

Dear Australasia members,

Several items to update you on, firstly, I'm sure you all saw the announcement from Clarence regarding Bruce McKenzie's planned departure from the company, on behalf of the Owners in the region I want to thank Bruce for all his hard work and dedication throughout his many years with IHG, we shall miss him both personally and professionally. Also thanks to Bill Edwards, Director of Operations, who will step in as interim director of operations for Australia from 1st June.

We previously asked you to complete a very short questionnaire in order to help us plan our next meeting, which is to take place on 12 July. If you haven't already, please take 2 minutes to complete the survey via this link: <https://www.surveymonkey.com/s/AustralasiaJuly2012>

The minutes of our last meeting, held in Sydney on 29 March are attached for your reference.

Finally, I wanted to share with you some feedback from the first set of Owner Summits which have taken place in the US (similar to our quarterly meetings) please see the message below from Global Chairman, Glenn Squires.

I will be attending the Global Board meeting in Canada next month, I will of course provide feedback at our next meeting, but if there is anything that you would like me to raise on your behalf, please email me at nigel.greenaway@owners.org

Many thanks,



Nigel Greenaway
IHG Owners Association - Australasia Chairman
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Dear U.S. members,

Our recent Owner Summits generated many comments and questions on a variety of topics. From Atlanta to San Francisco, you shared your thoughts and raised concerns that you have asked us to address, and I wanted to update you on our progress.

The list of items we deemed “the parking lot” has been compiled from all five locations and reviewed by the Association’s Officers. Broadly, we identified four areas that generated the most commentary:

- * Driving ADR/Profitability: concerns over raising rates in a still unsettled economy
- * Cost of Doing Business: rising costs in every area of hotel business
- * Association Position: confidence that the Association acted with a strong voice and position to IHG
- * Impact/Development: concerns that existing owners were not as important as new owners and developments

These topics were shared with IHG Executives during our annual International Advisory Council meeting in London just a week ago, and we will continue to discuss them as elements of our Association’s strategic plan.

Beyond our Executive level discussion, the individual items identified have been divided into areas of responsibility for the relevant Committees. Each of the Committees will review the items and report back to the Officers whether the item is already being addressed within the Committee (or has previously been addressed) or is being considered for future action. Once we have reports back from the Committees, following the May Joint Committee Meetings on May 8-10, we’ll provide more information out to each of you.

Your feedback is vital to our success on behalf of all IHG owners, and I thank all of you who attended the Summits. You’ll soon be receiving an invitation to complete our annual Member Survey, which is another way to gather your feedback. In fact, the Summits were developed in response to what you told us on the 2011 Survey. I hope you’ll take time to respond.

We’ll soon be announcing the dates and locations for the next Owner Summits in August, and I look forward to seeing many of there. In the interim, please send me a note with your thoughts or concerns at glenn.squires@owners.org

Glenn Squires
Owners Association Chairman