

owners corporation management



First In Owners Corporation Management

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introduction

Boutique and underpinned with three decades of expertise in Owners Corporation Management, we appreciate that you are contemplating investing and entrusting in our asset to ensure yours is properly managed, protected and maintained.

A simple and competent approach we like to think that our best measure of success is that you would feel comfortable in recommending us to your friends and family.

why you should choose OC1

We appreciate that Owners Corporation Management is about maintaining relationships, efficient communication and managing expectations which is why we enjoy a solid foundation of support fostered over many years, affording us the capacity to rally resources when and where required.

As the appointed Manager, not only will OC1 build on the obligations of meeting and fulfilling the duties and functions as required by the Owners Corporations Act, 2006 but we will exceed your expectations with a coordinated, relevant and transparent approach in all our stakeholder interactions. We recognise the importance of providing advice and support to the Owners Corporation (OC), via the representative Committee and understand that the Committee, with overarching responsibility of the OC operations, is invaluable to effectively manage the responsibilities and duties of the Owners Corporation.

In collaboration with the Committee, will assist and support;

- ◆ **Financial Management** i.e. Budget forecasting, levying of fees, accounts payable and accrued based financial reporting.
- ◆ **Operational Governance** the collaboration required for smooth day-to-day facilitates management and enforcement of the OC Rules
- ◆ **Administration** of responsive customer service, queries, insurance claims, service agreements and contract negotiations.
- ◆ **Representation** of the Committee, where required i.e. VCAT, consultants
- ◆ **Experience** Over twenty five years of OCM experience available to members
- ◆ **Trades** An extensive network of contractors who can tender and quote on owners corporation contracts ensuring our members get the best service at the best rates.
- ◆ **Expertise** A company that has the ability to direct a number of experts at an issue to get the problem solved efficiently and effectively.
- ◆ **Organization** Process orientated management providing consistency and confidence in all our dealings.
- ◆ **Online** Community website set up and introduction to all members.



Our aim to fulfil and excel in duties and responsibilities, at all times recognising the importance of communication and respect.

our management approach

Our fees include;

- 4 x 1 hour committee meetings on/offsite
- 1 x Annual General Meeting (conference facilities are available at our offices to cater for up to 100 members).
- Implementation of processes including, but not limited to;
 - ⇒ arrears
 - ⇒ creditor invoice payments
 - ⇒ work orders
 - ⇒ renovations
- Optional After Hours Help Desk for emergencies
- General Maintenance
- Creation of a Building Manual for owners and tenants.



transparent financial management

Access to Online Statements & Payments

Owners can view their accounts live. They can even pay their levies via a secure credit card gateway.

Invoices, receipts and all transactions are published and any enquiries about a transaction can be lodged to the manager directly from the portal, trackable by the customer through to completion.

Committees have access to view financial statements, including the General Ledger and Balance Sheet as well as view, track and approve invoices and payments..

Furthermore, we would endeavour to audit and identify potential efficiencies/savings in other areas e.g. service agreements and utilities.

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site operations-communications process

We believe in fostering a collaborative approach to Management through clear and efficient processes and communication. The following diagram is a guideline of our usual day to day site communication process.

Those with Owners Corporation specific enquiries i.e. levies, payments of contractor invoice, Owners Corporation Act interpretation etc. will always be encouraged to contact us directly.

Occupiers/ Onsite
Contractors

Building Manager

Owners Corporation
Manager (OCM)

Committee

after hours help desk

As part of your management fee, we can include an after-hours hotline for residents for those urgent or emergency situations whether it be maintenance or security related.

We as Managers, expect to be notified of any emergency regardless of time or day.

***Please note Urgent and/or Emergency works are defined as follows:

- ◇ Urgent - requires action with little delay as possible to reduce risk of situation being escalated to an emergency.
- ◇ Emergency - is defined as an unexpected and sudden event that must be dealt with immediately to stop or reduce risk of Occupational Health & Safety exposure or serious loss or destruction e.g. fire.

“We’ve got you covered 24/7- day or night”



communication tools

Web Based Community Portal

Your community no longer needs a cork board in the foyer!

A web based Community wall can be the new social hub, provide Community Notices, Events, Special Promotions and even SMS broadcasts!

Here managers, building managers, committee members, owners and tenants can communicate and collaborate in a secure and private forum.

Committee members can communicate on a Committee Wall reserved just for them.

Document Sharing

As your manager we can easily upload, publish and share documents relating to your building via the portal. Each time this happens, authorised persons i.e. committees are notified via e-mail.

Vice versa, committee members can also upload and publish documents e.g.

general maintenance process - common area vs private property

All low level common area maintenance issues should be directed, in the first instance, to Building Management for action and copied to the Owners Corporation Manager (OCM).

High level maintenance issues should be directed to the OCM for action/committee liaison.

The escalation procedure if a dispute arises in responsibility or quality of works is to the Committee via the OCM, for provision of advice and instruction.

Within the Lot

Maintenance issues within the lot are to be handled as follows:

- Owner Occupiers/Property Managers – their own contractor or obtain assistance via the OCM or Afterhours Helpdesk
- Tenants - contact their Property Manager

Submit & Track Requests

Owners can log maintenance and service requests via the Conder Community web portal. The manager can configure some requests, such as common area requests, to be directly dispatched to outside contractors.

Every time a request is logged, a unique ticket number is generated. Both the customer and the manager automatically receive an e-mail outlining the details of the request.

Comments can be made against requests and every time there is a comment or update, both the Manager and the customer are notified via email.

consultancy services

From concept to completion including, but not limited to the following;

- Assessment of development strata requirements
- Assist with pre sales;
- Initial draft budgeting
- Owners corporation rules and other documentation
- Operational planning of common areas including;
 - ⇒ coordination, procurement, implementation of key staff i.e. owners corporation managers and site personnel/facilities management, and,
 - ⇒ Communication and handover documentation re contractors, occupants and settlement.
- Dedicated contact for you, your sales team and key stakeholders
- Other ad hoc requirements i.e. websites, research, consultant collaboration, client representation.
- Handover coordination and site operation documentation



new buildings and developers

A sound grasp of owners corporations financials and forecasting enables us to determine requirements, potential opportunities and areas of risks.

Our management fee structure is a very simple and transparent “fee per lot” model. Unlike many companies, we do not have hidden charges of any kind

*Any additional costs i.e. hourly rates and disbursements are listed in the proposed contract, which is available as part of a formal proposal.

building defect management

Just about every new building will have some level of building defects, this is not a reflection on the builder or the developer it is simply to be expected when delivering large scale projects. The important factor when dealing with building defects is how quickly and amicably they can be resolved.

We recommend a building defect report is carried out by both the building manager and an expert in this area. The building manager will pick up many of the ascetic defects whilst the engineers and OH&S professionals will cover the technical aspects of the building.

These reports are commissioned as soon as practical and OC1 will arrange regular meetings with the builders defects representative, the building manager, owners corporation manager and if desired a representative from the developers to prioritise and work through the defects.

Talk to us about how we can help with your project.





snapshot of experience

Just a few examples of sites we have been involved with as consultants, managers or both.



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