



At **Citi Group Property Body Corporate Services** we have a proud history as a well-established Body Corporate Management company in Queensland, providing body corporate consultancy and administration services. We have amassed and continue to service an extensive portfolio of established, residential and commercial complexes from Coolangatta to the Sunshine Coast. This means that your scheme will benefit from the shared experience and practical knowledge afforded by this network.

**Citi Group Property Body Corporate Services** is at the forefront of strata and community management services in Queensland, with a reputation for the highest ethical standards. Our team of professionals provides a skilled, multi-disciplinary approach with expertise in all areas of accounting and property management. Our aim is to not only match our competition when it comes to providing our services, but to surpass them with a one on one service.

Our objective is to give our clients the type of individual attention they all need and deserve, rather than attempting to boost our portfolio to excess and forgetting the importance of our existing clients.

We understand the evolving nature of this business and are committed to remaining informed about changes and developments which affect you. We are dedicated to providing you with comprehensive solutions and suggestions to address your needs *ahead* of time, rather than as an afterthought.

## OUR COMMITMENT TO YOU

We will do everything in our power to:

- Maintain the highest possible standards of integrity and professionalism that you rightly expect of us
- Deliver all of our services in a courteous and down-to-earth manner
- Meet the deadlines we set and the promises we make
- Maintain transparency in all that we do by keeping you informed, every step of the way



## WHAT WE DO BETTER

- We are committed to responding to your telephone calls within 24 hours
- We deliver exceptional quality service, and as such will rarely, if ever be the cheapest among our competitors. This, however, does not detract from the fact that we never fail to deliver value for money.
- Our financial services are second to none - with our extensive team and wealth of experience providing us with all of the strength to give you premium quality service and peace of mind.

## VALUE ADDED SERVICES

We are delighted to be able to offer you the following value-added services at no cost:

- information seminars bringing you up to date with legislation changes
- direct email access to your body corporate manager through your direct email address (e.g. [nameofbodycorporate@cgpbcm.com.au](mailto:nameofbodycorporate@cgpbcm.com.au)); and
- regular newsletters and strata email updates

## FINANCIAL SERVICES

We have a strong affiliation with a local Accountancy firm. This means we can offer you the added benefit of the expertise and knowledge provided by our association with this accountancy firm.

## BANKING

- Open, maintain and operate a bank account **in the name of the body corporate** for the administrative and sinking funds
- Invest surplus funds in term deposits, on approval from the body corporate

## FINANCIAL STATEMENTS AND REPORTS

- Maintain a computerised ledger including monthly postings and bank reconciliation
- Prepare a monthly balance sheet
- Prepare quarterly financial accounts to be forwarded to the Committee on a quarterly basis
- Prepare accrued annual financial statements for auditors and owners at AGM
- Prepare the annual Statement of Accounts to be presented to an auditor where an audit is requested



## **BUDGETS**

- Prepare draft annual administrative and sinking fund budgets for the committee's consideration

## **LEVY MANAGEMENT**

- Issue levy and other contribution notices
- Receipt and bank levies Issue notices of overdue levies within seven days after due date for payment

## **MEETING SUPPORT**

- Convene and attend the AGM
- Convene and attend to the elected number of Committee meetings per year
- Prepare and distribute AGM notices and committee notices for the elected number of meetings per year
- Record and distribute minutes of these meetings within ten (10) working days
- Call nominations for the positions of executive and ordinary members of the body corporate committee each year in preparation for the AGM

## **MAINTENANCE OF ROLLS AND REGISTERS**

- Maintain the Roll and Registers of the body corporate. These documents must be kept accurate and kept up to date at all times.
- They contain all information pertaining to:
  - Occupation Authorities
  - Engagements & Authorisations
  - Mortgagees - Owners - Assets - Lot Entitlements
- Ensure the roll is available for inspection, supervision those inspections, and ensuring that Body Corporate Disclosure Statements & Information Certificates are delivered promptly.

## **CORRESPONDENCE**

- Answer all communications and correspondence on behalf of the body corporate within 48 hours
- Attend to matters concerning amendments to by-laws, including correspondence incidental to these matters.
- Liaise with committee members, estate managers, consultants, etc





## INSURANCE

**Citi Group Property** Body Corporate Services is proud to be able to service our clients Insurance needs effectively and with minimal fuss.

The following are some of our service capabilities:

- Sourcing quotations and proposals from insurance companies at renewal to ensure proper and adequate insurances are effected, including:  
Building - Common contents - Loss of Rent/Temporary Accommodation  
Public liability - Catastrophe - Voluntary Workers  
Office bearer's liability - Fidelity Guarantee  
Machinery Breakdown - Workers compensation (where required)
- Provision of information to owners or their representatives about Body Corporate & Strata Insurance, Contents Insurance and general insurance matters
- Preparing, lodging and following claims through handling processes (including liaison with assessors, loss adjusters, contractors and insurance company representatives) to a satisfactory conclusion
- Undertaking compliance training and document handling processes
- Facilitating the required quotations for insurance valuations



## FIRE SAFETY

**Citi Group Property** Body Corporate Services has undertaken extensive efforts to ensure that it provides accurate, professional Fire Safety services and advice in a timely manner in accordance with the new *Building Fire Safety Regulations 2008*.

With the implementation of these new regulations we are now able to provide each Body Corporate with the necessary resources and advice to meet the Queensland Building Fire & Safety Regulations 2008 including:

- Fire Safety Reports
- Evacuation Training
- Evacuation Diagrams
- Equipment Training
- Fire Safety Advisors



With a dedicated skilled Fire Safety Advisor servicing the region - **Citi Group Property** Body Corporate Services is at the forefront of Fire Safety awareness and service provision. Our expert has industry experience, friendly and approachable during onsite inspections.

**Citi Group Property** Body Corporate Services fully qualified Fire Safety Advisor has over 20 years of Fire Industry experience, giving peace of mind that you will be receiving expert knowledge and quality service at a competitive cost.





## WORKPLACE HEALTH & SAFETY

New legislation came into force for health and safety in Queensland as of 1 January 2012 - Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011

Identification of hazards at your complex is important in order to assist in minimising risk to workers and others, and subsequently minimising the potential risk of the Body Corporate being subject to litigation. An independent eye can often see potential hazards that may not be recognised by those familiar with the complex.

The Body Corporate must exercise due diligence to ensure that the complex complies with the WHS Act and Regulations. This includes taking reasonable steps to:

- Gain an understanding of the hazards and risks associated with the operations of the business or undertaking;
- Ensure that the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.

**Citi Group Property** Body Corporate Services WHS inspectors are well experienced in health and safety and are able to conduct a comprehensive and informed inspection of your complex.

Our commitment to outstanding service provision is evidenced by the appointment of our own Workplace Health & Safety Officer so whether your complex is in Coolangatta or Sunshine Coast, we have you covered.



## COMPLAINTS HANDLING

We are focused on a continual improvement of our service standards and part of that process is to ensure that any complaints received about our service are resolved in a manner that provides a satisfactory outcome to our clients.

Having a clear process explaining how complaints are handled is vital and these procedures have been developed to assist Owners and other interested Parties in the handling of complaints, issues and other matters that might arise from time to time in handling your affairs.



## OUR PEOPLE

Experience and industry knowledge are fundamental to our continuing success.

We are committed to ensuring that our knowledge and skills match the evolving nature of the industry, as well as your specific needs. Each of our Body Corporate Managers undertakes extensive internal and external training.

Our Body Corporate Managers attend to each property with care and attention and are wholly committed to meeting our client service standards.

We would welcome the opportunity to be of service to you in regard to this *community title scheme*. We all look forward to discussing this proposal further with you.

**Anthony Garcia**

**Managing Director**

**Citi Group Property**

**04011 847 824**

**Jan Strubin**

**Principal**

**Citi Group Property**

**0401 651 014**

