



## Wendy Lenaghan

Business Owner  
Harcourts Broadbeach & Mermaid Beach, QLD

Admitted: 23 May 2007

First launched in 2000, the prestigious Harcourts Hall of Fame immortalizes a very select group of incredible people, who by their personal conduct, have significantly contributed to the successes, growth and stability of our brand.

These legends are woven into the rich fabric of our history because they had the vision, determination, fortitude and sheer stickability to follow their dreams. Not perfect people, but committed people. Men and women who have provided a legacy that we can all aspire to with pride. Men and women who embody the spirit of the Harcourts name and that of our crest - "deeds will surpass words".

Tonight we celebrate another such Harcourts legend who through their belief, energy, and determination epitomises the very core of what we stand for.

We are so very proud to welcome as our first ever Australian Harcourts Hall of Fame inductee. Ladies Gentlemen, please welcome to the stage, Wendy Lenaghan.

Ten years ago Harcourts Australia was just a twinkle in the eye of Mike Green. Mike, Irene and their boys left behind a hugely successful franchise of nine Harcourts offices in Auckland to bring a new way of doing real estate to Australia – The Harcourts Way.

With a plan in their heads and passion in their hearts, they took their first steps on the long road ahead. One of the first offices to join was in Surfers Paradise, and one of the first people to make an impression was Wendy.

Irene vividly remembers visiting the newly branded Harcourts Surfers Paradise to run her very first Harcourts induction course. Standing in front of a room she met with a sizable team of long serving and highly successful residential, retail and commercial consultants. While the atmosphere was thick with scepticism, one person caught Irene's eye. Wendy was an enthusiastic residential consultant who had come to listen and learn, and spent the entire time absorbing everything Irene shared about The Harcourts Way.

Wendy was with us from day one when we were the new kid in town, the kid with no friends and the kid who was finding its way. Impressed by the might of the organisation and the level of professionalism, that first presentation was the start of an incredible journey.

A few weeks later Wendy attended her first Harcourts Conference as one of a handful of proud Australians travelling to New Zealand. Wendy has attended every single Conference since, including her first seven which were in New Zealand.

As Harcourts grew quickly in those first few months, so did Wendy's success. At both the 1998 and 1999 End of Year awards she proudly took home the Number 8 sales consultant award. Absorbing every opportunity to embrace and implement The Harcourts Way, she has attended every awards function, training seminar, meeting as part of her commitment to ensure she would be everything to Harcourts that Harcourts was to her. The fact that it's a three hour return trip each time just is no barrier to her commitment.

Business Ownership was a natural progression and Wendy quickly proved herself when she launched Harcourts Mermaid Beach in 2001, then Broadbeach in 2003 with long time friend Terry Allen who matched her passion, belief and work ethic. Together this 'true blue' team achieved Platinum status for both offices and have twice been one of four finalists in the REIQ Gold Coast Office of the Year which sees over 260 real estate offices assessed and voted by the public.

With an enormous capacity for work, Wendy's 100 percent The Harcourts Way business includes a mission statement that says "to be recognised by our clients, customers and competitors as the area's finest real estate company". An early and enthusiastic adopter of new concepts, Wendy and Terry were quick to sign up for the Disney Institute programme in the States, returning to implement leading edge ideas.

It's not just her loyalty and industry excellence. Wendy is just so proud and fiercely protective of the brand and is the first to well up with tears of pride when a moving Harcourts speech is made.

Wendy epitomises our four Harcourts values. She is courageous. It took courage to listen to trusted advice and open not one, but two offices which have enjoyed great success.

When it comes to doing the right thing, Wendy just loves to see people succeed, whether or not they're in her team, as it's all about the greater goal of Harcourts. Always the first to say yes to help individuals or the wider group as a Business Owner Wendy has not only attended every Business Development Workshop, but has often been hand-picked to share her expertise on a speakers panel. Recognised and respected by her peers, she has also been voted on to represent their interests as a valued member of our Harcourts Franchise Council.

And you know Wendy is People First simply by the way her team members so proudly state in their profiles that they are where they are today because of the systems and training excellence in their office. Thanks to Wendy, they have a well deserved reputation for unbelievable customer service. When invited to a birthday party for fellow business owner, Cathy McLeod, having a full day of back to back open homes and auctions the next day, didn't stop Wendy taking a train ride and two bus rides each way to attend her colleague's special night.

Such a huge supporter of all our events and always the first to register, Wendy always brings her positivity and huge smile along with her fun and laughter. People often comment that Wendy would do more for you that your own mother would! And we know Wendy has done more for Harcourts during our first decade here than most. To know Wendy is to love her.

Wendy, we've gone from one office to a hundred in ten years in Queensland. And while you may only own two, you've been instrumental in helping us to bring on board many more. Opening your operation as the truest bluest Harcourts ambassador to share your belief in The Harcourts Way has been a vital part of our growth.

Wendy, thank you for your courage, your vision, your commitment and your unwavering loyalty to the Harcourts brand and family. Congratulations on being inducted into the Harcourts Hall of Fame.