

## Personalising strata management



### What makes us different

At Strata One we appreciate that strata management is not only about bricks and mortar, it's about people. We empower you to make the best decisions for your property by providing complete transparency to information. Backed by industry experts and sound management practices, we work together with you as one unified team. Our sole purpose is to achieve the best outcomes for your property. Our personalised, hands-on approach means you have one point of contact for any assistance you require. With a 24 hour support service, we are available when you need us. We also proactively recommend initiatives such as preventative maintenance programs and green incentives, which can provide significant long term savings.

#### Personalised customer service

At Strata One your Strata Manager is your one point of contact for any matters relating to your strata plan.

Our hands on approach means we're with you every step of the way to ensure the best decisions are made for your property. Our commitment to delivering exceptional customer service means you experience quick response times, a high level of attention to detail and a personalised approach.

#### Preventative maintenance

We identify and recommend preventative maintenance programs such as gutter cleaning, which can be critical in avoiding long term costly issues arising at your property. We implement preventative works in close consultation with you, which ensures the best long term management of your property.

#### Flexible management options

We offer various management options so that you receive the right product to suit your property and the best possible value for money.

Our Full Management package is available with pay as you go or fixed disbursement options. Our Strata Essentials package assists owners of smaller buildings in maintaining accounts and essential services.

#### 24 hour support

We offer a 24 hour support service in case of emergencies. Anytime, from anywhere you can speak directly to a qualified Strata Manager who will provide guidance and coordinate tradespeople in cases of emergency.

# We're with you every step of the way



## Online access to strata records

We offer an online service portal where you as an owner can access personal account information and strata records such as financial reports, insurance certificates, meeting agenda's and minutes, strata plans and strata by-laws.

We also offer a quick and easy link to the DEFT payment system, which offers you a simple, easy and secure way to make levy payments.

## Backed by industry experts

Our team is led by Peter Brisbane, an experienced Director and Licensee with 15 years industry experience.

We are committed to staying abreast of changes within the industry through investment in training and development. Our Strata Managers are licensed and support staff have certificates of registration. All staff are members of the Strata Community Association of NSW (formerly ISTM). We also have relationships with highly experienced legal, engineering and trade organisations to call on when specialised services are required.

## Services

Strata One offers a full range of services to ensure that your building is managed in the best way possible.

Main services include:

- > Accounting
- > Compliance
- > Levy and debt collection
- > Administration
- > Repair and maintenance
- > Development consultancy
- > Insurance
- > Legal and by-law
- > Defect management

## Transparency

We take a no surprises approach to strata management. From commencement of management, each appointed treasurer will receive a detailed monthly summary of expenses as well as a copy of your individual trust account outlining how your funds are being managed. We offer detailed reports on budgets and levy information on request where relevant.

## Green incentives

Strata One is passionate about the environment and this is why we have joined the Green Building Council of Australia. We are continually building knowledge about sustainable approaches and reducing buildings' carbon footprints. We use this information to access available rebates and incentives to save you money.

Taking positive steps to green your building will reward both Owners Corporations and the planet.

Additional services:

- > Contract negotiations
- > Project management
- > Mediation
- > Cost reduction programs
- > Website assistance
- > Security and safety assessments

Proudly supporting:

**strataone**® **one team**  
strataone.com.au **one purpose**  
**one point of contact**

