

STRATA MANAGEMENT PROPOSAL



SP 52948
1-15 Fontenoy Road, Macquarie Park NSW

10/05/16

The Owners Corporation – SP 52948
1-15 Fontenoy Road, Macquarie Park, NSW

Dear Committee,

RE: RYAN STRATA MANAGEMENT PROPOSAL – SP 52948

We are pleased to submit this proposal for the strata management services of Strata Plan 52948.

At Ryan Strata our whole business is centred on providing a service that is customer focused, cost effective and honest. We will manage your building in a professional, efficient and cost saving manner whilst ensuring there is transparency in all of the services that we provide. We always tailor our approach to the needs of your building and are happy to discuss any adjustments you feel need to be made to the following proposal.

We want to create a new industry benchmark for customer service. We aim to do this by providing a hands on approach by actively listening to the needs of our clients and returning your emails and calls within 24 hours. We achieve this by not taking on numerous buildings to ensure that we are able to provide a personalised and attentive service.

We will always travel to you for meetings and site visits. We can guarantee that when you call you will be talking directly to a manager. A single manager will be answering your emails and dealing with your building, not multiple employees from different departments, so your manager knows exactly what is going on and there is no internal miscommunication.

We are offering you two different fee options.

An all-inclusive fixed price \$32,500.00 which includes all disbursements (i.e. printing, postage, correspondence, meetings, administration, site visits, monthly financials and archive storage) with minimum disbursements for a small number of at cost items such as fire certificates. This all-inclusive price provides a clear estimate of what you will be paying for the year, eliminating surprise charges;

Or;

A lower base rate of \$25,000.00 with a schedule of reasonably priced disbursements.

Your current strata management agreement is for a base fee of \$37,500.00 plus disbursements. Their additional fees are also much higher. For example;

- Our hourly rates for a strata manager are \$100.00 whereas BCS charge \$165.00-\$275.00 depending on whether it is inside work hours;
- Additionally, they charge this hourly rate for all meetings, whereas your AGM and 3 ECMs are included in our fee, and any additional meetings are a flat fee of

\$100.00;

- We charge a set fee of \$10.00 to supply a certificate of currency, whereas BCS charge \$33.00;

- Not to mention the many items which they charge for, which are included in our fees.

We appreciate your consideration, and are happy to answer any further questions you may have either in person, via phone or email. Feel free to contact us on 0402488864 or elise@ryanstrata.com.au.

Yours Sincerely,



Elise Ryan

Managing Director

At Ryan Strata Management we guarantee

- To be contactable daily and have your **calls and emails** returned **within 24 hours**.
- No lock in contracts
- No hidden charges
- Transparency in all of our services that we provide.
- To tailor our approach to the needs of your building
- We arrange a minimum 3 quotes for all work, especially any items over \$5,000.00
- We price many of our disbursements, which other companies charge varying rates for, at cost price and are happy to provide receipts for these items
- We will help you through the changeover process

Summary of Offering for SP:

- We are offering a **strata management fee of \$32,500.00 per annum** all inclusive of disbursements.
- Our schedule of fees are attached, and we price many items at cost price or included where other companies charge, which brings down the overall disbursements cost considerably
- We are happy to provide either a fixed term contract, or one which can be terminated at any time given 90 days written notice

SCHEDULE OF FEES AND CHARGES

Item	Charge	Units
Maintenance / Repairs		

Issue work order	Included	
Arrange OH&S report	Included	
Arrange fire safety inspection	Included	
Arrange sinking fund forecast	Included	
Arrange building inspection and reports	Included	
Arrange minimum 3 quotes for repair and maintenance	Included	
Manage building defects	\$58	Per hour
Maintenance of Administrative & Sinking Funds		
Arrange for preparation of sinking fund budgets	Included	
Prepare information for submission of BAS statements by a registered tax agent (if scheme registered for GST)	Included	
Liaise with Tax Agent in relation to preparation of annual tax return	Included	
Rectifying deficiencies in records at takeover of management	Included	
Provide monthly financial statements	Included	
Provide non-current year financials	Included	
Processing stop payments, dishonoured cheques or direct debit for levy payments	\$15	Per payment
Levies		
Issue levy reminder notice	\$10	Per notice (recoverable from lot)
Issue final levy notice	\$25	Per notice (recoverable from lot)
Instruct debt collection agencies and/or legal service providers to seek recovery of outstanding levy contributions	Included	
Insurances		
Prepare and lodge insurance claims	Included	
Arrange valuation for insurance purposes	Included	
Source and supply certificate of currency	\$10	Per certificate (recoverable from lot)
Records		
Store archives and electronic archiving	Included	
Retrieve archives	Included	
Affixing common seal in accordance with relevant meeting minutes	Included	
Meetings		
Prepare and distribute notices of additional meetings	Included	
Attend AGM and 3 ECMs	Included	Per annum
Attend additional meetings	\$100	Per meeting
Monthly site visits	Included	
Disbursements		

Standard disbursements (local telephone calls and routine postage, photocopying, printing, faxing and stationary)	Included	
Courier	At cost	Per item
Express and registered postage	At cost	
Laminating	Included	Per page
Minute books	Included	Per book
Photocopying and printing (additional)	Included	Per page
Email	Included	
Scanning	Included	
Electronic document management	Included	
Secretarial		
Replacement certificate of title	At cost	Per certificate
Certificate under Section 109	Statutory charge	Per certificate
Inspecting records	Statutory charge	Per inspection
Providing title or other searches	At cost	Per search
Register by-laws	At cost	Per registration
Issue notice to comply	Included	
Issue common property key / security device	At cost	Per key
Prepare and supply information at request of owner	Included	
Regulatory Compliance (where applicable)		
Annual cooling tower certificate	At cost	Per certificate
Annual fire safety certificate / fire orders	At cost	Per certificate Per certificate
Annual lift certification	At cost	
Swimming pool compliance certificate – register and arrange certification with council / private certifier	At cost	Per certificate
Registering for National Broadband Network installation	At cost	