



**first  
national**  
REAL ESTATE

# Overwhelmed by body corporate issues?

**We are too.**

That's why we decided to do something about it.



# Our new owners corporation management

## We understand your needs

Our service goals are to make owners corporation living easy for all unit owners – irrespective of size or value of your scheme.

Our aim is to challenge the status quo, and deliver what we believe is the biggest transformation ever seen in the owners corporation management industry.

## Three key service innovations



### 1. We're local

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Something we both share is that we are local.

As property owners or investors you know the value of local knowledge when it comes to managing property and property values.

A unit in an owners corporation can be an investment in lifestyle

or property investment growth or income.

Whatever your goal is, we are here to ensure you get a quality return on your investment starting first with making owners corporation living easier.

Our reputation is built on caring for our clients and their property needs.





## 2. A service to fit your need

Welcome to three tiers of service choice.

### Tier 1

#### DIY (do it yourself) Service Management

Ideal for owners in a self-managed scheme or owners in a scheme (of any size) who prefer to arrange their own repairs and convene their own meetings – yet require professional and expert financial management.

### Tier 2

#### Assisted Service Management

Purpose designed for schemes of all sizes that have either a caretaker on site OR an active and capable individual to handle their own repairs, yet require a manager at the meetings to undertake professional financial management.

### Tier 3

#### Full Service Management

Comprehensive and professional management service in all areas – finance, repairs, maintenance and meetings.

**No more 'one-size-fits-all'.**



## 3. Never have to wait for a return phone call or email again

Whilst we will always return your calls and emails promptly we provide an online portal with your own scheme's private website.

**Owners Corporation Manage IT.** A unique and powerful online system.

Your very own, very user-friendly online system that gives you instant and fast access to your scheme's information when you want it – or 24/7 as the saying goes.

This means no more wasted time tracking repairs and maintenance or finance reports and it also provides you with timely reminders of what needs to be done and when.

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*We need to manage our repairs to meet the needs of all members.”*

“

*I don't want to have to ask to see the financials ... Why can't I see them when it suits me?”*

“

*It's the internet age. I'd like access to all our documents and records anytime.”*

# How we take away your worries

<b>24/7 access</b>	We provide 24/7 online access to your bylaws and access to expert advice to guide you.
<b>Best practice</b>	Our systems and processes are industry best-practice and compliant at all times.
<b>Future scoping</b>	As a full service property specialist, we are highly qualified to provide advice on your property investment and capital works plan.
<b>Insurance currency</b>	We provide 24/7 online access to your insurance policy details and scheme's annual insurance policy reviews, and we have owners corporation insurance experts to guide you.
<b>Value for money</b>	We have the unique capability of offering three different levels of service if you so choose. This ensures you have a competitive service, tailored to your needs.
<b>Manage meetings</b>	We manage your meetings professionally, produce compliant agendas and minutes, and efficiently generate the compliance work orders, which result from those meetings.
<b>Manage repairs</b>	We generate work orders on your request and our systems automatically inform your committee and the person that requested it.
<b>All records available</b>	We provide access to 100% of your scheme's books and records. As a web based system you can choose when, how and what records you want to view/download or interact with 24/7.
<b>Access financial records</b>	We provide live, 24/7 access to your scheme's individual bank account(s). Plus monthly reports are sent to the treasurer including annual EFY report and budget.

## Your new owners corporation manager



03 5152 3311  
125 Main Street  
Bairnsdale VIC 3875