

## **YOUNG MEMBER DIRECTOR CANDIDATE INFORMATION**

**BURRETT**, Daniel

**CARLILE**, Jacob

**CHRISTENSEN**, Sam

**ELFORD**, Natasha

**JONES**, Lauren

**PERRY**, Jarrod

**SOLANO**, Maddyson

**WINKLER**, Rhiannon

**REIQ 2024 ELECTION**

## BURRETT, DANIEL

### Question 1: What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?

1. **Digital Transformation:** Encouraging the adoption of digital strategies and technology to improve both industry and customer experiences. I believe leveraging digital tools can streamline operations, reduce repetitive tasks, enhance customer engagement, and position the industry to better adapt to future challenges.
2. **Burnout and Mental Health:** Addressing burnout and mental health concerns across the industry, particularly among property managers, which leads to skilled shortages. I advocate for initiatives that foster a supportive workplace culture, provide mental health resources and implement flexible working arrangements to retain talent and improve team well-being.
3. **Continued Professional Development:** Supporting the recently legislated requirements for ongoing professional development to encourage a lift in standards to individual practitioners and thus enhance public perception and trust in our industry. By promoting high standards of service and ensuring professionals are up-to-date with ongoing legislative changes, we can foster a culture of continuous learning and professionalism. This can be achieved with REIQ membership for offices and professionals alike.

### Question 2: Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.

I entered the real estate industry in January 2010 with RE/MAX Success, Toowoomba, where I am now a business owner. During my career, I have been heavily exposed to both Sales & Property Management. Since becoming the local chairperson for the REIQ Darling Downs Zone in 2021, I have been actively involved in leading regional initiatives and collaborating with industry professionals. Under my leadership, our office was recognised as the Regional Residential Agency of the Year for commission and transactions by the REIQ in 2021, 2022, and 2023. I was also a finalist for the Regional Salesperson of the Year in 2020 before refocusing on our business management and leadership.

### Question 3. Describe your academic and professional qualifications.

I am enrolled in a Director course with the Australian Institute of Company Directors, commencing in Brisbane on 13<sup>th</sup> November, to strengthen my governance skills, as I intend to apply for the Board of Trustees at Toowoomba Grammar School. Additionally, I have been accepted to begin a Masters of Business Administration (MBA) at the University of Queensland in Semester 1, 2025. These experiences will provide a solid foundation in strategic decision-making and

leadership, which I believe are critical for contributing effectively to the REIQ Board.

### Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.

As President of the Toowoomba Grammar Old Boys Association in 2018, 2019, 2020 and 2024, we manage a portfolio of \$2.45 million and spearheaded key events that promoted camaraderie between the school, alumni, and the community. I successfully navigated the association through the challenges posed by COVID-19 while also managing my own office, demonstrating resilience, strategic planning, and effective risk management. These experiences have provided me with a strong understanding of governance, financial oversight, and stakeholder engagement.

### Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.

I am committed to bringing fresh perspectives as a young professional under 35, in line with the REIQ constitution. My experience spans across leadership, strategic planning, and industry advocacy, with a particular focus on information communication technology/digital transformation. I believe my proactive approach to fostering innovation and commitment to continuous improvement will serve the REIQ well in achieving its strategic objectives.



## CARLILE, JACOB

### Question 1: What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?

- **Perception and Professionalism:** I aim to elevate the standing of real estate professionals by promoting higher educational standards and ethical practices.
- **Education:** Increasing the industry's educational standards will ensure agents are better equipped to serve clients and adapt to market changes. I would support ongoing professional development.
- **Technology Integration:** Adopting new technologies is key to industry growth. I would promote tech-driven innovation to enhance efficiency and client experiences.

### Question 2: Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.

I serve as a Director of Hot Property in Toowoomba, managing over 1,000 properties and having sold more than \$3 billion in property. Over the last four years, we've acquired three businesses, which saw Hot Property recognised as one of Australia's fastest growing businesses by the AFR Fast Starters in 2022 and named Best Professional Services Business (11+ employees) by the Toowoomba Chamber of Commerce in 2023.

While I haven't yet worked with the REIQ, I've served on the Future Leaders Advisory Group with the Toowoomba Chamber of Commerce, advocating and running events for young professionals in the region. I'm eager to bring this experience and my leadership in the real estate industry to the REIQ as a Director.

### Question 3. Describe your academic and professional qualifications.

I hold a Bachelor of Commerce (Accounting and Finance) from the University of Southern Queensland and am a licensed real estate agent having completed my Cert IV in Property Services.

### Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.

I currently serve as a Director for two businesses: Hot Property, where we manage over 1,000 properties with 23 employees, and Archer Maintenance, our property maintenance and cleaning business. In these roles, I oversee strategic planning, financial management, and risk mitigation, ensuring smooth operations and growth.

Additionally, my experience on the Future Leaders Advisory Group with the Toowoomba Chamber of Commerce has given me valuable insights into governance, advocacy, and stakeholder representation, which would further assist me in the role of an REIQ Director.

### Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.

As a dedicated real estate professional, I am committed to advancing the industry and enhancing its reputation within the broader community. In my leadership roles in our businesses, I have successfully managed complex operations, driven business growth, and built strong client relationships.

My vision for the future of the industry is to elevate the standing of real estate professionals, ensuring they are seen as trusted advisors. I believe this can be achieved through stronger educational standards, ethical accountability, and a commitment to continuous professional development. I look forward to contributing my business acumen, strategic leadership, and passion for the industry to the REIQ as a Director.



## CHRISTENSEN, SAM

### **Question 1: What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

Having spent many years within both the commercial and residential property management sectors my focus as a Director of the REIQ would be on promotion, support and representation of issues that matter to professionals working in that space. Key issues of importance for me include:

- Acting as a voice for management professionals so that board conversations are informed by the experiences of a broader church rather than just the dominant voices in the space;
- Ensuring that commercial, industrial and retail property matters including training (particularly with imminent CPD requirements, advocacy and networking are a focus for the REIQ and that agents in those sectors feel supported with tailored solutions to meet their needs.
- Supporting early career professionals in their journey with the REIQ and the broader industry.

### **Question 2: Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

I am Co-owner & Director of Trident Property Advisory (formerly Chesterton International and have been with the firm since 2018. My position sees me primarily heading up the Asset Management division with a portfolio of ~100,000sqm across office, retail, medical and industrial. We focus on complex multi-tenant sites from high-rise CBD office to sub-regional shopping centres & everything in between and have a portfolio that stretches from the Gold Coast to Cairns. Prior to moving into the commercial space, I was a residential Property Management Team Leader with Coronis Group overseeing a portfolio of ~550 managements across south-east QLD. I pride myself on the broad exposure that my career has offered from the foundations of residential management right the way up to genuine commercial asset management including project development, leasing and strategic advisory. I have been involved with the REIQ for a number of years and currently sit on the REIQ Commercial & Industrial Chapter Committee. In 2023 I was also awarded Commercial Property Manager of the Year at the REIQ Awards for Excellence.

### **Question 3. Describe your academic and professional qualifications.**

Beyond holding a Full Real Estate Licence, I have a Graduate Certificate in Property from Deakin University, a Graduate Certificate in Applied Finance from KAPLAN and a Diploma of Marketing from Open Colleges Australia. I am currently completing my Masters in Applied Finance and prior to commencing in property had experience in the Marketing space working primarily in brand, social and PR co-ordination.

### **Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

I am currently a company Director of Trident Property Advisory and sit on our board so have broad experience in that area. More generally, I sat on the QLD State committee of the Australian Property Institute from 2022-2023 and prior to that was on the QLD Young Property Professionals Committee for 3 years including holding the position of Deputy Chair. As a part of these roles, I have gained exposure & experience across corporate governance, risk management and advocacy that directly translate to the REIQ board position. My qualifications in applied finance and experience/partial ownership of our AFSL holding sister business Trident Funds Management also mean that I am adept at understanding and interpreting financial statements, budgets and balance sheets which is invaluable with these types of roles. Outside of my professional career I also have sat on Body Corporates with similar (albeit more limited) accountability including holding Treasurer & Chairperson positions on 80+ unit complexes.

### **Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

Ultimately, I am excited at the opportunity to represent three groups that at times are under-represented in the broader mix of the REIQ; young members, property managers and commercial agents. We are a broad church of voices as members of the REIQ and I think the value that a diverse board offers our institute cannot be overstated to members. Moreover, my exposure to adjacent industries such as development and funds management along with our businesses strong presence in the regions offers further perspective in the decision making for the board that I believe is invaluable. As a business owner with a lot of close friends and peers in both the residential and commercial space I believe I can truly cross that divide and value add for all members as a representative on the board.





## ELFORD, NATASHA

### **Question 1. What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

As a Director, I would advocate for fair and balanced legislation that protects property owners, tenants sellers, and buyers, ensuring that any legislative changes are practical and do not place undue burdens on real estate professionals. Supporting continuous professional development, I would emphasise the importance of education for all real estate professionals, particularly by incorporating buyers agent studies into training programs to elevate the role and value of buyers advocacy. Additionally, I would champion sustainability and innovation within the industry, promoting energy efficient practices and the adoption of digital tools to enhance both property management and client experiences.

### **Question 2. Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

I have two years of experience in real estate, specialising in property management and buyers advocacy. I own a buyer's agency independently in Townsville and manage property management services. We are Far North Queensland buying and managing assets. While my contributions to the REIQ are still developing, I uphold its standards of professionalism and ethics in my work, striving to align my practices with the best in the industry. I am part of the REIQ as Practising member.

### **Question 3. Describe your academic and professional qualifications.**

I am a veteran with a background in the military, which has instilled in me a strong work ethic and discipline. My academic background in real estate, combined with professional qualifications in property management and buyers advocacy, provides a solid foundation for my career. I have completed studies focussed on these areas, equipping me with the expertise needed to navigate the real estate market effectively. Professionally, I own and operate a buyer's agency in Townsville, specialising in buying and managing assets. My ongoing professional development ensures I stay current with industry trends, delivering informed strategies for maximising property investments.

- 6 years in the Army, managing troops etc

- PIPA member.

### **Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

As the owner and director of a buyer's agency in Townsville, I have gained valuable experience in managing a real estate business, including overseeing financial operations, strategic planning, and regulatory compliance. My military background has provided me with strong leadership and risk management skills, essential for handling major business risks. Additionally, I am heavily involved in the veteran community, advocating for veterans and helping them find affordable rentals at no cost.

### **Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

As a young and driven professional, I offer a fresh perspective to the real estate industry and the role of REIQ Director. My background, rooted in both the military and real estate, equips me with a unique blend of leadership and adaptability. While my experience may not span decades, my deep understanding of change and my commitment to continuous improvement are key strengths.



## JONES, LAUREN

### **Question 1. What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

1. Higher barrier to entry for real estate professionals, especially Buyers Agents.
2. Better disclosure regimes in QLD for buyers.
3. Real estate professionals to have to attend to continuous education to be able to renew their licences.

### **Question 2. Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

I am the founder and director of a Buyers Agency in Brisbane called Lauren Jones Buyers Agency. I have been in the Buyers Agent industry for over 3 years now, including working for companies like Metropole Property Strategists.

Prior to that I was in the finance industry working in the mortgage broking field.

I have not made any contributions as of yet to REIQ – I see this as a great opportunity to do so.

### **Question 3. Describe your academic and professional qualifications.**

- Full Real Estate licence in QLD
- Qualified Property Investment Advisor
- Certificate III in Financial Services
- Partially completed bachelor's degree in Property Economics
- Majority of my education has been self-taught. I am a big consumer of podcasts, books and online property/investing information.

### **Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

I am the director of my own business and have worked with a number of coaches and consultants to understand the duties of a company director.

I am the president of my BNI networking group in Brisbane. Being in this role has given me a lot of experience of people management and politics.

I founded a group of finance, legal & property professionals to hold regular professional development days. In this group we go through things like any new relevant legislation, challenges we are facing in our businesses, sharing about our own industry challenges and wins.

While I have not been on a board of directors before, I am keen to undertake any relevant courses to upskill.

### **Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

I am incredibly invested in the QLD property market and industry and would love the opportunity to drive change with the REIQ. I have successfully transitioned from agent to agency and am looking forward to a new challenge outside of my own personal agency. I have a team of 4 and this will allow me to devote the time to the board of REIQ.

I am not applying for this for recognition, I am applying for this role to be part of the change I want to see in the industry. Being a Buyers Agent, I have seen the industry flooded with a lot of new agents in the last 12-24 months and I feel many of these agents are doing a disservice to the industry. Many don't have experience or are willing to get experience by working with an agency. Some sales agents are also having bad experiences with these buyers agents and I feel they are tarnishing our reputation. I would really like to see a higher barrier of entry to become a buyers agent.



## PERRY, JARROD

**Question 1. What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

1. Attracting youth to consider a career in Real Estate
2. Continuing Professional Development
3. Rental reforms

**Question 2. Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

My career in real estate began in 2015 as a sales associate based in Southeast Brisbane. Over the next two years, I developed my skills as a sales agent. Driven by my entrepreneurial spirit, I launched my own office in 2018 in Hawthorne, QLD. Under my leadership, the agency grew to a team of 12, sold approximately 100 homes per year, and managed around 250 properties. In 2021, I sold the agency to Place Bulimba.

In 2022, I was invited by the CEO of LJ Hooker to franchise its first Atlas office in Brisbane. Since then, we have expanded to a team of over 20, assisted hundreds of buyers and sellers, and transacted more than 250 property sales, with a total sales volume exceeding \$300,000,000. Our state-of-the-art office in Balmoral and our new location in James Street, New Farm, have positioned us as a leading force in the industry. In our first full year with the LJ Hooker network, we were recognised as the network's best growth office and ranked 4<sup>th</sup> in Queensland and Northern New South Wales. My focus has always been on team development, including recruitment, training, personal development, and fostering a positive work environment for both staff and clients.

**Question 3. Describe your academic and professional qualifications.**

Please see a list below of my academic qualifications.

- Certificate IV – Property Services (Real Estate) | REIQ
- Certificate IV Financial Services (Accounting | Chisholm Institute
- Certificate IV – Finance & Mortgage Broking Management | AAMC
- Diploma of Financial Services (Accounting) | Chisholm Institute

- Diploma of Finance & Mortgage Broking Management | FARSTA
- Advanced Diploma of Financial Services (Accounting) | Chisholm Institute
- Advanced Diploma of Business Management | Southbank Institute of Technology
- Commissioner for Declarations – Queensland
- Deakin Prime Tier II accredited
- Member of the MFAA
- REIQ 'Young Gun'

**Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

I currently serve as the director of multiple entities across real estate sales, property management, finance, and property development. Over the past decade, I have successfully led and grown several businesses. My experience in strategic leadership, risk management, and governance, combined with my academic qualifications, has prepared me to take on the responsibilities of an REIQ Director effectively.

**Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

I am genuinely excited about the opportunity to work alongside the REIQ Board as a Young Director. I believe that my combination of youth, passion and industry experience will bring a fresh perspective and make a valuable contribution to the team.





## SOLANO, MADDYSON

**Question 1. What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

**Consumer Protection and Education:** Ensuring that consumers are well-informed and protected during real estate transactions is crucial for maintaining trust and integrity in the industry.

**Regulatory Reform and Compliance:** The real estate industry in Queensland is heavily regulated, with frequent changes to legislation impacting how business is conducted. Ensuring that regulations are fair, clear, and support the growth of the industry while protecting consumers as well as business owners is essential.

**Risk Management and Insurance:** Real estate transactions involve various risks, and effective risk management and insurance are crucial for protecting both professionals and clients.

**Question 2. Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

From tagging along with my grandparents to open homes as a kid and working as a receptionist in sales agencies right after school, to earning my registration certificate at 18, I have now dedicated over 14 years to the real estate industry. I have progressed through the ranks from receptionist to Director at one of Brisbane's most established buyer's agencies, originally owned and operated by Lix Wilcox, REIQ Buyers Agent of the Year 2011. I attend regular REIQ training along with promoting to anyone in Real Estate including any new to the Industry Buyers Agents to become members of REIQ for their ongoing support, advice and training.

**Question 3. Describe your academic and professional qualifications.**

I graduated from high school in 2010 and immediately entered the workforce. I am currently the Director and Principal of Hot Property Buyers Agency and Hot Property Management, where I leverage my extensive experience to assist clients in purchasing and managing high-performing investment portfolios, finding ideal family homes and overseeing renovations. My role involves strategic guidance and

hands-on support to ensure the best possible outcomes for our clients.

**Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

I regularly attend REIQ and Real Estate Buyers Agents Association training events and conferences, which always provide practical insights for both leadership and running a business. I'm also a member of the Entrepreneurs Organisation through their Spouse/Partner program where I take part in ongoing learning sessions with top achievers. Currently, I'm helping and sponsoring the Our Lady Help of Christians Primary School in Hendra with their Long Lunch and will be co-MCing the event with my husband and business partner, Zoran Solano.

**Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

Though I'm relatively young, I've accumulated significant experience in real estate. I purchased my first property at 19 and have since managed, bought, sold, and developed a range of properties. I'm genuinely passionate about the real estate industry and the role of the REIQ. I'm eager to help highlight the importance of the REIQ as a peak body to both consumers and agents alike, and to contribute to its ongoing success and impact.





## WINKLER, RHIANNON

**Question 1. What are 3 key issues of importance to the real estate profession in Queensland you would promote and support as a Director of the REIQ?**

1. **Solving Housing Shortages:** I would work with the government to create sensible policies to address Queensland's housing shortages, especially for those who are most in need. This means finding practical solutions to ensure everyone has access to affordable housing.
2. **Improving Industry Engagement:** I believe in promoting strong connections between young real estate agents and industry bodies like the REIQ. It is especially important to engage young people who are newly entering the industry. Encouraging ongoing professional development and active participation in industry events will help them stay up-to-date and build a successful career.
3. **Simplifying Legal Requirements:** I would focus on making it easier for real estate agents to understand and apply new laws, such as rental reforms and sales seller disclosure rules. Providing clear guidance and tools will help professionals stay compliant and avoid confusion.

**Question 2. Please describe your background and experience in the real estate profession including any positions held and contributions made to the REIQ.**

I have worked in real estate for 13 years, starting at Laguna Real Estate. After moving to Little Real Estate to enable studies at QUT in Brisbane, I have taken on various roles, including sales administration, corporate support, and managing trust accounts. Currently, I am the National Manager – Sales and Client Experience Operations, where I support our sales teams and improve operations across the country.

**Question 3. Describe your academic and professional qualifications.**

- **Law Degree:** I am a qualified solicitor in Queensland, which has given me skills in negotiation and problem solving.
- **REIQ Full Licence Course (in progress):** This course will further enhance my knowledge and support my role in real estate.

**Question 4. Outline any experience you have, or any professional training that you have completed in the role of a company director that would assist you in undertaking the duties of an REIQ Director.**

I work as the National Manager – Sales and Client Experience Operations at Little Real Estate, a national company with over 300 employees. In my role, I interact daily with our national executive team and oversee 11 direct reports. My experience includes managing large teams, coordinating with senior leadership, and implementing strategic initiatives across the company.

I have completed various leadership and conflict resolution trainings, including workshops on team performance, mental health, and compliance. My background as a qualified solicitor in Queensland has enhanced my skills in negotiation and problem-solving. These experiences have equipped me to handle the responsibilities of a company director, including managing risks and ensuring effective governance.

**Question 5: Please describe anything else you would like REIQ members to know about you and your ability to take on the role of a Director of the REIQ.**

I am deeply committed to the real estate industry and actively participate in industry events and professional development. My efforts to improve team performance and operational efficiency at Little Real Estate show my dedication. I am excited about the opportunity to bring this experience to the role of Director at the REIQ.





**FOR SALE**



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