



the first wrap

don't settle for second best

New year. New opportunities.

In early December, and with the end of the year just around the corner, the First Asset Management team came together to plan for and focus on the new opportunities that 2014 will bring. This planning day built upon the success that followed our two earlier strategy sessions, held in July and September this year.

"We are always looking at ways to deliver that extra one per cent to our clients," explained First Asset Management Managing Director Angelo Efsthatis. "Our recent customer survey results show that we're in a good place. However, our interest is in doing better and helping our clients to achieve the best possible outcomes from their property investment."

"In order to be successful, we need to learn from the past but look to the future and be prepared for the many new opportunities it will bring. First Asset Management is certainly innovative, proactive, adaptable, flexible and responsive; planning days like this ensure this always remains the case."

"With Christmas drawing near, I'd like to take the opportunity to thank all our clients for your loyalty and support," Angelo added. "It's been a challenging market. However, without your trust and confidence, we would not have achieved all that we have in 2013."

The First Asset Management - Support Team

Our Property Management support team consists of Karen Palmer, Nick Efsthatis and Samantha Jago who assist our portfolio managers in all aspects of property management including arrears, administration, maintenance, accounts, compliance and business development.

The support team have been working together for nearly 12 months and in that time have achieved excellent growth and improved the quality of the First Asset Management service standards.

Property Management Team Coordinator, Karen Palmer spoke about the team's performance, "We make a great team, always striving to achieve set goals with a positive attitude. We believe in our culture and our service and draw on each other's support and experience continually; which is very inspiring."

Each team member is qualified and trained and frequently attend training and property management conferences to ensure they are up to date in legislation and the latest property management news and information.

Our Property Management department prides itself on professionalism and building strong relationships with both landlords and tenants. If you have any queries in relation to your property you are welcome to contact any one of our team members for a friendly chat - they look forward to hearing from you.

Merry Christmas From The First Team!

Our office will be closing for the Christmas Holiday period from

5.00pm Friday 20 December 2013 and will reopen 8.30am Monday 6 January 2014

We will have a skeleton staff on call and any emergencies should be directed immediately to our 24/7 Emergency Maintenance pager service by calling (07) 3834 6054.

Thank you for your valued support in 2013 and we look forward to working with you in 2014.



The First Asset Management team - Senior Portfolio Managers



Gemma Deal
Senior Commercial
Property Manager



Karene Couchman
Senior Commercial
Property Manager



Kylie Nolan
Senior Commercial
Property Manager



Kim Campbell
Senior Commercial
Property Manager

Issue 2

Summer 2013

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In the spotlight:

Kylie Nolan

Kylie has spent 12 years working in real estate. She also developed, built and sold her first property before the age of 19 so her passion for property is longstanding. There is no doubt that real estate is Kylie's calling.

"I love everything about the industry," Kylie explained. "But I have very high expectations and respect that my clients do too; I work very hard to try to exceed those expectations and achieve success for the people I work with."

"This means I make myself available to my clients when they need me and nothing is ever too much trouble. I listen carefully and act quickly. I'm open and honest all the time, nothing is overlooked or forgotten and I always keep the promises I make."

Kylie is experienced in all facets of commercial property management, from managing rental arrears through to reporting and lease negotiations.

Kylie Nolan | 0414 888 353 | kylie@firstcommercial.com.au

You spoke. We've listened.

We have been overwhelmed by the large number of responses we received to the First Asset Management Client Survey. Thank you to everyone who took the time to complete the survey form.

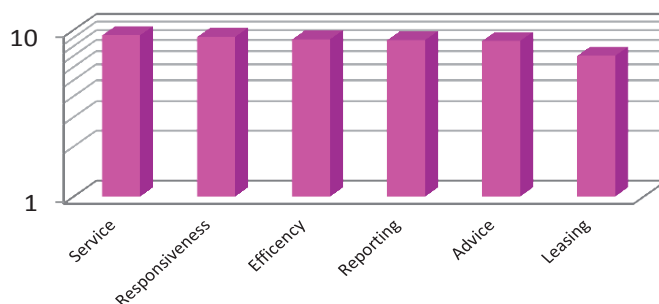
The results are in and your rankings have been collated and converted into a score out of 10, as follows:

Service	9.3	Advice	8.7
Responsiveness	9.1	Leasing	8.6
Efficiency	8.8		

Naturally, we are very pleased with these results. However, we recognise that there is always room for improvement. We are not afraid to ask questions and we are quick to respond to your needs. We have already made changes; read about the appointment of Portfolio Leasing Executive Ashley Whiting in this edition, and there

are still more changes to come.

'Improving' is not just something we do at survey time. It's a continual process for us. It's part of the first difference.



Now filling those hard-to-fill vacancies with ease

At First Asset Management, we have always had the capability to fill vacancies that others can't. Since welcoming Portfolio Leasing Executive Ashley Whiting to our team, that capability has only improved.

With a number of years experience in property leasing, Ashley filled four (4) really difficult vacancies during his first six weeks with us.

"He used the tried and tested but somewhat old-fashioned approach of going door-to-door in the area

where the vacancies existed," explained First Asset Management Managing Director Angelo Efstathis. "It was his extensive knowledge of the industry and his exceptional negotiation skills that saw him achieve outstanding outcomes for all involved."

"Ashley now has an excellent knowledge of the needs of all the tenants in those areas; he knows who is looking to make a change and when they are planning to do that. This knowledge will benefit many First Asset Management clients," Angelo added.



Ashley Whiting
0414 888 936

ashw@firstcommercial.com.au

There's more to us than meets the eye

Looking to buy or sell commercial property? Keen to know what your current commercial property is worth? We're not only expert property managers, we are an award-winning sales agency with a long history of success.

Our high-performing sales team, which includes Michael Hedger, Philip O'Dwyer, Guy Stafford and Ben Bowen, has achieved outstanding results for clients looking to buy or sell all types of commercial property. Plus, our superior market knowledge and

many years of experience means our advice to you is spot on.

Contact us if we can help you with your property needs.



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