BCS Strata Management
Ground Floor, The Connaught Centre, 26 Marine Parade, Southport, QLD 4215
PO Box 444, Broadbeach, QLD 4218
ABN: 82 010 120 144
Phone: 1300 889 227
Website: picagroup.com.au/branches/#BCS

1 July 2024

Annual fee review.

Dear Committee,

We are writing to update you about changes to our schedule of service fees, which reflect updated service rates and charges taking effect on 1 July 2024.

These fees apply only to extra services and other costs listed in Schedule C and D of our administration agreement, not our fixed charges such as the management fee and disbursements, which are covered under 'Agreed Services' in Schedule B.

The Office of the Commissioner for Body Corporate and Community Management releases its annual review of fees for information, conducting searches, and processing applications in July. We'll share a link to these updates on our website in due course. For your convenience, the schedule also includes fees for frequently-used services like QCAT and the Titles Office.

A copy of this communication and the updated schedule of rates specific to your property will be available in the online portal, allowing you to access the new pricing details anytime.

Should you have any questions, don't hesitate to contact your body corporate manager.

Kind regards,

The BCS Strata Team

Disclaimer

You are receiving this notification because we are your strata manager. This notification is sent by BCS Corporate Services Pty Ltd, ABN 82 010 120 144, a subsidiary of Prudential Investment Company of Australia PTY Ltd (PICA Group) ABN 84 004 266 817.

You can contact us by calling <insert number> or web chat through our website between 8.30 am and 5.00 pm, or complete the form on our website anytime, and we will respond during business hours.

SCHEDULE C – ADDITIONAL SERVICES

*These services are subject to additional charges. The cost of these additional services **is not** covered by the "Agreed Services Fee" listed in Schedule A Items 2 & 3.*

These services will be charged for on an hourly basis at the rates of the person providing the Service as set out in Schedule D or the amount disclosed for the Service in this Schedule C, or otherwise as disclosed from time to time. All fees stated are inclusive of GST.

Additional Services comprise any services not stated in Schedule B (Agreed Services) that may be supplied at the request of the Body Corporate, including but not limited to:

Item	Charge	Unit
Meetings		
Reconvened Meetings	Hourly rate	per hour (min 1hr)
Voting Outside Committee Meetings	Hourly rate	Per hour (min 1hr)
Extraordinary General Meetings	Hourly rate	Per hour (min 1hr)
Meetings outside the number and/or hours specified in Schedule B (Agreed Services)	Hourly rate	Per hour (min 1hr)
Attendance at on-site meetings	ATO mileage rate	Per kilometre
Engagement of an independent returning officer	3rd party cost	Per engagement
Levies & Debt Management		
Issuing special levy/s to owners in accordance with general meeting resolutions (including printing & postage)	$5.40	per lot
Levy Recovery Stage 1 (on-charged to lot owner)	$50.00	Per letter
Levy Recovery Stage 2 -1st letter (on-charged to lot owner)	$85.00	Per letter
Levy Recovery Stage 3- 2nd letter (on-charged to lot owner)	$90.00	Per letter
Levy Recovery Stage 4 – provide briefing / instructions to mercantile agent / lawyer at commencement of and during debt recovery/legal action including ongoing liaison and case management (on-charged to lot owner)	Hourly rate	Per hour (min 1hr)
Payment Plan – establishment of approved payment plan and ongoing monitoring (on-charged to lot owner)	$70.00	Per payment plan
Payment Plan – default, including providing written advice to lot owner (on-charged to lot owner)	$35.00	Per payment plan
Monitoring and/or follow up of non-levy debts or Accounts Receivable, including on-charged amounts	Hourly rate	Per hour
Maintenance & Repairs		
Issuing quote requests for the repair or replacement of Body Corporate property or assets	$44.00 & hourly rate for co-ordinating	Per quote request
Preparation and issuing of work orders to contractors attending to repair or replacement of Body Corporate property or assets	$44.00 & hourly rate for co-ordinating	Per work order
Coordination of on-site access for contractors including provision of keys or fobs	$42.00	Per request
Meeting with contractors on site, following up with contractors re: incomplete works, and/or verification with site contact re: completed works in order to process payment of invoices	Hourly rate & ATO mileage for any travel	Per hour
Management of After-Hours emergency calls	Hourly rate	Per hour (min 15min)
Issue & supply common property key/s or security fob/s to individual owner / approved resident (paid by requestor)	$42.00	Per request
Maintenance of Administrative & Sinking Funds, Accounting & Taxation		
Preparation of information for ABN/GST registration or cancellation	$150.00	Per request
Business Activity Statement, including preparing and supply of financial records, giving instruction to, and attendance upon an independent tax agent (including the cost of tax agent)	$341.00	Per return
Instalment Activity Statement, including preparing and filing the instalment activity statement (return) with the Australian Taxation Office.	$126.00	Per return
Preparation and payment of wages to Body Corporate employees	Hourly rate	Per hour
Preparation of Enhanced Accounting Reports (only if specifically approved by Body Corporate)	Hourly rate	Per report
Taxation Return, including preparing and supplying financial records, giving instruction to, and attendance upon an independent tax agent (including the cost of tax agent). 2-15 lots	$320.00	Per lodgement
16-30 lots	$366.00	Per lodgement
31-50 lots	$630.00	Per lodgement
51+ lots	$766.00	Per lodgement
Arrange an annual financial audit of the Body Corporate's financial records by an independent qualified auditor (not including auditor's fee)	$18.50	Per lot
Arrange and perform functions related to financial loan management, including application preparation, providing documentation and ongoing administration	Hourly rate	Per hour
Accounts receivable processing	$60.00	Per request
Reconciliation and administration of utility account on-charging	Hourly Rate	Per hour
Establishing a new Investment Account Facility for the Body Corporate with a financial institution with whom the Manager has an existing established relationship	$68.00	Per investment
Establishing a new Investment Account Facility for the Body Corporate with a financial institution with whom the Manager does not have an existing established relationship	Hourly rate	Per hour
Processing transfers, rollovers, and closures of existing investment account facility	$37.00	Per investment
Dishonoured transaction fee, to be charged to the lot owner	$62.00	Per transaction

Processing stop payments & direct debit levy payments	$62.00	Per transaction
Rectifying deficiencies in records at takeover of management (applicable only for newly acquired management)	Hourly rate	Per hour
Insurances		
Insurance claims, including preparation, lodgement, and monitoring of insurance claims	Hourly rate	Per hour (min .5hr)
Liaise with non-broker affiliated insurers in relation to claims history, lodging of claims, or requesting quotations/updated renewal terms	Hourly rate	Per hour (min .5hr)
Source and supply insurance certificate of currency to individual owners or interested parties (paid by applicant)	$35.00	Per request
Records		
Retrieval of physical archive boxes	$30.00	Per box
Digitization of records, on request (not including any 3rd party costs e.g. scanning of large plan files or external scanning)	Hourly rate & any 3rd party costs	Per hour
Regulatory Compliance – where applicable		
Filing of returns and lodgement of documents with the appropriate statutory authority (e.g. Workplace Health and Safety Return, Workers Compensation Return) and/or the lodgement of documents (Titles Office).	Hourly rate	Per hour (min .5hr)
Instructing consultants to advise the Body Corporate of requirements relating to Workplace, Health and Safety, Fire Protection, and other statutory obligations.	Hourly rate	Per hour (min .5hr)
Annual Lift Certification	Hourly rate	Per hour (min 1hr)
Annual Pool Compliance		
Compliant Pool	Hourly rate	Per hour (min .5hr)
Non-compliant Pool	Hourly rate	Per hour (min 1hr)
Annual Land Valuation, including distribution of updated valuation to each lot owner (including disbursements required for distribution)	$12.10	Per lot
Community Health & Safety Guidelines & Due Diligence Package (Note: maintaining this service / package is an optional subscription)		
2 to 16 lots	$220.00	per annum
17 to 166 lots	$1.10	per lot per month
167 lots and over	$2,200.00	per annum
Trade Compliance Cost	$110.00	Per annum
Optional Services (only where selected by the Body Corporate)		
Assisting with preparation and/or filing of applications and submissions to the BCCM Commissioner's office, QCAT, or other authorities.	Hourly rate	Per hour
Extra services resulting from an on-site building manager/caretaker ceasing to perform services	Hourly rate	Per hour
Assisting committee with bylaw enforcement, including arranging for bylaw breach letters and/or preparation of contravention notices	Hourly rate	Per hour
Arranging professional services, including instructing and attendance upon solicitors, accountants, quantity surveyors, engineers, and other professional service providers (not inclusive of any quote request or work order charge where applicable).	Hourly rate	Per hour
Any other services other than agreed services which can be provided by the Manager, including third party costs and associated increases to these third party costs, or legislation changes introduced after the commencement of this Engagement.	Hourly rate	Per hour
Services stated in Schedule B (Agreed Services) required to be undertaken outside of the hours of 8.30am to 5.00pm.	Hourly rate	Per hour
Services stated in Schedule B (Agreed Services) and C (Additional Services) required to be undertaken on weekends or public holidays.	Double the hourly rate for relevant staff	Per hour
Respond to communications and correspondence in relation to Schedule C Additional Services.	Hourly rate	Per hour
Statutory Compliance & General Administration Fees		
Replacement of Certificate of Classification, Community Management Statement, CTS Search Statement, Survey Plan, Title Search, Historical Title Search, or BUP/GTP.	Hourly rate plus 3rd party fee	Per item
Searches (charged to requestor)	As per regulations	Per search
Information Certificates (charged to requestor)	As per regulations	Per certificate
Information necessary to complete Disclosure Statement	Hourly rate	Per hour (min 1hr)
Copy of Specified Record (charged to requestor)	As per regulations	Per impression
Preparation of records including financials for exiting plan (at termination of agreement)	Hourly rate	Per hour (min 3hr)
Disbursements for Additional Services		
Postage	3rd party cost (e.g. Australia Post)	Per mailing
Courier	3rd party cost	Per item
Envelopes		
DL envelope	$0.35	Per item
A4 envelope (C4)	$1.00	Per item
Reply paid DL envelope	$1.50	Per item
Reply paid A4 envelope	$2.70	Per item
Secret voting envelope	$1.00	Per item
Ballot envelope	$1.00	Per item
Returning office envelope DL reply paid	$1.50	Per item
Printing and photocopying	As per regulations	Per impression

Electronic Mail	$0.12	Per email

SCHEDULE D – HOURLY RATES FOR ADDITIONAL SERVICES

All fees stated are inclusive of GST.

Item	Charge	Unit
Strata Manager – during office hours & after hours up to 8pm	$252.00	per hour
Strata Manager - after 8pm Mon–Fri, Weekends & Public Holidays	$504.00	Per hour
Administration Staff – during office hours & after hours up to 8pm	$252.00	per hour
Administration Staff - after 8pm Mon–Fri, Weekends & Public Holidays	$504.00	Per hour
Senior Manager – during office hours & after hours up to 8pm	$275.00	per hour
Senior Manager – after 8pm Mon–Fri, Weekends & Public Holidays	$550.00	Per hour