

15 August 2019

**To the Unit Owner**

Dear Sir/Madam

**Ruby Apartments Pty Ltd (Administrators Appointed) (Receivers and Managers Appointed)  
A.C.N. 624 312 812  
(the Company)**

On 1 August 2019 myself, Jason Tracy and Salvatore Algeri were appointed Receivers and Managers (Receivers) of the Company, due to the financial failure of the developer Ralan Group. The Company is the current letting agent for your apartment in Ruby Apartments, located in Norfolk Avenue in Surfers Paradise on the Gold Coast.

We are currently putting in place interim measures to enable the letting services to be performed and to continue to generate rental income for your apartment until an experienced letting manager is identified, however, the Company does not have the financial resources to continue to provide the Performance Undertaking under the current Form 6 Letting Agreement with you.

Your unit is currently being offered for letting by the Company (unless you notify us to the contrary) but we need to agree with you the terms of a new letting agreement as soon as reasonably possible. The revenue received from the rental of your unit by the Company since our appointment as Receivers (if any) will be held in trust pending the resolution of a new agreement. Please be aware the Receivers have not adopted or ratified the letting agreement you may have made with the Company prior to our appointment.

We will shortly provide you an updated Form 6 Letting Agreement for your signature (which will not include a gross monthly performance undertaking). This is required for us to keep your unit in the letting pool while we find you a new manager and distribute the revenue earned by your unit to you. These funds will be held in trust until that time. We will also be reducing the charges from the previous agreement in recognition of your support.

Separately we are also working through the trust account and recent trading history to determine funds owing to you from recent letting activities. This process will cause a delay in distribution of proceeds for the month of July (due 14 August 2019).

We are now urgently seeking an experienced and capable operator to replace the Company as letting manager. To that end we are about to appoint a leading broker, Resort Brokers Australia, to search the market and find the right new manager for your investment. We expect to identify a preferred letting manager within a matter of weeks, with the entire process expected to take no more than 90 days.

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The benefits to you in return for your patience during this process are:

- We will continue to let your apartment and to generate income for you;
- Your tenants will continue to be well serviced and have the benefit of well trained on site staff;
- Within a short period of time, we intend to find you an experienced and recognised industry leader in letting management to maximise the rental return on your investment; and
- You will continue to enjoy the benefit of the furniture that has been installed in your apartment, free of charge (this can only occur if the Company comes to an arrangement with the financier and owner of the furniture).

We will contact you again shortly with further details of the new Form 6 Letting Agreement including fees and charges, and furniture license.

Thank you in anticipation of your continued support. We are working hard to get the best outcome for you

If you have any queries in relation to this matter, please do not hesitate to contact Andrew Han on +61 7 3308 7341 or by email at [andrewhan@deloitte.com.au](mailto:andrewhan@deloitte.com.au).

Yours sincerely



**Tim Heenan**  
Receiver and Manager