



the first wrap

don't settle for second best

Issue 1
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Super teams. Super service.

As part of our commitment to giving our customers the best possible service and property outcomes, the First Asset Management team came together recently for a two-day strategy session at the QT Hotel on the Gold Coast.

"It provided the whole team with the opportunity to check in and confirm that we are all working with a common purpose in mind and achieving the same standards – integrity, outstanding support, passion and excellent standards are at the core of that," explained Managing Director Angelo Efsthatis.

"It was also where the concept of our 'super teams' came from; it's a new approach that will allow us to offer our clients a level of service they've not seen before in our industry,"

Angelo added. "We're changing the face of property management."

"Moving forward, each property owner will have a primary property manager but there will also be a back-up team to support you, a 'super team' that knows everything about your property. This means should your primary property manager be unavailable, the care and attention you'll receive will continue to be exceptional. No excuses. No matter what."

"We have always been known for our approachability, availability, dependability and reliability but there is no doubt that our new 'super team' approach makes us a more valuable property partner than we have ever been before."



Meet the team

Each member of the First Asset Management team has their unique strengths. Collectively, we are an unstoppable force, working with integrity and respect as we put you first and help you to realise your property ambitions. Meet the First Asset Management team.



Angelo Efsthatis
Managing Director &
Asset Management
Director



Nicola Efsthatis
Director - Operations



Gemma Deal
Senior Commercial
Property Manager



Karene Couchman
Commercial
Property Manager



Kylie Nolan
Commercial
Property Manager



Kim Campbell
Commercial
Property Manager



Samantha Jago
Lease & Compliance
Officer



Julia Trevean
Group Accountant



Karen Palmer
Property Management
Team Coordinator



Nick Efsthatis
Property Management
Team Support



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In the spotlight:

Gemma Deal

Gemma joined First Asset Management when Angelo established the business in March 2010. In the past three-and-a-half years, she has been an integral part of the team that has grown the properties held under management from zero square metres to over 65,000 square metres. Today, First Asset Management has partnerships with over 50 property owners with an estimated property value exceeding \$280 million.

Gemma credits First Asset Management's success to the team's ability to live up to their promises. "If we say we're going to do something

then we get on with the job of doing it," Gemma explained. "Plus we genuinely care about our clients and their properties and we work hard to make owning property a good experience for them. When our clients have that good experience they tell others about it and then those people want to become our clients too."

"I think it also helps that we enjoy what we do," Gemma added. "We always deliver the very best in service and advice and take great satisfaction and enjoyment from seeing our customers achieve success."



Recruiting Now

First Asset Management is now recruiting a Portfolio Leasing Executive.

Interviews are underway which means the successful candidate will be announced soon and the appointment will commence early October.

The person who steps into this brand new role will focus on filling property vacancies; filling them quickly and doing it with a minimum of fuss.

Share the good news

If you are happy with the service you've received from First Asset Management please refer us to someone you know.

We would be happy to manage their property too.



Join us on Facebook

First Asset Management is now on Facebook – facebook.com/fambrisbane. Have you found us yet? Like our page and stay up-to-date with the latest news and events.



New Branding

Keep an eye out for our new branding on our company cars. All our Mazda's have had a face lift with our pink branding & we think they look fab!

Coming soon!!

Have your say & make a difference!

First Asset Management continues to go from strength to strength. We credit our success to our ability to meet our customers' needs. How do we know what our customers want? We ask them.

This month our owners will receive information on our Customer Survey Program. The program provides all of our customers with the opportunity to make a difference to the way we do business.

We invite our owners to use the Program to tell us what you like and don't like, what we're doing well, and where we have room for improvement. You can also tell us if there's something we're not doing that you'd like to see us do. Keep a look out & we look forward to seeing your feedback!

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