

**Duties & Responsibilities**

**Schedule B**

<b>COMPANY:</b>	<ul style="list-style-type: none"> <li>• <b>Map Real Estate Pty Ltd ACN 105 191 535</b></li> </ul>
<b>LICENSE NUMBER:</b>	<ul style="list-style-type: none"> <li>• <b>067263L</b></li> </ul>
<b>TRADING NAME/S:</b>	<ul style="list-style-type: none"> <li>• <b>Map Real Estate</b></li> </ul>
<b>TITLE OF POSITION:</b>	<ul style="list-style-type: none"> <li>• <b>Compliance Manager – Property Management</b></li> </ul>
<b>DIVISIONS:</b>	<ul style="list-style-type: none"> <li>• <b>Property Management</b></li> </ul>
<b>LOCATION:</b>	<ul style="list-style-type: none"> <li>• <b>447 Swan Street, Richmond, Victoria</b></li> </ul>
<b>DIRECTOR:</b>	<ul style="list-style-type: none"> <li>• <b>Michael Furlong</b></li> </ul>
<b>DATE:</b>	<ul style="list-style-type: none"> <li>• <b>February, 2011</b></li> </ul>
<b>DIRECT REPORTS:</b>	<ul style="list-style-type: none"> <li>• <b>Property Management Department Staff</b></li> <li>• <b>Reception Staff</b></li> </ul>
<b>REPORTS TO:</b>	<ul style="list-style-type: none"> <li>• <b>Director</b></li> </ul>
<b>QUALIFICATIONS:</b>	<p><i>(Essential)</i></p> <ul style="list-style-type: none"> <li>• Australian Drivers License</li> <li>• Agents Representative Certificate</li> </ul> <p><i>(Highly Desirable)</i></p> <ul style="list-style-type: none"> <li>• Estate Agents Full License</li> <li>• Bachelor of Business in Property</li> <li>• Certificate IV in Property (Real Estate Agency Practice)</li> <li>• Certificate IV in Business Administration - Property</li> </ul>
<b>INDUSTRY EXPERIENCE:</b>	<p><i>(Minimum / Essential )</i></p> <ul style="list-style-type: none"> <li>• Previous experience in an agency environment in either an administrative role, reception role, assistant property manager or leasing role – 2 years</li> <li>• Previous experience with real estate database management programs, such as Console</li> <li>• Trust account experience and an understanding of core trust account principles</li> <li>• Property management – 2 years</li> <li>• Experience in people management</li> <li>• Staff Management &amp; Training</li> </ul> <p><i>(Desirable)</i></p> <ul style="list-style-type: none"> <li>• VCAT representation experience</li> <li>• Human Resource Background</li> <li>• Senior Manager within Real Estate environment</li> </ul>

<b>INDUSTRY EXPERIENCE:</b> <i>(Cont:)</i>	<ul style="list-style-type: none"> <li>• Advanced administration skills applied within a Real Estate Agency or comparable environment.</li> <li>• Project management experience</li> </ul>
<b>TECHNICAL SKILLS:</b>	<ul style="list-style-type: none"> <li>• Advanced Console Gateway</li> <li>• Advanced computer literacy</li> <li>• Ability to use Microsoft Office including Word, Excel, Access and PowerPoint</li> <li>• Intermediate understanding of the Internet</li> <li>• Detailed Understanding of Accounting &amp; Trust Accounting Principles</li> <li>• Budget and key performance analysis</li> <li>• Business planning and auditing.</li> <li>• Effective verbal &amp; listening communication skills</li> <li>• Intermediate Customer Service Skills</li> <li>• High Level numeracy &amp; literacy</li> <li>• Advanced written skills</li> <li>• Stress management skills</li> <li>• Time management skills</li> <li>• Analytical &amp; problem solving skills</li> <li>• Performance management appraisals &amp; implementation</li> <li>• Systems training</li> <li>• Ability to develop and implement cohesive strategies and frameworks</li> <li>• Advanced project management skills</li> <li>• Exposure to online banking software – NAB Online</li> </ul>
<b>LEGISLATIVE KNOWLEDGE:</b>	<p><i>(The employee is expected to have a general understanding of the following acts and guidelines, and be able to source information from the relevant acts that are relevant to the day to day running of the real estate business)</i></p> <ul style="list-style-type: none"> <li>• Estate Agents Act (General, Accounts &amp; Audit) Regs. 2008</li> <li>• Estate Agents Act 1980</li> <li>• Residential Tenancies Act 1999</li> <li>• Sale of Land Act 1962</li> <li>• Sale of Land Amendments Regulations 2008</li> <li>• Human Resources Legislation</li> <li>• A Guide to Real Estate Trust Accounting by the Estate Agents Council</li> <li>• Anti-Discrimination Act</li> <li>• Privacy Act &amp; Privacy Guidelines</li> <li>• Trade Practices and Fair Trading Acts</li> <li>• Map Real Estate PL policies &amp; procedures</li> <li>• <i>The employee will be encouraged to attend training to strengthen their understanding of key legislation governing the real estate sector.</i></li> <li>• <i>Direct reports will be instructed to speak with the Compliance Manager for guidance when confronted with an issue relating to, or making a decision that is impacted directly by a piece of legislation.</i></li> </ul>

<b>BEHAVIOURAL PROFILE:</b>	<ul style="list-style-type: none"> <li>• Maintain a well groomed and business like appearance at all times whilst in the office and representing the company outside of the office</li> <li>• Respectful of the Company's Policies &amp; Procedures</li> <li>• Integrity and self management</li> <li>• Respect for others and team player</li> <li>• Advanced communication skills</li> <li>• Advanced organizational skills</li> <li>• Displays strong leadership qualities</li> <li>• High level accountability</li> <li>• Energetic, enthusiastic and innovative</li> <li>• Strong problem solving and decision making skills</li> <li>• Respect confidentiality</li> <li>• Astute judgement</li> <li>• Ability to demonstrate &amp; take initiative</li> <li>• Inspire Confidence and credibility</li> <li>• Analytical and lateral thinking skills</li> <li>• High level compliance, especially with proscribed documents</li> <li>• Excellent interpersonal, negotiation and persuasion skills</li> <li>• Ability to handle &amp; resolve conflict</li> <li>• Enthusiasm for training &amp; personal development</li> <li>• Demonstrate sound work ethics</li> <li>• Inspire confidence and credibility</li> <li>• Be flexible</li> <li>• Proactive, Punctual and reliable</li> <li>• Polite, helpful and responsive</li> <li>• Be honest, trustworthy, ethical and display strong moral values in accordance with the industry and company standards</li> <li>• Strong problem solving and decision making skills</li> <li>• Ability to listen to instructions and execute with a high level of attention to detail</li> <li>• Ability to meet deadlines</li> <li>• Ability to multi task &amp; prioritize</li> <li>• Remaining calm &amp; professional, even whilst under pressure</li> </ul>
<b>POSITION OBJECTIVE:</b> <i>Compliance Manager - PM</i>	<ul style="list-style-type: none"> <li>• MAP Real Estate aims to provide competitive services in the real estate market, selling and managing residential property. The organisation is continually seeking to enhance its reputation among both the public and members of the industry for honesty, integrity and competence as real estate practitioners.</li> <li>• Supporting a team of professionals, the individual will be required to demonstrate initiative and work as an enthusiastic team member in accordance with the organisations office policies and procedures, keeping in mind the overall business objectives</li> </ul>

**POSITION OBJECTIVE: (Cont:)**  
**Compliance Manager - PM**

- The principle objective of the position is to develop, implement and maintain the systems and procedures into the Property Management division that will enable the delivery of Industry Best Practice service levels, in accordance with the company “Level of Service Agreement” that is provided to all landlords
- This position is the main conduit between the Property Management division and the company Director for the day to day operation of the running of the Property Management division
- The Compliance Manager’s role is not linked to specific income production; however the effectiveness of the way in which the role is discharged will have a direct bearing on the financial performance of the PM division, including, vacancy rates, new business, landlord retention, staff retention, organic growth and business efficiencies
- The Compliance Manager is to embrace the business culture, policies & procedures, business model, branding & marketing, systems and procedures
- In the absence of the company Director, the Compliance Manager is the most senior staff member within the PM Division
- Responsible for the overall management of personnel, strategies, systems & processes connected to the Company’s leasing division
- Responsible for the overall management of the following areas duties that are linked to the PM Division:
  - *Recruitment & management of Personnel*
  - *Staff Development & Training*
  - *Staff Induction, Staff files, Contracts and employment*
  - *Manage the staff leave*
  - *Oversee the reception staff*
  - *Oversee the “file management” for Leasing*
  - *Oversee & manage the administration of the property management department*
  - *Budgets & Financial reporting*
  - *Business Compliance & Auditing Functions*
  - *Management of Database – Console*
  - *Development of, and implementation of Company’s - Policies & Procedures*
  - *Manage relationships with company suppliers & service providers*
  - *Management of the offsite archive files system*
- To align the property management division and its sub-functions towards the Company’s core business and financial objectives and targets and promote business efficiency, profitability and best practise standards.

<p><b>POSITION OBJECTIVE: (Cont:)</b> <b>Compliance Manager - PM</b></p>	<ul style="list-style-type: none"> <li>• To implement, periodically audit and report on key divisional strategies relating to risk management, legislative compliance, database management, file management, internal documentation (policies, procedures, templates &amp; forms) and customer management strategy</li> </ul>
<p><b>POSITION OBJECTIVE:</b> <b>Property Management</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the overall management of personnel, strategies, systems &amp; processes connected to the Company's property management division.</li> <li>• To align the property management division towards the Company's core business and financial objectives and targets and promote business efficiency and profitability.</li> <li>• To implement, periodically audit and report on key divisional strategies relating to risk management, legislative compliance, database management, file &amp; key management, internal documentation (policies, procedures, templates &amp; forms) and customer management strategy.</li> <li>• Ensure that full synchronization exists between the core functions within the property management division.</li> <li>• Responsible for the professional development of all direct reports through operational leadership, imparting technical knowledge, mentoring, identifying skill gaps and training needs.</li> <li>• Oversee the full management of the furnished &amp; unfurnished portfolios, with the senior property managers, to ensure that key benchmarks and indicators are being met each month</li> </ul>
<p><b>POSITION OBJECTIVE:</b> <b>Financial / Reporting</b></p>	<ul style="list-style-type: none"> <li>• The Compliance Manager is required to have an understanding of the landlord disbursement process, so that they can assist with this in the absence of the Trust Accountant for illness, holidays etc.</li> <li>• To align the property management and accounts division and its sub-functions towards the Company's core business and financial objectives and targets and promote business efficiency , profitability and best practise standards.</li> <li>• Establish and implement a Financial reporting system, including the establishment of budgets, vacancy, leasing, new business, management fee income, sundry income</li> <li>• Provide Report monthly as to performance against the budget, with detailed comments, suggestions and strategies to ensure that budgets are met</li> </ul>

<p><b>POSITION OBJECTIVE: (Cont:)</b> <b><i>Financial / Reporting</i></b></p>	<ul style="list-style-type: none"> <li>• Review the existing portfolio to investigate options for increased revenue opportunities, including the introduction of new services &amp; products</li> <li>• Audit &amp; provide monthly commission entitlements from the property management team, in accordance with the “Portfolio Manager of the Month report”, Console and verified against the QuickBooks account of the months activity.</li> </ul>
<p><b>POSITION OBJECTIVE:</b> <b><i>Human Resources / Personnel</i></b></p>	<ul style="list-style-type: none"> <li>• Responsible for the “day to day” operational management of personnel, strategies, systems &amp; processes connected to the Company’s Property Management division and its incorporated sub-functions.</li> <li>• To work directly with the company Director on the long term management of personnel, training, strategies, systems &amp; processes connected to the Property Management division.</li> <li>• Responsible for the professional development of all direct reports through operational leadership, imparting technical knowledge, mentoring, identifying skills gaps and training needs.</li> <li>• Implement training programs in consultation with Directors and other senior managers.</li> <li>• The Compliance Manager is required to champion and role model the Company’s values and behaviours, and to ensure staff within the division, demonstrate good team work and behave in accordance to these values.</li> </ul>
<p><b>KEY DUTIES:</b> <b><i>Staff Management:</i></b></p>	<ul style="list-style-type: none"> <li>• At an operational level, administer staff performance management strategy, establish and drive tailored marketing strategies that will promote organic rent roll growth.</li> <li>• Provide strong leadership and management to all staff, ensuring effective development of staff capabilities.</li> <li>• Administer the company’s performance management strategy and ensure that all direct reports are aware of goals, targets, expectations, deliverables, values and behaviours.</li> <li>• Ensure that each direct report understand their responsibilities in terms of Equal Opportunity and OH&amp;S obligations.</li> <li>• Supervise staff to ensure that the company is able to fulfil its required service standards.</li> <li>• Manage the 90 day action plan meetings that are scheduled with each staff member.</li> </ul>

<p><b>KEY DUTIES:</b> <i>(Cont:)</i> <b>Staff Management:</b></p>	<ul style="list-style-type: none"> <li>• Conduct weekly performance management meetings with each staff member (on a one to one basis) to monitor key performance indicators. (Roll Gauge)</li> <li>• Conduct weekly meetings with Senior Property Managers reports focused on reinforcing divisional strategies and processes.</li> <li>• Conduct performance review with each new staff member at the conclusion of the 90 day probation period to ensure that the performance is in line with the position description. This is done with the Company Director.</li> <li>• Conduct annual performance appraisals with all direct reports to ensure that their performance is in line with the position description</li> <li>• Work with staff that have displayed areas of concern as a result of the performance review. Adopt and implement further training programs with the staff member specific to the areas of concern.</li> <li>• Administer salary reviews, staff inductions, termination and exit interviews in consultation with Company Director.</li> <li>• Implement &amp; monitor a Staff Annual Leave scheduler for the Property Management, to ensure that there are adequate staff numbers to conduct the day to day operation of the portfolios</li> <li>• Implement training programs in consultation with Directors &amp; department managers</li> <li>• Schedule and attend Monthly Management meetings with the Director to report on the business financials, budgets, indicators, staff performance, training,</li> <li>• Schedule and attend the staff monthly meetings. General staff meeting where commissions are paid</li> <li>• Responsible for the staff roster to ensure that there are enough staff present each day to enable the business function. This includes PM &amp; Reception</li> <li>• Liaise with staff agencies / temporary staff if &amp; when required to cover illness, holidays, external training / school and staff shortages</li> </ul>
<p><b>KEY DUTIES:</b> <b>Property Management:</b></p>	<ul style="list-style-type: none"> <li>• The Compliance Manager is required to personally check and sign off on every new property management file to ensure that the agreed documentation is both present and in completed in accordance with the company standards</li> <li>• Implement and administer the system whereby the Property Summary forms are completed for every new property, and stored on Console</li> </ul>

**KEY DUTIES: (Cont:)*****Property Management:***

- Audit the existing portfolio and work through a strategy to regularly complete the Property Summary forms
- Audit the existing portfolio owners, property and tenants files to ensure that the information / documentation that is contained is in accordance with the Company's File Management standards
- Oversee, Maintain and train staff as to the standard of the internet advertisements, to ensure that the properties are represented appropriately with quality photography, accurate copy, and pricing that is appropriate to the market
- Schedule & attend weekly property management team meetings focused on reinforcing divisional strategies and processes. – Minutes to be taken and distributed
- Meet with the Portfolio Managers (individually) weekly to work through the Roll Gauge reports, benchmarks, and indicators
- Plan and manage tasks, with the property managers to ensure that the Roll Gauge measurements are implemented within the scheduled timeframes, including rent reviews, vacates, bond refunds & routine inspections
- When required assist the portfolio managers with direct property management issues, VCAT, compliance, reference to the legislation, tenancy disputes
- Fully responsible for setting up tenants, landlords, creditors in Console in accordance with the minimum Company standards
- Approving the Senior Property Managers monthly reports, including random files audits, verifying expenses are recovered such as advertising, landlord expenses, letting fees, sundries and then approving the commission entitlements
- Responsible to perform periodic audit checks on property management files in accordance with the Company's risk management policy
- Periodically review the Bond reports with the RTBA to ensure that the bonds noted are in still current
- Oversee and manage the "Open For Inspection" timetable and periodically attend OFI's (without notice) to ensure that they are being adhered to in accordance with the Company's Policy
- Implement training session of the OFI policy for new staff, or those found not to be adhering to the policy

<p><b>KEY DUTIES:</b> <i>(Cont:)</i> <b>Property Management:</b></p>	<ul style="list-style-type: none"> <li>• Oversee the property maintenance to ensure that process is adhered to: Work Orders, Tasks in Console, Quotes, Invoices, Proof of work Completed, Invoices, Creditor Invoices processed, Creditor Payments</li> <li>• Ensure that Proscribed Documents are completed in accordance with the Company standards, including Leasing Authorities, Lease Documents, Bonds, Tenant Transfers, etc</li> <li>• Oversee the routine inspection schedules with the Senior Property managers to ensure that routine inspections are carried out in accordance with the Level of Service Agreement provided to all landlords</li> <li>• Ensure that the Routine Inspections are carried in accordance with the Company's minimum standards, and that the reports are provided to the landlord with 7 days (Maximum) after the report was carried out</li> <li>• Oversee the portfolio; act as a back-up property manager when staff are on short term leave. If the property manager is away for an extended time, then the Compliance Manager is required to coordinate with other staff to cover the portfolio, or arrange for a temp</li> </ul>
<p><b>KEY DUTIES:</b> <b>MAP Policies &amp; Procedures:</b></p>	<ul style="list-style-type: none"> <li>• Assist with the Development and implementation of Company policies &amp; procedures, with particular attention to, but not limited to the Property Management Division</li> <li>• To review existing procedures and policies, evaluate and either adopt or implement new procedures &amp; polices in consultation with the Directors and senior managers</li> <li>• Ensure that existing and especially new staff are made aware of the policies and procedures, and their obligations to adhere to them</li> </ul>
<p><b>KEY DUTIES:</b> <b>Customer Service:</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the training and implementation of existing &amp; new staff, to ensure that the Company's service levels are maintained to the highest</li> <li>• Manage landlord, tenant, supplier communication when required</li> <li>• Develop a profile within the business that informs landlords, tenants, suppliers and other business contacts that you are the first point of call general customer complaints &amp; queries</li> <li>• Work with the marketing team to ensure that branding, marketing, brochures, boards, etc are of the highest level at all times, and that they are in accordance with the Company's standards</li> </ul>

<b>KEY DUTIES: (Cont:)</b> <b>Customer Service:</b>	<ul style="list-style-type: none"> <li>• Develop &amp; implement customers loyalty programs / initiatives to cross promote the other business areas to anyone that has an interaction with the PM division – this includes inquiries, OFI attendance, Call in's etc</li> </ul>
<b>KEY DUTIES:</b> <b>Staff Recruitment &amp; Training:</b>	<ul style="list-style-type: none"> <li>• Manage all advertisements, for property management &amp; reception staff. Write the ads, primary contact, vet applicants and book interviews</li> <li>• Conduct all first round interviews, and then if suitable, arrange for second round interviews with Company Director.</li> <li>• Prepare position descriptions (Schedule of Duties)</li> <li>• Work with each new property management &amp; reception staff member (buddy system) directly for at least the first 2 weeks, to ensure that they fully understand the role, the company history, the company philosophies, the policies &amp; procedures, the company standards etc</li> </ul>
<b>KEY DUTIES:</b> <b>Reporting / Indicators:</b>	<ul style="list-style-type: none"> <li>• Prepare weekly property management indicators compared to budget (for property management meeting)</li> <li>• Prepare weekly information relevant to property management meetings.</li> <li>• Update budgets to reflect actual monthly financial results versus logged estimates for monthly management meetings.</li> <li>• Attend monthly management meetings (financial division) and record minutes.</li> <li>• To monitor the key performance indicators and gauges of the division and ensure that budgetary targets are met.</li> <li>• Update budgets to reflect actual monthly financial results.</li> <li>• Prepare &amp; deliver monthly operational report direct to Company director</li> </ul>
<b>KEY DUTIES:</b> <b>Special Projects / Admin:</b>	<ul style="list-style-type: none"> <li>• Audit &amp; implement procedure to catalogue &amp; streamline information stored on Computer Servers i.e. digital images, scanned documents, standard letters etc</li> <li>• Oversee the production of a policy &amp; procedures manual for the Property Management division.</li> <li>• Audit Company creditor list with focus on auditing public liability Insurance, OH&amp;S compliance, ABN &amp; GST compliance</li> <li>• Establish creditor &amp; supplier register &amp; files and manage key data</li> </ul>

<p><b>KEY DUTIES:</b> <i>(Cont:)</i> <b>Special Projects / Admin:</b></p>	<ul style="list-style-type: none"> <li>• The development of a creditor / supplier introduction manual – this is for all new tradespeople, outlining our minimum standards, insurance requirements, billing process, customers service standards etc</li> </ul>
<p><b>KEY DUTIES:</b> <b>Business Development:</b></p>	<ul style="list-style-type: none"> <li>• Oversee the business development strategies to ensure the smooth transition of new properties brought onto the rent roll, are in accordance with the company’s objectives and standards – especially with regards to fees</li> <li>• Establish and drive tailored marketing strategies that will promote organic rent roll growth</li> <li>• Develop strategies &amp; encourage the staff to prospect for new rental management listings and conduct rental appraisals as per targets set by management</li> <li>• Ensure that high level synchronization exists between Company sales and rental divisions</li> <li>• Maintain &amp; build client relationships with referral agents, developers and relocation agents</li> <li>• Ensure that prospective customers are entered into the Company’s database in accordance with its database management strategy</li> <li>• Ensure that agency marketing material and collateral is consistent with the Company’s standards, with every piece that leaves the property management division. This also relates to internal documents</li> <li>• Ensure that prospective customers from OFI’s, Internet Inquiries, and Office phone in are entered into the Company’s database in accordance with its database management strategy.</li> <li>• Foster and develop relationships with both landlords and tenants to promote value added business opportunities such as landlord &amp; tenant insurance, utility companies and rent payment systems</li> <li>• Work through past landlords, tenants, vendors to look for ways to cross promote the business, including property management, but also the other core divisions</li> </ul>
<p><b>KEY OUTCOMES:</b> <i>(The employee’s performance will be measured against these indicators)</i></p>	<ul style="list-style-type: none"> <li>• Effectively manage and lead the Company’s property management division. Reform the division through the establishment of frameworks, strategies and guidelines</li> <li>• Plan, in consultation with the Company Director, for the continued management and improvement of the division against organisational objectives</li> </ul>

<p><b>KEY OUTCOMES:</b> <i>(Cont:)</i></p>	<ul style="list-style-type: none"> <li>• Ability to demonstrate initiative</li> <li>• Ability to meet task deadlines</li> <li>• Quality of technical work</li> <li>• Ability to absorb technical knowledge and apply process.</li> <li>• Level of legislative compliance</li>   <li>• Ability to demonstrate a good understanding of the business environment and the impact that their behaviour has on the reputation of the company</li> <li>• The ability to create a positive, everlasting impression with the most professional, courteous and expedient manner and to continually strive for superior client service</li> <li>• The number of both private and publicly advertised inspections that have been undertaken</li> <li>• The quality, accuracy &amp; effectiveness of the internet listings</li> <li>• The ability to convert vacant properties into leased properties within the company’s accepted vacancy period</li> <li>• The ability to achieve rental amounts at or above a market benchmark at least 90% of the time</li> <li>• The number of vacant properties converted each month</li> <li>• The quality and accuracy of the documentation required to successfully lease a property, including advertising, lease documents, internal office documentation and condition reports</li> <li>• The accuracy of the reports that are presented to the Director at the monthly Management Meetings</li> <li>• The ability to assist the company trust accounts manager for leave periods</li> <li>• The level of compliance of the leasing, tenant, owner files according to the Company’s minimum standards</li> <li>• The level at which the staff adhere to company policies &amp; procedures</li> <li>• The level of compliance to the Key Performance Indicators of the Property Management Team (Roll Gauge)</li> <li>• The level of compliance when setting up and for data entry relating to all new rental managements and appraisal listings in Console according to the Company’s minimum standards</li> </ul>
<p><b>CUSTOMER MANAGEMENT STANDARDS:</b></p>	<ul style="list-style-type: none"> <li>• Comply with all facets of the Company’s customer management strategy and continue to promote excellent customer service standards.</li> </ul>

<b>CUSTOMER MANAGEMENT STANDARDS:</b> <i>(Cont:)</i>	<ul style="list-style-type: none"> <li>• Contribute to a customer service culture that anticipates customers needs and provides professional solutions.</li> <li>• Maximise returns and mitigate losses for landlords.</li> <li>• Always discharge duty of care obligations to both landlords and tenants in accordance with governing legislation and common law</li> </ul>
<b>TECHNICAL &amp; PROFESSIONAL KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>• Regularly review rental property prices and market trends within all applicable geographic locations to ensure that any representations made to landlords and tenants are accurate, current and substantiated by market evidence.</li> <li>• Maintain and improve business and property management techniques by reviewing property journals and other relevant literature, attending seminars and conferences.</li> <li>• The employee will become an individual member of the Real Estate Institute of Victoria and attend training to promote his own personal and professional development.</li> <li>• Work closely with colleagues to ensure standardisation and application to Company policies and procedures especially in the area of database management.</li> </ul>
<b>ENVIRONMENTAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• The property management division can become quite busy, with certain months of the year much busier for leasing than other months. The Leasing Consultant may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of staff members, tenants, landlords, customers, and the general public. The Leasing Consultant may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.</li> </ul>
<b>STAFF DEVELOPMENT:</b>	<ul style="list-style-type: none"> <li>• Participate in key performance indicator review processes to establish areas of improvement</li> <li>• Participate in the staff “90 day Action Plan Meetings” directly with the Principal</li> <li>• It is encouraged for the employee to become an individual member of the Real Estate Institute of Victoria and attend training to promote their own personal and professional development</li> </ul>

## MAP Real Estate and our Core Values

MAP Real Estate is more than just a typical Real Estate Agency. MAP is an independent, boutique, dynamic and energetic agency with our team members focussed on providing a full range of real estate related services to our clients, in a structured, professional and systems focussed manner, to ensure that all of our clients achieve the best possible outcome for their property needs.

Our centrally located office in Swan Street Richmond allows us to fully service our niche market within a 15km radius of the Melbourne CBD. MAP offers a comprehensive service to all of our clients, which includes landlords, tenants, vendors & developers in the following areas:

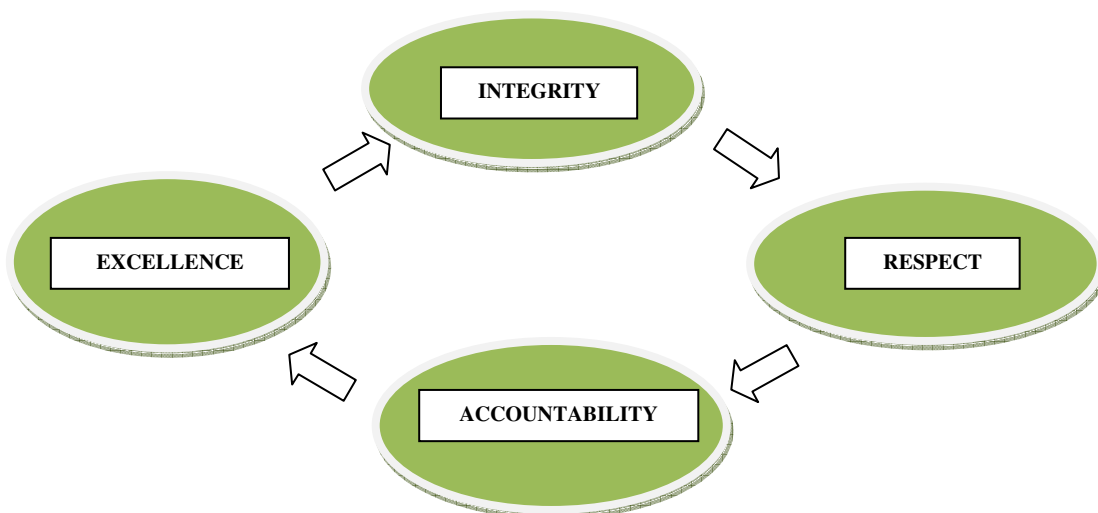
- |  |                                       |   |
|--|---------------------------------------|---|
| <b>* Sales &amp; Project Marketing</b> | <b>* Property Management</b>          | <b>* Portfolio Management</b>           |
| * Project Marketing                    | * Asset Management - fully furnished  | * Investment Strategy & Implementation  |
| * Development Feasibility              | * Asset Management - unfurnished      | * Finance Broker                        |
| * Residential Sales – Private Sales    | * Asset Management - commercial       | * Investment Property Portfolio Reviews |
| * Residential Sales – Auction          | * Corporate & Executive Leasing       |   |
| * Buyers Advocacy                      | * Interior Design & Furniture Fit-out |   |
| * Representation at Auction            |                                       |   |

The team at MAP have been working with property investors and property owners for almost 10 years, to assist them maximise the return on their investment. We also manage one of the Melbourne's largest portfolios of furnished properties. Whether we are involved in managing or selling property we take the responsibility very seriously to ensure such an important asset is managed in a way that meets our clients' needs in a very professional manner.

We pride ourselves that we have the knowledge, skills and personal qualities of honesty, integrity and commitment to ensure we provide the consistent and exceptional level of professional service.

MAP's growth over the years is reflective of our impressive results, leading to more clients trusting us to take on the important responsibility to sell or manage their important property asset.

The MAP Real Estate culture is underpinned by the values of integrity, Respect, Accountability and Excellence



<b>INTEGRITY:</b>	<ul style="list-style-type: none"> <li>• To be true to your word and to act honestly at all times. To follow through on your commitments and to promote the best interests of the Company, its staff and its customers at all times</li> <li>• To engage in responsible communication and maintain a professional context at all times</li> <li>• Not to engage in “gossip” or “irresponsible communication” that discredits or ridicules others</li> <li>• Never compromise your integrity or ethics</li> <li>• Accept that people you work with have strengths and weaknesses – harness their strengths and help them to work on their weaknesses</li> </ul>
<b>RESPECT:</b>	<ul style="list-style-type: none"> <li>• To consistently demonstrate a high level of respect for the ideas, contribution, values and time of others</li> <li>• To respect and abide by the policies, systems and processes of the Company</li> <li>• To aim to help others show respect when speaking to others, or when speaking about others</li> </ul>
<b>ACCOUNTABILITY:</b>	<ul style="list-style-type: none"> <li>• Fully accept personal responsibility for your own decisions and actions</li> <li>• Challenge unethical actions in others and hold individual and team accountable for achieving goals and objectives</li> <li>• Address poor performance issues directly in a timely manner</li> <li>• Report both success and failures in an open and timely manner to management</li> </ul>
<b>EXCELLENCE:</b>	<ul style="list-style-type: none"> <li>• Aim to set high standards in everything that you do. Be proud of your achievements and those in your team</li> <li>• Inspire those around you to reach their full potential</li> <li>• Set the bar high in terms of goals and targets</li> </ul>