

The following companies proudly support Denise Holvey and Tony Gibson Resident Unit Managers of Clubb Coolum



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clubb coolum

THE ULTIMATE SEACHANGE

Like so many management rights owners, Tony Gibson and Denise Holvey have happily said goodbye to stressful corporate and professional careers. It was a big move – not just into a new home and new business – but to a new country.



The intrepid couple and their two children travelled from the UK to Cairns, then down to the Sunshine Coast to become the proud operators of Clubb Coolum Resort. They're thrilled to have made "the ultimate seachange" but admit, if not for

a team of expert industry consultants, their journey may not have been so smooth, nor ended so happily.

"When we started looking at management rights, the whole process was rather daunting," Tony said. "Now we really understand the need to utilise the services of industry specialists."

Not that this couple was unfamiliar with business processes. Tony had been responsible for Nissan's research and development facilities in Europe. Denise was a registered nurse working in areas ranging from hospitals to child care.

"When Resort Brokers recommended a group of specialist service providers, we were a little wary at first, wondering if it was necessary," Tony said. "Now I can't stress enough how vital it is to use experts in a field where complex legislation and systems are involved.

"From the outset, Glenn Millar and Resort Brokers were

great, giving us honest interpretations of management rights businesses, helping us to identify pitfalls, and showing us properties that suited our needs.

"Phil Jensen of NAB gave us exceptional service, and continues to provide on-going assistance. John Siemon of McAdam Siemon handled the verification, and he was very thorough, providing us with great feedback at every stage.

"Due diligence was undertaken by Ian Miller of Sykes Pearson & Miller and, again, we were very impressed with his thoroughly professional service, keeping everything on track throughout the entire purchase process."

Tony and Denise continue to enjoy consult industry specialists as they work to build the success of Clubb Coolum, a 65 apartment luxury beachside resort with extensive facilities.

"One daunting aspect of taking over such a large complex was learning the reservations and trust accounting

software," they said. "Thankfully, Lisa from Hiram has been constantly in touch, offering great support and working with us throughout the early months to sort out any problem."

This insistence on expert service is already paying dividends. "We have already seen growth in the traditionally quieter periods," Tony said. "The body corporate committee and owners have been very supportive, approving a range of improvements. A new restaurant is also about to open, introducing new services, including a new alfresco dining deck with stunning ocean views.

"We see strong growth potential and plan several marketing initiatives, including

into New Zealand and the southern states, to build on our exceptional 80 per cent repeat and referral rate," Tony said.

