

Elite Holiday Homes



Your Holiday Property Specialists

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elite
HOLIDAY HOMES



Occupancy Levels

*Well above the industry average **

Management Fees

16% Plus GST (includes marketing)

Complete Guest Audit

To ensure the right customers are holidaying in your home

Property Maintenance

Comprehensive Maintenance Program with trusted and cost efficient trades

Marketing & Advertising

Extensive marketing campaigns, partnerships & exclusive database of clients

Owner and Guest Relations

Personalised and Professional Service from our team 7 days a week

Exclusive Concierge Service

Increasing Guest Satisfaction and providing a 5 star experience

** Properties vary depending on market conditions and owner requirements*

ABOUT US

Elite Holiday Homes is the premier holiday home provider and management company for the Gold Coast, offering full management services to homeowners for their properties. We are a boutique family owned business established in 2010, and as the holiday accommodation experts we are proud to consistently deliver excellence for our owners and their properties. Our team is professionally trained, licensed and located right here on the Gold Coast in Broadbeach Waters.

We also offer the same great service in Queenstown and Wanaka in beautiful New Zealand and are able to draw on experience from both.

Our experienced team has a wealth of knowledge in property management, investment ownership and the best of what the Gold Coast has to offer. We truly appreciate the trust our owners place in us to manage a valuable asset – we don't just manage properties; we treat them like our very own.



Gardening and Pool Service

At affordable pricing to maintain your investment

24 Hour on Call Security

To ensure neighborhood amenity is preserved & for protection of your investment property

Professional Cleaning Service

Providing Cleaning, Linen and amenities for each guest

Regular Property Inspections

Our team inspects your property before and after each guest stay

Exclusive Marketing Database

Of over 55,00 clients

Professional Services

Including Photography and Furnishing to showcase your property

Compliance and Safety

Including Evacuation plans, Fire Safety and Pool Compliance

OUR SERVICES TO YOU

What makes us different is that we are dedicated to providing a personalised service to both owners and guests and ensuring your property is treated like it is our own.

One of the most important aspects is ensuring that the right guests are staying in your property which we monitor carefully. We advertise on all major booking sites, however we would never subscribe to being a Super Host on these sites as this reduces your management capacity of the property and guests. We do not act simply as a booking agent - we provide full property management services. We work with wholesalers and tourism bodies both domestically and internationally to promote your property to an extensive audience.

Our costs are kept as low as possible and are transparent in order for us to partner together in a way that is beneficial to all. You have access to an Owner Portal 24/7 to monitor your property.

We pride ourselves on our communication and you can always be assured that you can reach us and have a response within a reasonable time frame. You and the guests are our priority.

Are we perfect? No - but we always try our best!



The team at Elite are always on point! No matter is too big or too small Everything gets dealt with utmost efficiency. They have gone out of their way to showcase my property to their clients. I'm extremely grateful to them over the past several months which have been plagued with COVID disruptions.

DAVID G – client since 2015

Elite Holiday Homes is all that I could have asked for in a property management company to manage my property in the Gold Coast. Shelley is easy to deal with and totally professional.

I have no hesitation in recommending Shelley and Elite Holiday Homes to my friends or anyone looking for a professional and positive property management company.

LEO – client since 2014

OWNER TESTIMONIALS

We have been very fortunate to have Elite Holiday Homes manage our property since new in 2017. With us residing overseas, Elite also coordinated all the furnishing of the property and that was done both efficiently and with an eye to both style and cost.

This investment has exceeded our expectations with both a high occupancy rate and competitive tariff. Both the management, maintenance and marketing of the property has been exemplary, and any issues have been handled very promptly. A real strength of the Elite team is their regular and personal communication.

We could not be happier with the result of our partnership with Elite Holiday Homes, and we would strongly recommend.

DAVID AND SUZY – client since 2017



JUST A FEW THINGS OUR GUESTS SAY

The service from Elite Holiday homes was fantastic which made our stay in a magnificent water front home fantastic. The house was spotless and the attention to detail went beyond my expectation. When I called with a small issue, it was attended to immediately and without question. I rate this company as one of the most professional and caring I have dealt with within a highly competitive market. Thank you to the entire Elite Holiday Homes team. I wouldn't hesitate recommending this company and will use them again and again.

Nikki



Epic house & terrific service by the team at Elite Holiday Homes. Always a pleasure using these guys, and look forward to booking our next weekend away.

Jake

LOOKING FOR YOUR PROPERTY TO STAND OUT?

Here are just a few reasons why an Elite Holiday Homes property stands out above the rest...

- Featured on Channel 9's The Today Show*
- Featured on Current Affair's Holiday Home Special*
- Featured on TV shows such as, The Bachelor, Australia's Best Houses, Ready Set Reno, & Dream Home Ideas*
- Hosted a number of TV, Movie and A List celebrities and personalities*
- Contacts with movie studios for film accommodation*
- Recognised by guests as the provider of the best holiday home accommodation on the Gold Coast*
- Members of Destination Gold Coast, Tourism and Events Queensland and many more major industry bodies*
 - Sponsors of major Local Events and Charity Organisations*
- Partnerships with major National and International Travel Wholesalers*
 - Featured in Jetsar, Qantas and Webjet promotions*
- Relationships with insurance companies for relocation stays*





FREQUENTLY ASKED QUESTIONS?

Can I stay in my property? Yes, we have no limit on when you can use your own property.

Do you pay my Council & Water Rates/Power/Land Tax? We recommend that owners have Direct Debit set up for all their services.

What kind of insurance do I need for Holiday rentals? You will need short term accommodation insurance for landlords and public liability insurance - we can provide you with a list of insurance companies that offer this.

What happens if a guest breaks something? We take a \$1000 bond for all guests, the property is checked prior to arrival and after departure by cleaners, maintenance and our team.

How should I furnish my home for holiday rentals? We can assist and pass on our Elite exclusive supplier discounts and advise you on recommendations for suitable furnishings to showcase your property.

What if something major breaks down and I need to replace? We can assist in achieving a replacement at the best possible cost for you within the best timeframe.

When do I get paid? You receive payment on the first working day of the month along with a comprehensive statement. You have access to an Owner Portal 24/7 to view all details regarding your property.



MY HOLIDAY

C O N C I E R G E



HERE'S WHAT OUR CLIENTS SAY

What a fantastic service you offer! When holidaying in a rental – its hard to organise all the little things like shopping, how you are going to get to a theme park and back, how to get to & from the airport, and what to cook for up to 10 people when it's the last thing you feel like doing.

Bianca – 2021

I was very impressed with all the work you put in. Everyone had a great time, the house, the decorations, the limo and the day spa and the musician were all great. All worked very well. You did an amazing job. Catering was amazing. I would recommend your services to my friends and just wanted to make sure you understood how much I appreciated all your help.

Elizabeth – 2021

IT'S ALL ABOUT THE EXTRAS

My Holiday Concierge is an exclusive personalised concierge service to Elite Holiday Homes – the only private dedicated service to holiday homes on the Gold Coast. My Holiday Concierge has a range of services from:

- Groceries and Drinks put away in the fridge/ pantry prior to arrival
- Welcome Gift Bags
- Private Transfers
- Equipment Hire
- Water Sports
- Private Cruises/Boat Hire
- In-House Catering and Chefs
- Housekeeping Services
- Personalised shopping
- Massage and Beauty
- Tour attraction bookings

WHY LIST WITH ELITE HOLIDAY HOMES?

As the Gold Coasts premier luxury accommodation management service, we offer comprehensive management solutions. From reservations and guest services to housekeeping and maintenance, we provide unmatched expertise and service.

Our proven track record of excellence for both owners and guests in Australia and New Zealand since 2010 speaks for itself and our dedicated team continues to deliver the highest level of service.

Our rate setting structure ensures competitive rates aligned with market trends and local knowledge maximizing returns for homeowners and affordability for guests. We closely monitor market prices and adjust accordingly. Our high occupancy rates are testament to this.

We leverage our extensive network and digital marketing strategies to promote your property across various platforms including all major third party platforms such as AirBNB, Booking.com, Stayz, VRBO and many more, ensuring maximum exposure and high occupancy levels that are well above industry averages. Additionally, our exclusive database comprises over 55,000 clients who are registered with us. This valuable resource further enhances our ability to reach and connect with potential guests, increasing the chances of securing bookings for your holiday home. We also work with a number of travel agents and wholesalers both domestically and internationally.

Every property is always meticulously maintained and well presented. Our proactive team are onsite regularly to ensure a great guest experience and to maintain the condition of your investment.

As a licensed Real Estate Agency we operate through a Trust Account ensuring transparency and security of your funds.

Our experienced team is committed to providing The Elite Experience. We offer 24/7 booking service and through exclusive access to [My Holiday Concierge](#) provide everything they require for a memorable stay increasing guest satisfaction and providing a 5 star experience.

We conduct a comprehensive guest audit and monitoring to ensure the right customers are holidaying in your home. We have Security on call and a 24/7 contact number for guests..

We offer personalised and professional service from our team 7 days a week for both homeowners and guests, ensuring any questions or concerns are addressed promptly and professionally.

WHAT'S THE NEXT STEP?

Contact us now
for a confidential chat
about how we can help you.



Matthew Pyle and Belinda Sheppard

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