



## THE BENEFITS OF USING THE SERVICES OF A PROFESSIONAL SCA STRATA MANAGER

**Why your decision to engage a professional SCA Strata Manager for your Owners Corporation will be the MOST important decision you can make!**

Your property is one of your biggest investments and it should be nurtured and managed so it increases in value. The value of your strata property depends on the effectiveness of the Owners Corporation and its management.

Many owners recognise the value of protecting their investment and enhancing the quality of their living environment by appointing a professional SCA strata manager. Being able to trust in an SCA strata manager to satisfy your Owners Corporations' compliance obligations and address your community needs, is proven value.

### **SUFFERING ANY OF THESE FAMILIAR PROBLEMS...**

- Constantly chasing other owners for overdue fees?
- Worried that your insurance won't be paid or that your electricity is about to be cut off?
- Rubbish not collected and piling up?
- Lifts out of order – no service agreement in place?
- Broken lights in carpark?
- Other issues too numerous to mention...

***...NOTE TO SELF - WE NEED A PROFESSIONAL MANAGER!***

**Choosing to own, live or work in a strata complex has many benefits.**

And utilising the services of a professional manager increases those benefits. As an owner-occupier or investor you should be confident in your decision to appoint a professional SCA strata manager to take the hassle out of complying and meeting the needs of your OC. He or she ensures that a balance of rights and enjoyment of the property is available to all within your shared environment, and helps all occupiers and tenants understand the rules, regulations and legal obligations. Your manager can usually be the voice of common sense and ensure mutual respect within your Owners Corporation.

**Your professional manager understands strata living and helping owners sort out issues before they become unmanageable problems. Here are some real-life examples:**

- ✓ Communicating accurate and timely information pertinent to the activities that enhance and improve your quality of life, such as:
  - *“Your windows are being cleaned today”*
  - *“The driveway is being repaired - please ensure your cars are out by 8am or you will have difficulty exiting the premises”*
  - *“A meeting is coming up. This is your chance to attend and have your say on when and how much the committee should allocate for painting and other issues.*
- ✓ Helping you comply with obligations under the Owners Corporation Act, minimising your personal risks of exposure:
  - *Ensuring insurance on the buildings remains current*
  - *Supporting owners through the sale or purchase of lots. Your manager can help you understand what it means to buy into an owners corporation, and what it means to buy into this one in particular*
  - *Understanding the outgoings for the property and at what intervals, to make sure your property is maintained in tip-top condition.*

## DID YOU KNOW –

### In Victoria...

- Recent research shows that owners are more likely to have ready access to a sinking fund of approximately 27% of the annual administration fees saved for projected and rainy day expenses, under the guidance of professional SCA strata managers
- Over 1.5 million people (that's 1 in 4), occupy a unit in an Owners Corporation
- Projections are that 1.6million extra dwellings will be needed by 2051
- 50% of all new building stock are strata units
- Professionally managed OCs collect and spend \$1billion annually
- The national average for the level of arrears greater than 30 days for OCs under professional management of an SCA member is reduced to 4.87%
- Engaging a professional manager who is a member of SCA (Vic) has additional benefits – they must abide by a code of professional conduct, have access and commitment to ongoing training, and stay up to date with legislative reform – ensuring you too keep up to date and compliant and minimise your risks impacting all things strata.

**With all this in mind, it makes sense to have a professional SCA manager to ensure your investment increases in value.**

- ✓ Helping keep you and your investment safe by ensuring you are always up to date with legislative change and responsibilities impacting on your property ownership:
  - *Advising on the OH&S Act – ensuring your property is safe from slips, trips or falls*
  - *Advising on Equal Opportunity – ensuring fair access to all*
  - *Looking after fencing, guttering, downpipes and all other maintenance issues – and advising on who shares in the cost of repairs and replacements that will inevitably be needed*
  - *Ensuring your money is managed fairly and equitably, by setting accurate budgets. This ensures funds are at hand to pay contractors (and keep them coming back to maintain the site), and paying insurance on time*
  - *Establishing sinking funds for capital expenses so as to avoid the requirement for large, unexpected one-off levies*
  - *Making sure every owner receives accurate entitlements to vote and that votes are counted fairly when making decisions that affect your investment*
  - *Issuing legally compliant notice of meetings to ensure valid decisions are made and all owners are given the opportunity to have a say in the decisions being made. Recording those decisions and informing every one of the details*
  - *Delivering hassle free convening and conducting of meetings, providing information and accurate reporting in meeting minutes*
- ✓ Providing support and guidance in times of need - having a professional on the other end of the phone during business hours (and many times after hours too), to receive, liaise and resolve strata problems for owners and residents:
  - *Having access to a person who will listen and assist in times of emergency - water entering the apartment, lost keys or additional keys required, when windows break, when lights go out in the hallways, and even what we hope is the rare occasion, when a fire breaks out, when property is broken into or when protection from the elements is in demand*
  - *When owners want action to be taken to limit the inconvenience, disruption or discomfort being felt by the inappropriate actions of other residents - loud music at unacceptable hours, storage of hazardous items on common property etc.*

✓ Your professional SCA strata manager is your ready access to expert advice and well managed funds:

- *Assisting owners understand the maintenance requirements of their building, from cleaning and gardening, to maintenance of lighting, lifts, pools, central heating/cooling plants, fire equipment and services to name just a few*
- *Guiding adequate budgeting to allow preventative, ongoing and proactive repairs and maintenance to keep equipment and the property in working order*
- *Preparing invoices and chasing arrears to fund the budget and ensure owners who do pay aren't unfairly disadvantaged*
- *Presenting details of the state of the OCs accounts routinely for transparency*

## YOUR SCA VALUE PROPOSITION

- ✓ Increase your strata knowledge
- ✓ Protect your investment
- ✓ Safeguard your fees
- ✓ Save \$
- ✓ Minimise your risks

*Brought to you by:*



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SCA (Vic) is the pre-eminent professional association for the Victorian owners corporation industry. Supporting more than 80% of all Owners Corporation management firms it is the only organisation solely focussed upon representing this increasingly significant industry, and reaches and represents more than 530 Owners Corporation professionals. It also represents industry suppliers and Owners Corporations, making it the voice of all with an interest in the management of Owners Corporations.