



PREMIUM CONNECTION PROGRAM

8 November 2017

From	To	Session
10.00am	10.05am	Welcome and Outline of the Day's Program
10.05am	10.45am	<p>Session 1</p> <p><i>“People, Profit & Performance”</i></p> <p>Presented by Vasili Hadzellis (Australia)</p> <p>In a great kick off to the LPMNZ 2017 Premium Connection, Vasili Hadzellis will show you:</p> <ul style="list-style-type: none"> • How to create a winning culture for your Property Management Team • How to communicate and deliver information to a business owner (thinking like a business owner not a property manager) • Recruitment and how to go about selecting and inducting the next team member • Working out the true cost of taking on a new property management to the business • What break even looks like for the property management department and how to maximise profitability • What within the department should be measured and how to track performance & revenue/income • Based on rent roll and business models within each office work out what the Benchmark/Key Performance Indicators for each team member should be and how they can be self-accountable • KPI's that help keep in line with internal revenue growth goals • Insights into different remunerations and incentive programs for Property Managers • How to support and keep the team energised to deliver the KPI's and live and breathe values and beliefs of the business • Go through the way in which team meetings will be conducted once monitoring and reporting are implemented.
10.45am	11.30am	<p>Session 2</p> <p><i>“Mastering the Magic - the art of being different”</i></p> <p>Presented by Chris Feron (New Zealand)</p> <p>When business owners are asked what their point of difference is the majority say it's their customer service...really?</p> <p>To be different and really stand out requires some magic towards everything we do.</p> <p>In this session, Chris will bundle up cupcakes, powerful marketing, chocolate, fudge, and drones into the 'experience thingy' and give you some hands-on drone experience.</p>

From	To	Session
11.30am	12.15pm	<p>Session 3</p> <p><i>“Secrets of our Success”</i></p> <p>Presented by Matthew Curtis and Lisa Iliffe (New Zealand)</p> <p>Matthew and Lisa are owners of Bayley’s Property Management, a large, highly successful business in Christchurch.</p> <p>In this session, we will interview them on the following areas of their business:</p> <ul style="list-style-type: none"> • Organisational Structure • Staffing levels and Structure • Fees • Service - how they try to be better than the rest • New Business – the last 4 financial years, growth of 226 – 171 – 174 – 111. • Work and Life Balance – don’t take things too seriously.
12.15pm – 1.00pm		Lunch
1.00pm	2.00pm	<p>Session 4</p> <p><i>“Meeting Today’s and Tomorrow’s Challenges”</i></p> <p>Open Forum</p> <p>In this totally interactive session, we will discuss all the major challenges faced by property management businesses including:</p> <ul style="list-style-type: none"> • Maintaining rent roll growth in the face of increasing competition • The increasing use of technology • The growth of overseas outsourcing of property management tasks • Discounting of fees • Outpacing your competitors.
2.00pm	2.40pm	<p>Session 5</p> <p><i>“Building Unbreakable Client Relationships”</i></p> <p>Presented by Catherine Goodwin (New Zealand)</p> <p>In today’s unforgiving world, client loyalty not only has to be earned, but constantly worked on. Catherine Goodwin & her company, Goodwin Property Management, are LPMNZ & REINZ multi-award winners. In this information packed session, Catherine will endeavour to show you:</p> <ul style="list-style-type: none"> • How to really put the ‘Care Factor’ into your role as a Property Manager. • How important all aspects of property management are, even the most tedious of daily tasks. • Striving to achieve a healthy work/life balance with less stress, whilst still achieving rent roll growth. • Plus more ...
2.40pm – 3.00pm		Afternoon Tea
3.00pm	4.00pm	<p>Session 6</p> <p><i>“Measuring and Managing”</i></p> <p>Presented by Michael Furlong (Australia)</p> <p>In this information packed session, Award winning business owner, Melbourne’s Michael Furlong, will reveal his success strategies for:</p> <ul style="list-style-type: none"> • Benchmarking your business against itself, before worrying about your competitors • The list of standard benchmarks that you should be checking as a bare minimum • A series of benchmarks that will tell you more about the strength of your business and how they impact on the asset value of your rent roll • Creating buy in from your team as to the reason why benchmarks are beneficial to them. • Learning to read, understand & manage the business through the transparency of your key metrics • The importance of focussing on driving your asset value by driving the numbers within your rent roll • Your perception of what multiplier you expect versus where the market / buyers sees the multiplier based on the metrics of your business.
4.00pm	Close	