

## Capability Statement

### Strata Management Victoria

Strata Management Victoria, previously known as DR Strata, is an established firm who professionally manages Owners Corporations in and around Melbourne as well as extending to country Victoria. We manage a diverse Portfolio of buildings consisting of residential, commercial and industrial properties which range in size from the small blocks of three units to the multi-storey buildings and large residential towers.

Our head office is located in Berwick and we have large satellite offices in CBD Melbourne and Blackburn. We manage Owners Corporations across a diverse Geographic area, from Moe in the southeast, to 'Snowgums' at Mt. Hotham and across to Point Lonsdale in the southwest. We cover every suburb in between.

### Strata Community Australia Victoria (SCA Vic)

Strata Community Australia – SCA - is the peak body for all owners corporation management firms in Australia. Within Australia, Strata Community is also referred to as Body Corporate or Strata Title. SCA is represented in the state of Victoria by SCA (Vic) soon to be a chapter of the SCA national body.

Strata Management Victoria is a founding member of SCA Vic, the peak professional organisation governing our Industry within Victoria.

Our CEO, Mark Benson, is a member of the SCA Vic Board and our team are all proud to be either Certified Practising Strata Managers (CPSM) or Accredited Practising Strata Managers (APSM) and members of the SCA Vic. The Code of Ethics and Best Business Practices as advocated by SCA Vic is applied by Strata Management Victoria, which is your guarantee of our excellence in service.

### Insurance

It is our policy to tender all Insurance Policy Renewals to the open market when seeking the annual renewal of your Insurance Policy. We present the three most competitive quotations to your Committee of Management for their selection.

Our team all hold their ASIC Authorised Representative Licence under the Financial Services Reform Act which assures you that our staff receive up to date insurance training on lodging claims and supporting your Committee with any question about their insurance. Your Insurance Broker attends our offices on a fortnightly basis thus ensuring claims are resolved efficiently.

### Experience

Strata Management Victoria operates with a dedicated, highly skilled team, whose combined experience in the management of Owners Corporations is over 150 years.

Our Managers are CPSM's or APSM's so you are guaranteed that their up to date knowledge is reflected in how we assist your Committee in making the right decision for your Owners.

Our CPA qualified Accountants manage the financial side of our business in compliance with the strict ethics that govern them.

Strata Management Victoria is a registered BAS agent with the Australian Taxation Office to provide your Owners Corporation with a seamless integration when submitting your BAS returns.

We are associated with Auditors to ensure that where an annual audit is required, it is performed by a professional that understands the unique requirements of your Owners Corporation.

Strata Management Victoria is very proud to boast that our entire team works together to support and manage every building across our entire Portfolio. If your Manager is unavailable any Manager on our team will be able to assist you. Strata Management Victoria prides itself on investing in our staff by providing extensive training weekly so we are up to date with the fast growing changes in our Industry.

Industry professionals provide our staff with regular training in all areas of Owners Corporation Management. We invite guest speakers ranging from Lawyers, Quantity Surveyors, Insurance specialists, Maintenance and Emergency Authorities who keep us up to date on a wide range of areas that may impact on your Owners Corporation.

### **Management Structure**

Strata Management Victoria's Managers operates with a central management structure. Our Manager's work closely together and readily share information and knowledge and assist each other.

We have the people, processes and procedures in place to deliver you exceptional service. As Industry Leaders we are constantly breaking new ground in service delivery, seeking new ways to provide the service that Committees of Owners Corporations demand.

### **Number of buildings**

Strata Management Victoria believes in quality of service - not quantity of buildings. Our belief is reflected in the low number of lots each Manager is responsible for.

Your Owners Corporation is assured that your Manager has the time to give your Committee the personal service you need. We will work with your Committee to assist you in managing, maintaining and supporting your Owners Corporation.

### **Banking**

Strata Management Victoria applies ethics to all parts of its business and to this end each Owners Corporation managed by Strata Management Victoria will have its own bank account with Macquarie Bank. The Macquarie Bank supports the DEFT payment system which ensures any payments made by your Owners reaches its destination in a secure and protected environment.

Our relationship with the Macquarie Bank means we are able to offer your Owners Corporation a full range of banking services including Interest Bearing Deposits with competitive interest rates, short term loans or long term larger loans if your building requires maintenance/refurbishment. Your bank account will not attract any fees from the Macquarie Bank.

### **Collaboration**

Successful Owners Corporation management is about collaboration. Our success comes from recognition of the vital roles played by all those involved in the day to day running of the property.

Our position is to work with all stakeholders (Committee Lot Owners, Property Managers, Tenants, Building Managers and Contractors) to offer support and guidance whenever required.

Our skills and experience means we can manage day to day works and contracts and larger, long term maintenance projects, in accordance with the wishes of the members of your Owners Corporation.

### **Audit Trail of Funds**

All invoices for amounts paid out on behalf of any Owners Corporation as managed by Strata Management Victoria are retained and available for inspection.

The financial records and the records of all Owners Corporations are held on our custom designed computerised program. All documentation is stored electronically to our database and to each individual Owners Corporation; and we are able to email any correspondence, invoice or notice directly out of our software, to you, as required.

As well as maintaining individual bank accounts for each scheme, our systems allow for automatic monthly reconciliation of bank statements with each bank statements being filed into the Document management system as PDF format. Any of this information can be supplied at the touch of a button.

Strata Management Victoria provides the information from your accounts in our easily read Statement of Income & Expenditure. Your Budget forecasts are also presented in an easily understood format. We have a full disaster recovery plan in place with regard to backups and protection of our electronic records/database

### **Proactive Management**

At Strata Management Victoria we recognise the importance of efficient maintenance of properties and our team is dedicated to quickly taking action on any maintenance issues as they arise.

We respond to all requests either by phone or email within 48 hours. We pride ourselves on delivering responsive Owners Corporation Management and have systems and procedures in place which support this. To this end we collaborate with Scotia Property Maintenance who will provide your 'after-hours emergency call outs' and we have integration to their computer systems to allow for seamless problem resolution.

We partner with professional contractors in the industry that understand your needs. We have an Insurance presence from the Insurance Brokers that we partner with, who attend our offices fortnightly. Linkfire likewise attends fortnightly to assist us in managing your Essential Services and Maintenance. This strategy ensures that we resolve all problems for your Owners Corporation in the most efficient possible way.

### **Maintenance – future**

Future Maintenance for your Owners Corporation is planned to ensure that the long term viability of the assets of your property is maintained. Funds are set aside in the budget for this purpose.

### **Registered**

Dandenong Region Body Corporate Services (Aus) Pty Ltd, trading as Strata Management Victoria, is a registered Owners Corporation Manager (Business Licensing Authority Registration No. 000037) as required under the Owners Corporation Act 2006.

### **Professional Indemnity Insurance**

We have Professional Indemnity cover for \$5 million which is in excess of the minimum required by the Owners Corporation Act.

## **Building Diary**

Our software enables us to record a diary for each Owners Corporation we manage, which means we record owner's queries and requests, maintenance issues or any unusual happenings.

This report also forms an ever developing diary of events for your property and helps all stake holders involved with the property understand what is happening.

## **Management Capability**

Strata Management Victoria manages in excess of 550 Owners Corporations, ranging from 4 lots to over 100 lots, commercial, residential and mixed use. Assets under management exceed \$3 billion. We work closely with developers of property in terms of the establishment and issuance of first contributions and ensuring that from date of registration or hand over of the buildings from the developer to the Owners Corporation the correct insurance coverage is in place and that a duly constituted inaugural meeting is held to establish the owners corporation correctly.