

## **Vision for Hilton Hotel and Residences**

To be the premier mixed-use complex on the Gold Coast where residences, guests and friends strive to live, stay and play.

### **We will:**

- Deliver superior returns to our owners
- Improve the quality of existing products and services
- Develop new products and services
- Be accountable to all our stakeholders and we will hold our team accountable to deliver
- Listen to your concerns
- Question the way we work to improve efficiencies that in turn will deliver lower body corporate fees

We are here for the **long term**, not the short term as has been with past owners

### **Who are we?**

#### **Laudet/Schwartz Family Company**

- Laudet is a hotel division of Schwartz Family Co., which is headed by Dr Jerry Schwartz
- Laudet purchased the Hilton Surfers Paradise, the Management Letting Rights and Caretaking Agreement for 3113
- Dr Schwartz is a practising Doctor and Cosmetic Surgeon in Sydney
- Schwartz Family Company is Australia's largest private owner of hotels, with over 4,000 rooms in Queensland, NSW, ACT & Victoria
- Dr Schwartz and his hotels have won many awards, with Dr Schwartz taking home the Top Award, Service to the Industry at the HM Awards in 2013. The Schwartz Family Company is admired and respected by all in the industry
- Please see our website for more information: <http://www.schwartz.com.au>
- The 14 hotels in the SFC portfolio are:
  - Sofitel Darling Harbour, Four Points Sydney, Rydges World Square, Sydney, Ibis World Square Sydney, Ibis King Street Wharf, Sydney, Rydges Sydney Central, Mercure Sydney Central, Fairmount MGallery Resort, Blue Mountains, Crowne Plaza Hunter Valley Resort, Rydges Newcastle, Novotel Newcastle, Mercure Canberra, The Victoria Hotel, Melbourne and Hilton Surfers Paradise
- Owner of Sydney & Lovedale Breweries – please see our website: <http://sydneybrewery.com>
- Owner of "Two Doctors" Distillery in the Hunter Valley
- Owner of Blue-Sky Airways and a part owner in Sydney Seaplanes <https://www.seaplanes.com.au>
- Owner of a medical centre in Sydney
- Owner of the old post office in Newcastle

### **3113 Office**

#### **Michelle Royal**, Caretaker/Manager

- Has just been promoted to the position of caretaker/manager
- Has worked for 3113 for over 3 years now.
- Has over 20 years working experience in management letting rights

#### **Yue Yu**, Owners Liaison/Marketing

- Has just joined the team
- A Chinese national from Shenyang, speaks and writes Mandarin
- Has owned her own management rights business

#### **Peter Hitschler**, Accountant

- Has been with the 3113 team since opening
- He is well aware of the intricacies involved in owning and running units in Surfers Paradise

#### **David Bark**, Consultant

- Is a HK/Aussie/Kiwi born in NZ but lived in HK from 6 months old till he was 17 years old, David came to Australia in 1999
- Has over 30 years working (20+ years as a General Manager/Area General Manager) in International Hotels in China, Malaysia, Australia and New Zealand

The 3113 team are committed to delivering on the vision of the Hilton Residences and should be your first point of contact should you have any concerns or feedback

### **Current projects that Jerry and the 3113 team are working on**

#### **Schwartz Family Company**

- Is renegotiating the contract with Hilton to reduce fees
- Converting the executive lounge on level 15 to 9 guest rooms, relocating the executive lounge to level 2
- Converting the Fixx Bar to a conference room
- Working with Interior designers to redesign the Lobby
- Assessing the buildings energy needs, our energy contracts and applying to put solar panels on all our flat roof surfaces

#### **Schwartz Family Company working with the Body Corporate**

- Extending the indoor swimming pool
- A children's water playground on level 2
- A new pool bar on level 2
- New pool furniture on level 2
- Replacing the lobby carpet on each floor of the Orchid Tower
- Internet and Telephony communications throughout the complex

#### **The 3113 team**

- Looking at the way they work with a view to improving efficiencies and quality of services thus improving performance
- Improving communication channels

Should you have any concerns at all, please either discuss these with Michelle and David. They are here to listen to your concerns, or for that matter any positive feedback that you may have

**Why are we wanting to extend the Management Rights/Caretaking Agreement by 5 years?**

- It gives Schwartz Family Company and 3113 trading as Laudet tenure in the complex
- As mentioned, we are here for the long term not the short term
- We want to see the complex become the premier venue on the Gold Coast
- We want to maximise our investment into this property, which simultaneously will maximise YOUR investment. So, help us to help you.