



Signature Haven Collective: Property Owner Information

OUR COMMITMENT

Signature Haven Collective offers a premium alternative to traditional property management. We specialize in curating exceptional short-term experiences by leasing high-quality homes and managing them with meticulous care. Our core commitment is to deliver a hands-off, stable income stream for property owners while ensuring your asset is maintained to the highest possible standard.

ABN: 37 454 817 600

THE SIGNATURE HAVEN MODEL

Our business model is designed to provide you with the security of a long-term rental, paired with the professional maintenance typically associated with luxury hospitality.

- **Secure Tenancy:** We enter into a standard 12-month residential lease agreement directly with you.
- **Guaranteed Consistency:** You receive your rent in full, on schedule, every fortnight—regardless of occupancy fluctuations. Your income is stable and predictable, insulating you from the viability often associated with short-term bookings.
- **The Difference:** The primary distinction is our mandate to professionally manage and list the property on premier short-term rental platforms. We handle all guest communication, check-ins, and ongoing property care.

MAINTENANCE & PROPERTY CARE

We operate under the philosophy that your property should be returned to you in better condition than when we first leased it. Unlike long-term tenancies, where property condition can deteriorate over time, our model requires constant vigilance to meet guest expectations.

Hospitality-Grade Hygiene: To maintain our premium positioning, your property undergoes professional cleaning services after every checkout.

Proactive Preservation: We perform regular, documented deep cleans and preventative maintenance to ensure the property remains in pristine condition, preserving the long-term value of your asset.

COMPLIANCE, LIABILITY, AND PEACE OF MIND

We operate with full transparency and strict adherence to Queensland legislation. We believe that clarity is the foundation of trust.

- **Contractual Responsibility:** The lease is held in the directors' personal names, ensuring a clear, accountable legal relationship with you.
- **Regulatory Alignment:** We take full responsibility for ensuring compliance with Gold Coast City Council zoning and relevant Queensland short-term accommodation regulations.
- **Liability Management:** All liabilities relating to the short-term operation of the property rest with us. We ensure that all operations are conducted in accordance with the Residential Tenancies and Rooming Accommodation Act 2008, including obtaining all necessary consents for subletting.

ASSET PROTECTION

We utilize a multi-layered approach to protect your property investment:

- **Guest Vetting:** Every booking is filtered through rigorous verification systems, ensuring only highly-rated, professional guests are permitted to stay.
- **Occupancy Profile:** Unlike long-term tenants who may occupy a home 100% of the time, our guests predominantly tourists who spend the majority of their day exploring the region, resulting in lower structural wear and tear.
- **Comprehensive Coverage:** In the rare event of an incident, we utilize industry-standard host protection programs, which provide coverage for property and furnishing damage. As the primary leaseholder, we manage the claims process entirely; the burden of damage management never falls on you.

PROFESSIONAL ASSURANCE

We are guided by the expertise of LiveLux, a respected Australian operator with an extensive portfolio of short-term properties. We are committed to maintaining these same high standards of excellence.

For questions regarding our operational standards or professional history, please reach out to our advisory contact:

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