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Biography



Dot Hamilton

Director Property
Management
**First National Palm
Beach**

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Thank you for taking the time to allow me to introduce my self, I am a director of Property Management and Human Resources at Palm Beach First National, The Pines First National and Burleigh First National, We are situated on the wonderful Gold Coast which is on the North East coast of Australia.

My husband David and I own and operate all 3 offices and have done for nearly 30 years. We have a total of 43 team members.

My passion for training has developed over the past 25 years due to a lack of real time, hands on training for our team members, the initial certification course is far too inadequate to equip them for the everyday rigours of our industry.

My areas of main focus are Procedures and Policies, Best Practice, Risk Management, Client satisfaction, Team work, Business Growth & development and how to have fun while you tear your hair out.

My past experience in co-ordinating major Property Management forums and conferences, one on one mentoring, office consulting & group training sessions, I have many offices whom I am currently involved in change management of their teams stands me in good stead to deliver the message required.

I am mum to 2 awesome individuals and an amazing wife to my main man. I love to read, eat, travel and listen to amazing people.



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REAL ESTATE

Property Solutions

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Maui Conference

Risk Management Slideshow

[Click to download slideshow](#)



Maui Conference

Documents for Workbook

Click each one to download:

[Tick & Flick.doc](#)

[Pet Agreement.doc](#)

[Management Fee.xlsx](#)

[20 Point HR Health Check.doc](#)

[25 Tips to Property Management Survival.doc](#)

[Method to Calculating the Rent Roll.doc](#)

Maui Conference

Best Practice Manual

Click to download:

[Best Practice Manual.doc](#)



Best Practice – P.M. Quality Assurance Manual

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Maui Conference

Real Satisfied

First National Palm Beach Reviews

<http://www.realsatisfied.com.au/office/First-National-Palm-Beach>



Melinda Edhouse & Ashley Collins

[> view agents profile](#)

recommended by Landlord

"As absentee landlords we rely heavily on the services offered by property managers. We have always found Melinda Edhouse & Ashley Collins From First National very easy to communicate with, we feel confident that Melinda and Ashley are on top every situation, looking after our interests and those of our tenants."

Although our contact has only been by phone and email, we have had third party recommendations about their qualities and professionalism. Testament to that is their rapid resolution of any tenancy issues or building repair matters and the extremely detailed nature of their regular property condition reports.

We look forward to making their acquaintance personally in the future and would recommend them most highly to any other property owner"

Nick Blyth. Hornsby NSW (Landlord)
4 months ago



Sharen Patterson & Kerrie Ivak

[> view agents profile](#)

recommended by Landlord

"Kerrie and Sharon are doing a great job in overseeing and managing our property. They are approachable and supportive, communication is great and timely. Their common sense and groundedness is very much appreciated."

Jennifer; Gold Coast (Landlord)
3 months ago



Melinda Edhouse & Ashley Collins

[> view agents profile](#)

recommended by Landlord

"Melina and Ashley has given me exceptional service with my rental property.

I value their opinion on prospective tenants and the rental property inspections have been very thorough and detailed.

I would recommend them to any prospective landlord."

Dean Storey, Currumbin Waters (Landlord)
29 days ago

