

A LETTER FROM Lois...

Over the past few months we have seen some staff changes at the Lennox Head Office.

With Alex Kennedy now off & travelling, **Diana Joynson** has moved into Holiday Lettings & Rentals. Our new face on the front desk is **Paula de Vos** and I am pleased to introduce **Yonika Mantel** as my PA. All in all this is a great team and we are all looking forward to working together and offering the outstanding service we have maintained in the past.

Natalie, Marie, Trish and myself were fortunate enough to attend the Aust Real Estate Conference - AREC 2010 held in Sydney last April. Truly a valuable opportunity to get together with industry leaders and other like minded agents across Australia and New Zealand. To say that the experience was inspiring is an understatement. Read more about it on this page!

With 2010 fiscal year end upon us I would like to congratulate my team of hard workers for their effort and dedication which has shown an outstanding growth factor in both sales and rentals, despite the difficult economic climate.

KEEP UP THE
GREAT
WORK

Lois

What a disaster.... Who would have expected a Tornado?!

Take a peek at the photos of when the wild tornado whipped up over the ocean and made a bee-line for Lennox Head. One of our staff was good enough to send these on.



It's reassuring to report that the damaged streets are looking a little more like a residential area and not a war zone and that good progress is being made with the clean-up.

Two of our rental properties were badly hit and six others suffered lesser problems. A truly hectic month for Natalie. Considering we have 19 properties in the affected area we are thankful for small mercies.

It will take some time for the major works to get up and running and I am sure that we will all see changes over the ensuing months.



AREC 2010 – New decade – New direction

Day One.....The esteemed speakers spoke on some fascinating topics and pointed out that, as agents we deal not just in the commodity of property, but, most importantly with people's lives.

Sir Bob Geldof was captivating in his summation of his life to date and it was exciting to hear such a high-profile individual telling us in his own words the trials, tribulations and achievements that he has experienced over his lifetime. But, most importantly what he did with it all. Sir Bob encouraged the audience to build a culture within their given field – **a culture of ideas where failure is not recognised as a governing factor.**

Erik Wahl shared an interesting acronym for **FEAR False Evidence Appearing Real**. As fear is often the governing factor in our inability to commit to change it is refreshing to be able to identify what Fear actually is! He recommends 20 minutes each day of reckless abandonment in an effort to break outside of the "Comfort Zone". Try eating dinner backwards – or even better- without using your hands.

Edward de Bono is the creator of the term **lateral thinking** and has written 62 books, including "Lateral Thinking and Six Thinking Hats" a world wide success.

Day Two.....Presented an opportunity for the Sales and Rentals departments to split and join smaller groups where the discussions and speakers were geared towards the effective management within each department.

For Rentals the focus was on time management and the skills and systems required to run effective and productive departments that offer clients an A-class service. It was heartening to know that most of these suggestions are already put into action within our ranks. However, there is always room for improvement, and we most certainly came away with new ideas that we are incorporating into our office procedures in order to streamline our service to our owners, tenants and creditors.

AN OUTSTANDING YEAR IN RENTALS AND SALES AT LOIS BUCKETT REAL ESTATE

The Fiscal Year 2009-10 presented many obstacles for the Real Estate Industry with the continuing "credit crunch" in the UK and the "sub-prime" housing debacle in the USA still very much in the news and impacting on our markets. Added to this was the introduction of new Awards and regulations under Fair Work Australia 2010.

Although we have not experienced quite the same dramatic plunge in real estate there have certainly been some hurdles to jump, in particular dealing with a glut of rental accommodation not usually seen in our area. This event has seen rents stabilise and a slightly higher vacancy factor for our owners to consider. As you can see from the list below we have recently rented many properties to quality tenants and minimised the impact on our landlords.

One of the speakers at AREC was a successful independent boutique agent in the centre of the UK depression who spoke of his strategies and shared his techniques that saw his company blossom and grow despite an extremely deflated market. He was able to, not only keep the doors open whilst the majority of his competitors were going out of business, but achieve record growth and outstanding performance levels.

Just like the UK agent mentioned above, we too at **Lois Buckett Real Estate have achieved record growth in rentals and holiday lettings and are experiencing successful outcomes in the sales department.** The overall turnover has grown rapidly and has seen the team expand and grow into a unified and committed group of individuals seeking to ensure a valuable real estate experience for our clients. With our Sales Team selling at a record pace in both Auctions and Private Treaty the focus is on delivering on our promises.

IS YOUR INSURANCE UP TO DATE??

With recent events throughout Lennox Head, it has come to light that many owners do not have the level of insurance cover they thought they had...
Landlord Protection Insurance is also highly recommended!

available to rent...

107 Eureka Rd
Stunning queenslander, amazing features
3 bed, 2 bath, modern kitchen,
stunning outlook on acreage
ROSEBANK
\$465pw



46 Forest Glades
Brand New Exec Residence
3 bed, 2 bath, sep lounge dining, fenced yard, SLUG
SUFFOLK PARK
\$480pw



20 Stonehenge Pl
Quiet, Serence, peaceful
4 bed + more, 2.5 bath, large entertaining deck with leafy
outlook, DLUG
LENNOX HEAD
\$500pw



5b Rutherford St
Walk to the beach
Modern 3 bed home, 2 baths, open plan living
LENNOX HEAD
\$650pw



6 Pine Mountain Rd,
Freshly painted Queenslander in peaceful setting
4 large beds, 2 baths, kids playroom, parent retreat area all
on 10 Acres
POSSUM CREEK
\$930 pw



recently rented...

Site 32, Sanctuary Village, Lennox H \$300pw
6/5 Pine Ave, Ballina \$320pw
124 Bailey Rd, Corndale \$370pw
395 Fernleigh Rd, Fernleigh \$380pw
41 North Creek Rd, Lennox Head \$390pw
39a Gibbon St, Lennox Head \$400pw
4/37 Isabella Dr, Skennars Head \$410pw
2/79 Stewart St, Lennox Head \$420pw
2/30 Barrett Dr, Lennox Head \$420pw
3/18 Allens Pde, Lennox Head \$440pw
1/19 Lakefield Ave, Lennox Head \$480pw
3/10 Pinnacle Row, Lennox Head \$480pw
10 Sandstone Cr, Lennox Head \$520pw
2/6 Warrawee Dr, Lennox Head \$540pw
25b Lismore Rd, Bangalow \$560pw
12 Warrawee Drive, Lennox Head \$800pw
134 Beach Rd, Broken Head \$800pw
1/2 Rayners Lane, Lennox Head \$800pw