THE COMMUNITY Co

CAPABILITY STATEMENT

BUILDING TYPES

- Heritage
- Residential & Commercial
- Mixed-Use / Building Management Statements
- Short-term Letting
- Community Associations

5000+ LOT PORTFOLIO

- 5000+ Lot Portfolio
- $10 Million+ in Managed Funds
- Managing $1 Billion+ in Prestige Property

10+ YEARS OF EXPERIENCE

- 30 Full-time Staff
- 15+ Years of Industry Experience
- Strata Community Australia (SCA) Accredited
- Brisbane & Gold Coast based

AWARD WINNING

- SCA AUSTRALASIA Best Medium-Sized Strata Business 2021
- SCA AUSTRALASIA Best Senior Strata Manager 2021
- SCA QLD Best Medium-Sized Strata Business 2021
- SCA QLD Best Senior Strata Manager 2021

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WHO WE ARE

Culture is important to us because we understand how powerful it is within an organisation and how it drives all decisions. This is why we launched The Community Co with a single cornerstone as it's building block;

WE SPEAK COMMUNITY

WE DEMONSTRATE CARE

WE PROVIDE SOLUTIONS

WE BUILD RELATIONSHIPS



COMPANY STRUCTURE AND STANDARDS

The Community Co team is led by Pedzi Mawande, a certified practising Body Corporate Manager through the SCA with 15 years of Strata experience and by George Salloum, a Senior Executive in various industries and leadership roles,

COMPANY INFORMATION

NAME	The Community Co.
ABN	95 602 223 825
ESTABLISHED	2015
COMPANY STRUCTURE	Pty Ltd limited by shares (no parent company)
PROFESSIONAL ORGANISATION	Members of the Strata Community Australia (SCA)
POINT OF CONTACT	Pedzi Mawande | Managing Director pedzi@thecommunityco.com.au 0432 794 028

PROFESSIONAL STANDARDS

The Community Co Pty Ltd is accredited by the Strata Community Association and practices under their professional standards. Further information can be found here.

INSURER	QUANTRA
POLICY NO.	IL1908590-3080-3
POLICY LIMITS	$5,000,000 any one Claim / $15,000,000 in the aggregate
EXPIRY	28/02/2027

DELIVERING MANAGEMENT SERVICES

Strata Management is delivered with total transparency, an educational focus and our devotion to raising service standards through leveraging technology. These features all contribute to The Community Co.'s outstanding retention rate since inception.

48 HOURS	7 DAYS	14 DAYS	OTHER
We respond to the following within 2 business days:	**We respond or issue the following within 7 days:**	**We do the following activities every 14 days:**	**Other tasks are dependent on their timing:**
• Email correspondence • Letters and faxes • Phone calls • Work orders (from receipt of request) • Accounting queries	• Meeting minutes (or once draft is approved by Chairperson or Secretary) • Insurance Claims followed up with the insurer and updates provided to the affected party	• Debt recovery • Invoices recorded and payment authorities issued to the relevant Committee member for authorisation	• Meeting Agendas sent out within the legislated notice period • At least two insurance quotes provided to the Committee for consideration unless the broker has justifiable reasons

OUR PERFORMANCE - KEY PERFORMANCE INDICATORS

Giving clients the ability to manage their Body Corporate Manager's performance effectively is an area most Body Corporate Management firms have not addressed adequately. Simply relying on the circumstances under the Legislation to terminate a Body Corporate Manager for lack of performance makes the process ambiguous and drawn out.

That is why The Community Co has specific Key Performance Indicators (KPIs) in our contract, making us more accountable to our clients and it easier for clients to end our engagement if they are not satisfied with our service.

OUR SERVICES

Body Corporate's can rely on The Community Co for effective and efficient management of your strata. We offer end-to-end strata management services, comprising of:

- A Body Corporate Manager
- Unlimited emails, phone calls, letters at no additional fees
- Claims management through Cover Force Insurance Brokers
- Accountants for your financial management
- Additionally, our terms of engagement allow our customers to terminate an engagement with 30 days' notice if they believe we are not performing our services on reasonable grounds, putting your satisfaction first.



SECRETARIAL

Communication is an important part of building a community. To make this as cost-effective as possible for Bodies Corporate, we offer you fixed fees for most printing, postage and outlays:

- Letters
- Circulars
- Email
- Phone and fax



UP-TO-DATE LEGAL ADVICE

The Community Co has a retainer agreement with Chambers Russell Lawyers for the typical queries for which Bodies Corporate need guidance.

The Body Corporate Managers at The Community Co are in daily contact with the Chambers Russell Lawyers team.

FINANCIAL MANAGEMENT

The Body Corporate will have secure, transparent and accurate financial information. The Community Co will provide you with the following financial services:

- Budget preparation (including the sinking fund and any special levies)
- Creditor payments
- Invoice approval authorisations
- Account payments
- Accounts (invoices and levies) payable and monitoring those in arrears and follow up, with debt recovery if needed
- Levy issuing and collection
- An individual Macquarie Bank account
- Maintenance of statements of income and expenditure (Body Corporate and Easement Billing)
- Auditable financial statements

Budget Preparation

Budgets are prepared in collaboration with the Body Corporate and set out on the Urbanise online platform. This shows all aspects of the body corporate financial position in real-time.

Expense Tracking

To make expense tracking as quick and easy as possible for the Body Corporate, we offer access to the Urbanise online platform which shows all aspects of a Body Corporate's financial position in real-time.

Please note that Urbanise is a service that is on-charged annually to the Body Corporate.

The Urbanise interface is clean and user friendly and for this reason, it is used successfully by all our clients. It provides transparency over costs, enabling users to keep a close eye on expenditure. A screenshot to illustrate its simple yet effective interface is included below.

Auditable Financial Records

Committee members will have access to the Financial Statements at any time.
Bank statements are also available upon request.

The Community Co uses the services of KHI Partners to ensure that Body Corporate tax returns and Business Activity Statements are lodged correctly with the Australian Tax Office.
Policies

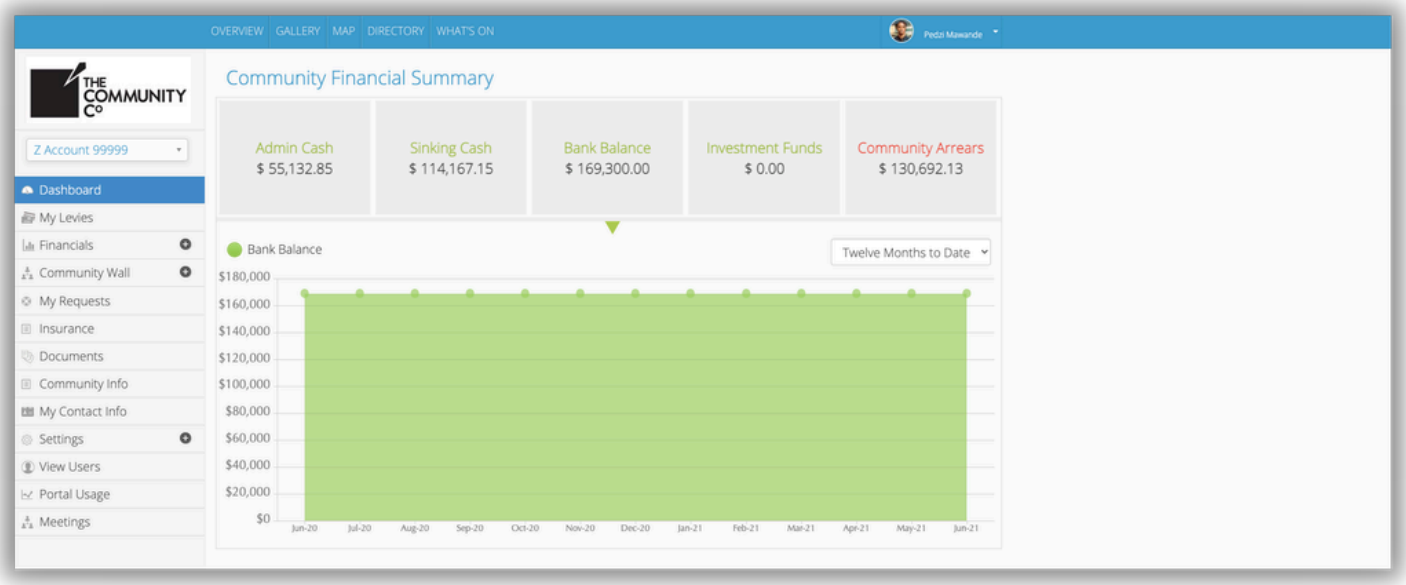
URBANISE PLATFORM

Body Corporate's will have access to Urbanise, an online platform that shows all aspects of the Body Corporate financial position in real-time. Committee members will be able to see:

- Bank balance
- Administrative fund and sinking fund balance
- Levy and other invoice arrears
- Budget vs Actual expenditure
- General ledger
- Accounts payable ledger

The user-friendliness of Urbanise makes it very attractive as shown in the screenshot included below.

Please note that Urbanise is a service that is on-charged annually to the Body Corporate and is an exclusion from our fixed fee service.





INVOICE APPROVAL & PAYMENTS

On our appointment as Body Corporate Manager, we will immediately implement an online duel invoice approval system. Invoices are uploaded to the system and any Committee member and the Building Manager will be easily able to view all Body Corporate invoices for approval at any time, night or day.

Our introduction of this technology has vastly improved issues for other Body Corporate's regarding outstanding creditor payments and reduced the time that Committee members' have to spend on invoice queries. Invoice approvers can see summary details:

- Invoice number
- Contractor name
- Budget category that the invoice has been assigned to
- Invoice amount.

The system allows approvers to view the PDF of the invoices and to comment if there are any queries. Payments of all accounts are made after two signatories authorise them via the invoice approval process, unless there is an urgent event.



LEVY COLLECTION

Lot owners will be able to pay their levies via PayID, BPAY, DIRECT DEBIT and AUST POST as soon as we have set up the Body Corporate on our management system. These details will appear on a levy notice that is generated 45 days before the levy due date set at each Annual General Meeting. The Community Co also has a Debt Recovery in collaboration with Grace Lawyers.

Body Corporate dealings with debts, disputes and by-law contraventions will be correctly managed by The Community Co. We understand and know how to manage such events properly to minimise risk to Bodies Corporate. We can assist you with the following dispute resolution services:

- Issue of debt recovery letters and final demands
- Holding conciliation meetings
- Issuing a contravention notice
- Issuing a final contravention notice
- Applying to the Office of the Commissioner for Body Corporate and Community Management



MEETING MANAGEMENT

We have attended thousands of Body Corporate Management Meetings and confidently manage:

- Committee Meetings
- Annual General Meetings
- Extraordinary General Meetings.

All administration is taken care of – preparing and issuing agendas and minutes.
The meeting minutes will be taken using our own specially-developed template. We use the template to take minutes directly during a meeting and can therefore typically distribute minutes to Committee Members within a timely manner.

Despite being a relatively small-scale initiative, the introduction of the template has a big impact. For example, because the minuting process has been refined it provides Body Corporate Committees with greater agility and efficiency; members often have minutes already to hand, meaning that they can deal with issues without delay.

They can also process disputes more efficiently and effectively, with resolutions in the pipeline ready to go. Perhaps most importantly, the minutes template brings a much greater level of record-keeping consistency to Committees.

And, to make matters even more streamlined and efficient, the template also includes standard responses for standing agenda items, alleviating the requirement to amend minutes at each meeting and saving further time.



TECHNOLOGY

So that a Body Corporate has a streamlined, efficient administration process, we will provide you with the best of technology for Body Corporate and Community Management. The Body Corporate will have:

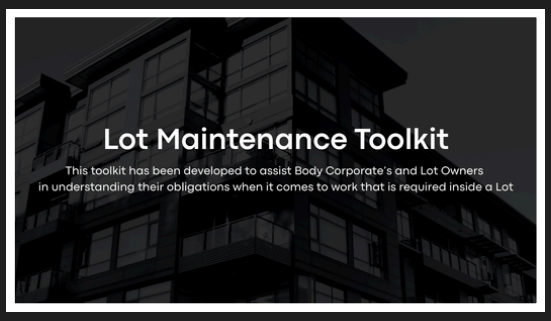
- Cloud-based Strata Management Software (Urbanise)
- A dedicated website and portal also accessible on IOS and Android via the Urbanise Community App
- An integrated banking platform provided by Macquarie Bank
- Electronic Voting for your Committee
- A Document Management System to store records with Data Encryption and 128 Bit SSL Secure
- Socket Connection for keeping documentation.

BODY CORPORATE TOOLKITS

The Community Co has developed various Toolkits to assist Committees in daily matters including but not limited to:

- Animal Management
- Communication
- Financial Management
- Property Management
- Provision of Services to Lot owners

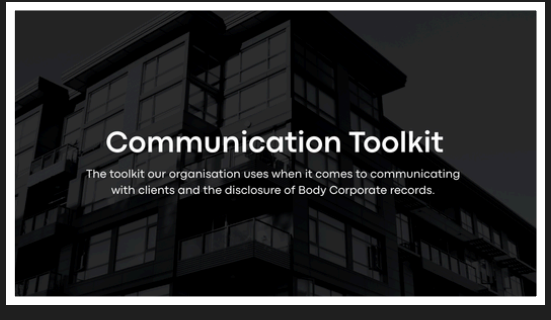
These toolkits give Committees and Building Managers a step by step process on how to deal with issues that arise. The toolkits are a relevant, dynamic point of reference which continually increase in value as it evolves. It also acts as not only a valuable training tool, but as the immediate 'go to' reference point for everyone in the company.













A SAMPLE OF OUR PORTFOLIO

COMMUNITY TITLE

EASEMENTS

BUILDING MANAGEMENT STATEMENTS

COMMUNITY ASSOCIATIONS

HERITAGE LISTED



VILLAGE CENTRE AT KELVIN GROVE

213 LOTS



CHESTER AND ELLA

319 LOTS



RIVERLIGHT HAMILTON REACH

241 LOTS



URBAN EDGE

380 LOTS



LONDON WOOLSTORE

89 LOTS



THE AMBROSE

176 LOTS

BENEFITS OF A COMMUNITY CO. CONTRACT



The Community Co offers no lock-in, fixed-price contracts with key benefits:

- You will have complete certainty regarding costs.
- The contract enhances contractual protections not offered under standard Body Corporate Management contracts.
- The contract clearly outlines our obligations.
- The contract includes Key Performance Indicators to allow the Body Corporate and Building Manager to measure our performance.

PORTFOLIO CASES AND TESTIMONIALS

Ansonia Apartments | 84 Lots | Accomodation Module

Successful assist the Body Corporate and Building Managers with a better understanding of the Caretaking Agreement and clarifying performance expectations.

Client's challenge: The Body Corporate was frustrated with a lack of clarity regarding the Building Manager's obligations under the Caretaking Agreement. The Caretaker and Body Corporate had differing expectations on how the duties were to be performed.

We recommended that the Committee engage Diverse FMX to audit the Common Property and Building compliance documentation.

The audit report revealed the non-compliance and assessed the performance of the Building Managers delivery of the Caretaking duties against the Australian Building Management Code.

Result: The objective evidence in the audit report showed the Committee and Building Manager what is required and allowed a non-personal dialogue between the two parties. The Building Manager began to perform the duties to the required standard and report Building issues to the Committee. The Body Corporate is also signed off annual and being Building compliant.

Urban Edge | 380 Lots | Accomodation Module

Successful dispute management resulting in over $31,000 reimbursement to the Body Corporate

Client's challenge: The Body Corporate for Urban Edge was experiencing issues with telecommunications charges levied to them by the Principal Body Corporate (PBC) of the Kelvin Grove Urban Village.

Once The Community Co was appointed as the Body Corporate Manager, we immediately investigated the charges. We subsequently advised the Body Corporate that the infrastructure being charged was inappropriate, as it was not a user of the infrastructure. Therefore, there was no requirement for the Body Corporate to pay the contributions to the PBC.

To provide the Body Corporate with extra assurance, we obtained legal advice to confirm our advice. We also audited all telecommunications charges that the PBC had levied on the Body Corporate since the scheme's inception.

Result: The Body Corporate proceeded to lodge an adjudication application with the Office of the Commissioner for seeking reimbursement of $31,559.91.The Body Corporate was successful in obtaining an order to receive reimbursement of the charges.

London Woolstore Apartments | 89 Lots | 10 Commercial Lots under a BMS

Eliminating the financial burden imposed by a BMS for the Body Corporate

Client's challenge : The London Woolstore Apartments' Body Corporate is burdened by a Building Management Statement (BMS) where the residential lots share scheme land with ten commercial lots under a volumetric plan of subdivision.

Prior to the appointment of The Community Co, the Body Corporate was paying all costs associated with the BMS shared areas and issuing accounts receivable invoices to the commercial lots.

However, when any of the commercial lots failed to pay their invoices, the Body Corporate was bearing the financial burden.

When The Community Co was appointed as Body Corporate Manager, we separated expenses related solely to Body Corporate Common Property and the shared land under the BMS.
We did this by:

- Preparing budgets specific to the BMS
- Establishing a separate bank account
- Establishing separate income and expenditure statements
- Establishing separate revenue and cost centres to issue levies to the commercial lots.

Result: Following our action, the Body Corporate no longer needed to cover the costs associated with the BMS areas whilst commercial lots were in arrears, thereby freeing the Body Corporate from the burden of the costs

The Village Centre at Kelvin Grove | 213 Lots | Accomodation Module

Improving invoice payments and collections

Client's challenge: The Village Centre at Kelvin Grove was struggling to manage accounts payable and creditor payments due to outdated technology and a cumbersome system of approvals.

On our appointment as the Body Corporate Manager, we immediately implemented an online duel invoice approval system. Invoices are uploaded to the system and any Committee member and the Building Manager are easily able to view all Body Corporate invoices for approval at any time, night or day.
Invoice approvers can see summary details:

- Invoice number
- Contractor name
- Budget category that the invoice has been assigned to
- Invoice amount.

The system allows approvers to view the PDF of the invoices and to comment if there are any queries.

Result: Our introduction of this technology has vastly improved issues with outstanding creditor payments and reduced the time that Committee members' have to spend on invoice queries.

FAQS

DO YOU CHARGE A FEE FOR TRANSFERING THE RECORDS FROM THE PREVIOUS BODY CORPORATE MANAGER?	NO
DO YOU CHARGE A FEE FOR SETTING UP THE BODY CORPORATE ON YOUR SYSTEMS?	NO
HOW LONG DOES IT TAKE TO SET UP OUR BODY CORPORATE WHEN WE TRANSITION TO YOU?	10 BUSINESS DAYS
DO YOU CHARGE US FOR ISSUING LEVY ARREARS?	NO
DO YOU CHARGE US FOR PREPARING AND ISSUING BY-LAW CONTRAVENTION NOTICES?	NO

ADDITIONAL CHARGES

BAS	$1,100	PER ANNUM CHARGED BY THE ACCOUNTANT - ONLY APPLICABLE IF YOUR BODY CORPORATE RAISES OVER $75,000 IN LEVIES
INCOME TAX RETURN	$275	PER ANNUM CHARGED BY THE ACCOUNTANT – ONLY APPLICABLE IF THERE IS NON-MUTUAL INCOME, E.G. TERM DEPOSIT INTEREST
NON-LODGEMENT DECLARATION	$80	PER ANNUM ONLY APPLICABLE IF THERE IS NO NON-MUTUAL INCOME
ARCHIVE BOXES	$10	PER BOX PER ANNUM – ONLY APPLICABLE IF THE PREVIOUS MANAGER HAS ARCHIVED RECORDS
COURT	Hourly Rate	ONLY APPLICABLE IF THE BODY CORPORATE REQUESTS WE ATTEND COURT PROCEEDINGS ON THEIR BEHALF.
URBANISE	$16.50	COST PER LOT, PER ANNUM (EX GST)

THE COMMUNITY Co

STRATA MANAGERS

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