karen Schmidt
4:45 – 5:30	<p>A Virtual Listing Presentation</p> <p>Sit back, relax and enjoy our real life video footage demonstrating the success secrets to developing relationships with prospective clients, negotiating, presenting your services, appraising a property and closing the deal.</p>	<p>Commentary by Debbie Palmer</p>

Accommodation



Situated in the heart of the Gold Coast, the Marriott resort is just a short stroll from the famous beaches, shopping and nightlife of Surfers Paradise. The unique facilities, ideal location and award-winning service make this the perfect resort for both leisure and business.

Guest Facilities

Babysitting, Concierge desk, Daily housekeeping service, Evening turndown service, 24 hour room service, Barber/Beauty shop, resort pool, Sauna, Scuba diving, Snorkelling and Tennis court.

Spa and Health Club

Body scrub, Body wrap, Facial treatments, Foot bath, Manicures/pedicures, Massages, Steam room, Therapy baths, Waxing & classes available.

Accommodation



Accommodation Booking Form

TCE National Property Management Conference 9th & 10th July, 2006

Guest Name/s: _____ No. Adults: _____ No. of Children: _____ Ages: _____

Company Name: _____

Address _____

Telephone: _____ Fax: _____

Accommodation Details: Arrival Date: _____ Departure Date: _____

Room Rates (check in time is 2:00pm & check out time is 11:00am)

- King Twin Baby Cot (complimentary) Smoking Non-Smoking
- | | | |
|--|-----------------------------|---------------------------|
| <input type="checkbox"/> Standard rooms | \$195.00 per room per night | No. rooms required: _____ |
| <input type="checkbox"/> Junior Suite | \$370.00 per room per night | No. rooms required: _____ |
| <input type="checkbox"/> Third adult/rollaway bed
(17 years of age or over) | \$40.00 per room per night | _____ |

Payment Details: Cheque Credit Card Visa Mastercard Bankcard Amex Diners

I hereby authorise Surfers Paradise Marriott to deduct \$ _____ from the below listed credit account

Credit Card Number: _____

Exp Date: _____ Name on Credit Card: _____ (one night accommodation will be charged)

CONDITIONS: All reservations must be made and guaranteed before 8th June, 2006. Requests made after this date will be subject to availability. Pre-payment of a minimum of one night room charge is required to guarantee the reservation. Additional accommodation will not be charged on the above credit card without further authority from the card holder. Cancellation received 24 hours or less, prior to the day of arrival or 'no show' on the day booked for arrival will incur a charge of one night room charge.

Resort use only: Rate Confirmed: _____ Date: ___/___/___ C/N: _____

**Please return this form to "Reservations Department" – Surfers Paradise Marriott Resort.
158 Ferny Avenue, Surfers Paradise Q 4217. Email: marriottsurfers.res@marriotthotels.com
Phone: 07 5592 9800 Fax: 07 5592 9881**



Registration Form

Tax Invoice ABN 16 100 733 408 (Upon payment this document should be retained as your tax invoice)

Contact Name: _____ Company: _____

Postal Address: _____

Telephone: _____ Email: _____

Delegate Name(s): _____ Position: _____ Boat cruise (✓)
(Photocopy Registration Form if additional delegates attending) (\$99.00 per head)

Investment: (Accommodation is to be paid directly to the resort)

Conference: Early Bird: \$599.00 (Registrations received by 10th March) PPM Group Platinum Members: \$399.50
General Public: \$799.00 PPM Group Gold Members: \$599.25
PPM Group Silver Members: \$639.20
PPM Group Bronze Members: \$719.10

Conference Attendance: Number of delegates: _____ Total: \$ _____

Boat Cruise: Number of cruisers: _____ @ \$99.00 per head Total: \$ _____

TOTAL PAYABLE: \$ _____

Payment Details: Cheque (Payable to PPM Group) Credit Card Visa Mastercard Bankcard

I hereby authorise PPM Group to deduct \$ _____ from the below listed credit account

Credit Card Number: _____

Expiry Date: _____ Name on Credit Card: _____

Cancellations: All registrations are transferable. Refunds will only be made if written notice of cancellation is received 20 working days prior to the event. A 10% administration fee will apply. Early bird registrations are not refundable. Privacy Policy: The personal information you have provided on this form may be used to contact you with information on new products, services, exhibitors and industry events. If you do not wish to be contacted please tick here . Our full privacy policy can be viewed on our website www.ppmsystem.com

**Please fax this form to PPM Group on 07 5592 5944 or post to
PO Box 6019, Gold Coast MC Q 9726.
Email: info@ppmsystem.com Phone: 07 5592 6511**

PPM Group
www.ppmsystem.com

