



YOUR PREMIER PARTNER IN
SHORT-TO-MID-TERM PROPERTY MANAGEMENT





About Us

Elevating Short-to- Mid-Term Property Management with Excellence

Business Overview

House Lyons Pty Ltd (ACN: 691 734 808) is an Australian-based short-to-mid-term accommodation company that offers residential property owners, leasing agents and developers a smart, hands-off way to earn consistent rental income without the usual headaches.

We lease high-quality properties and operate them as serviced short to extended-stay accommodations, offering guests a premium experience that combines the comfort of a home with the amenities of a hotel.

Our primary focus is on properties in medical precincts, business hubs, knowledge centres and popular tourist destinations located in urban and strategic regional towns. The properties we lease are furnished and upkept by our management team. This ensures that your property is stylish, protected and cared for to high standards so that our guests will enjoy, provide excellent reviews and recommend.

Mission

Provide exceptional, hassle-free serviced accommodations that deliver comfort, convenience, and value to our guests, while maximising returns for property owners and investors, and minimising the effort for agents.

Vision

Build a strong brand presence as a premium short-term rental operator in the serviced accommodation market, in some of the most desirable regions across Australia and abroad.

Values

Offer guests a premium experience that combines outstanding customer service, beautifully designed spaces, comfort, cleanliness and amenities for day-to-day living while away from home. For property owners, our exquisite property care and 12-month minimum leases offer lower expenses, reduced effort, zero vacancy, and guaranteed rent, enabling peace of mind and profit maximisation.

Meet Our Team



Ed Lyons

Director of Strategic Partnerships

Responsible for deal analysis, partner relations and contractor sourcing & relations. Residential property investor in Western Australia, and previously in the United States.

Itiah Thomas

Director of Operations

Responsible for deal sourcing, styling & furnishing and business operations. Residential property investor in Queensland and Western Australia. Stayed in over 70 short-term accommodations.



Host Assist

Hospitality Manager

Responsible for guest management, rating & review management, reporting, online travel agencies listing management, contractor coordination and tech support.

Contractors

Maintenance Crew

Cleaners, plumbers, electricians, handymen, gardeners and security.





Who We Work With

Property Owners

We benefit property owners who want reliability, low maintenance and exceptional care for their properties. We offer long-term & predictable income and stability of occupancy from longer leases.

Investors

Who provide funding for property acquisition costs and operational costs.

Contractors

We offer a steady flow of work to cleaners, repairers, gardeners, security and virtual assistance contractors.

Leasing Agents

Looking for long-term, trustworthy clients. We offer speed from acquiring a contract to leasing the property. We can also provide accommodation options while their clients are selling or purchasing a home.

Developers

We offer speed from build completion to occupancy.

Government, Educational, Corporate & Medical Partners

We negotiate contracts for their constituents to stay in our accommodations.

Property Owner Benefits

Why we are your ideal tenant:

- Guaranteed rent paid on time, every time, regardless of occupancy, ensuring cash flow remains steady.
- Save money on advertising fees if properties are offered to us before listing on the main portals.
- 12+ month (preferably multi-year) leases that provide these benefits:
 - No vacancy (saves nearly 1 month of rent per annum)
 - No reletting fees
 - No marketing fees
 - No refreshing per yearly tenancy
 - No tenant vetting fees (saving ~\$15 per tenant)
- Not stuck with managing and evicting problematic tenants via RTA, tribunals & legal fees, as we have the right to remove guests.
- Additional savings of traditional fees when leasing directly to us.

We maintain properties better than typical long-term tenants

- Professional cleaning after every stay.
- Periodic inspection of the property's condition.
- Protected by Personal Liability, Professional Indemnity, and short-term rental contents & damage insurances per property.
- Repair or replacement at our expense if our guests cause damage.
- Risk mitigation measures in place to manage pre-check-in, in-stay, and pre-check-out phases.
- Guests typically spend less time in and using the amenities of the property.
- If needed:
 - Ordering & coordination of smoke alarm testing
 - Light refurbishments to maintain our standards
 - Source & coordinate trusted trades at cost-effective prices



Property Brief

The type of properties that fit our model may vary depending on the region, occupancy rates, average nightly rates, and the type of guests we want to attract in the particular area. Generally, we are looking for properties that are:

- 1-2 bedroom units
- 1-3 bedroom houses
- Located in urban areas, popular tourist destinations, business hubs, medical precincts, knowledge centres or strategic regional towns
- Near local transport if in an urban setting
- Close to a grocery store and/or food & drink venues
- Have amenities onsite or nearby (e.g. pool, gym, sauna, lounge areas, BBQ, etc.)
- Have parking onsite, on the street or in proximity to garages
- Have a lift or minimal stairs
- New or recently renovated, interior and exterior
- Furnished if the majority of the furnishings suit our decor, otherwise unfurnished





Channels for Quality Guests

- Corporate housing clients
- Hospitals for travelling doctors & nurses, and people visiting loved ones in care
- College/universities visiting researchers & professors
- Film & entertainment crews working on location shoots
- Construction companies that need temporary accommodation for employees
- Insurance companies for their adjusters, responders and displaced clients
- Government & military to house employees, contractors, or service members
- Real Estate agents for their clients who need temporary accommodation while they are house-hunting or between selling their home
- Divorce and family lawyers & therapists for their clients going through major life changes while searching for permanent solutions
- Online travel agents



Risk Mitigations

The upkeep and safety owner's property is our number one priority. We provide:

- Guest screening process via Truvi before accepting their request to stay, and providing check-in details
- Booking requests less than 48 hours before check-in are not accepted without the potential guest being questioned about their stay by our guest relations team
- Guest relations team to manage pre-check-in, in-stay, and pre-check-out directions, communication and support
- Only registered guests are allowed in the property
- Strict terms & conditions and house rules that guests agree to before booking. If guests breach the rules, they can be removed by our on-call security contractor
- A guest welcome pack that explains how to properly use and maintain the property
- Public Liability insurance
- Insurance per property for contents and damage
- Security deposit from guests to cover potential damage
- Fire safety and first aid equipment
- A Minut alarm to notify us of noise levels, provide a warning to guests if exceeding, and call out security if required
- A ring camera at entrances to monitor occupancy if allowed at the property



Let's Talk

If you're ready to work with a professional, ethical, and experienced team that treats your property like its own, we'd love to hear from you.

Contact Us Today:

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www.houselyons.com