



CLIENT INFORMATION PACK 2018

## INTRODUCTION

Hunter Strata Management is a family owned company that has been operational in the Strata and Community industries since 1996. With plan locations ranging from as the Central Coast in the east to Singleton in the west, our serviced areas are expansive. We possess an excellent combined knowledge base and with our experience it is easy to see why Hunter Strata Management have survived the test of time in the Strata & Community industry.

## THE HUNTER STRATA DIFFERENCE

We offer a friendly and personal service, with a professional approach for our owners and clients. This leads to satisfaction in all dealings. We take care and responsibility in strata management aspects of your property, saving you time and money & giving you a stress-free experience.

With our focus on personalised and enthusiastic customer service we are able to maintain faster turnaround times on all correspondence with our owners, clients and contractors. This facilitates simple & complex tasks without compromising the attention to detail that is required.

## MANAGEMENT EXPERIENCE

We have experience in all types of Strata and Community Management. Our services include:



- Strata Schemes – Residential
  - Strata Schemes – Commercial
  - Strata Schemes – Industrial
  - Strata Schemes – Mixed use
- Community Associations
- Neighbourhood Associations
- Over 55's Complexes
- Retirement Villages

With the backing of experienced and dedicated staff members, attention to customer service and detail make for satisfied Owners and Committees throughout our portfolio.

## PROFESSIONAL SERVICES

STRATA ROLL	<ul style="list-style-type: none"> <li>• Maintained in accordance with the Act</li> <li>• Issue of Section 184 Certificates</li> <li>• Receipt and entry of Section 22 Certificates</li> </ul>
COMMON SEAL	<ul style="list-style-type: none"> <li>• Stored in a secure location</li> <li>• Affix to documents as resolved and required</li> </ul>
TRUST ACCOUNT	<ul style="list-style-type: none"> <li>• Opening of Trust Accounts for new Owners Corporations</li> <li>• Maintenance of Trust Accounts and sub accounting into the of Administrative and Capital Works Funds</li> <li>• Individual Trust Accounts for all properties</li> </ul>
FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> <li>• Computerised accounts</li> <li>• Issue and receipt of levy notices and payments</li> <li>• Outgoings paid on a weekly basis</li> <li>• Taxation records maintained and submitted where required, including BAS Statements</li> <li>• BAS management</li> <li>• Budget preparation</li> <li>• External annual audit</li> <li>• Quarterly reports to all Strata Committee members</li> </ul>
COMMUNICATION	<ul style="list-style-type: none"> <li>• Dealt with clearly and concisely</li> <li>• Pleasant phone manner and interaction</li> <li>• Getting to know you, the Owners and understand your expectation for the future of the Scheme</li> <li>• Issued in a timely, personal, professional and enthusiastic manner</li> </ul>

MEETINGS	<ul style="list-style-type: none"> <li>• Arrange and attend Annual General, Extraordinary, Special and Strata Committee Meetings</li> <li>• Compile and distribute Meeting Notices and Minutes</li> <li>• Meetings are often held onsite for ease of attendance</li> <li>• Maintain records of all Owners Corporation Meetings</li> </ul>
INSURANCE	<ul style="list-style-type: none"> <li>• Organise and maintain statutory insurances</li> <li>• Obtain 3 quotes prior to renewal</li> <li>• Submit and manage insurance claims</li> </ul>
OWNERS CORPORATION FUNCTIONS	<ul style="list-style-type: none"> <li>• Advise and support Strata and Executive Committees</li> <li>• Carry out actions on behalf of the Owners Corporation</li> <li>• Act with the delegated authority of Chairperson, Secretary and Treasurer to facilitate the smooth running of all schemes</li> </ul>
BY-LAWS & DISPUTE RESOLUTION	<ul style="list-style-type: none"> <li>• Manage By-Law Registrations and Consolidations</li> <li>• Draft By-Laws on request</li> <li>• Enforce By-Laws when breached</li> <li>• Prepare applications to NSW Civil and Administrative Tribunal (NCAT)</li> <li>• Attend Mediation and NCAT Sessions on behalf of the Owners Corporation</li> <li>• Administration and compliance with any NCAT orders</li> </ul>
COMPLIANCE	<ul style="list-style-type: none"> <li>• Coordinate all compliance items for schemes including Annual Fire Safety, Lifts, Pools, etc. and all legislative requirements under multiple acts</li> <li>• Arrange contractors to carry out compliance works</li> <li>• Coordinate with Owners and Tenants to obtain required information and certification</li> <li>• Report to the relevant authority upon due dates</li> </ul>

#### REPAIRS & MAINTENANCE

- Annual inspection of each scheme under management
- Arranging and monitoring of maintenance items as approved by the Committee
- Obtain quotes for major works
- Manage Building Defect Claims
- Ensuring compliance of all contractors prior to site attendance



#### EXISTING SCHEMES

If you are looking for a change, Hunter Strata are exactly what you are looking for. Gone are the days when you are just a number. We understand that the property is your home, or hard-earned investment. We take care of all aspects of managing your complex. As every property is different, we customise and personalise your schemes management to ensure the easy and stress-free management of your property.

With all the changes in legislation, it can be hard to keep up with your responsibilities. You can relax while your dedicated Strata Manager handles and manages all aspects within your complex. We will work side by side with you and the Committee to provide guidance and advice to achieve your goals.

We will provide a straight forward Management Agreement and transparency into our operations; you will never have to worry again. Don't get caught up in all the legalities and complicated documentation, when the easy option is just a phone call away.



## NEW SCHEMES

Hunter Strata works in conjunction with Developers in meeting new legislative requirements, which facilitates an easy transition from development to the First Annual General Meeting. Hunter Strata can organise insurances during the initial period and assist with documentation required by the Strata Schemes Management Act 2015. We will manage the transfer of lot ownerships and organise the First Annual General Meeting when required.



## WORKING WITH TECHNOLOGY

HSM operate on a specialised Strata program. The program includes many features that reflect the ever-changing world of technology.



## DEBT COLLECTION

Regulations on debt collection for an Owners Corporation have become far more complex than ever before. Hunter Strata are integrating motions to allow for a variety of debt recovery solutions. Payment Plans are now available and Hunter Strata will work with the Owner and the Committee to arrange and monitor approved payment plans as directed by the Owners Corporation. Alternately Hunter Strata work side by side with Debt Collection Agencies in the official debt recovery process. With this approach, funds can be collected in an efficient and cost-effective manner.

## STAFF TRAINING

With the ever-evolving legislations, Hunter Strata make it a priority to provide ongoing training to staff members. on a vast array of subjects. This guarantees your Strata Manager is trained to professionally to handle all aspects of your complex. Hunter Strata have in house reference documents and articles pertaining to multiple subjects, available to all staff members. You can always be sure that answers received will be accurate and well researched.

Hunter Strata are committed to continual staff improvement and education to enhance our customer's service experience and for staff to be able to express all knowledge in an easy to understand format for all clients.



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