

## MANAGEMENT SERVICES

The requirements of Strata Companies and Strata Council depend on individual property needs. The management services for the **Strata Company** are defined to obey the obligations of the Strata Company and to assist the Strata Council performing their duties in line with the Strata Titles Act 1985 as amended (hereinafter called “the Act”). During the term of appointment magiXstrata performs all Regular Services. Special Services will be performed as directed by the Strata Company or Council of Owners.

## SCHEDULE A – REGULAR SERVICES

### ACCOUNTING

- ✓ Keep the Strata Company’s books of account and preparing annual statements of account (annual income and expenditure statement and balance sheet);
- ✓ Prepare and provide financial statements of account for the Council at its meetings;
- ✓ Prepare draft budget and assist Council of Owners in finalizing the budget and calculating the amounts of Contributions and Reserve Funds;
- ✓ Prepare and serve notices levying Administrative Fund Contributions according Section 36 (1) of the Act;
- ✓ Prepare and serve notices levying Reserve Fund Contributions according Section 36 (2) of the Act;
- ✓ Receive Contributions under Section 36 (1) and (2) of the Act into magiXstrata Trust Account for and on behalf of the Strata Company;
- ✓ \*Issue Reminder Notices in relation to outstanding Levy Contributions as per Section 36 of the Act;
- ✓ Pay accounts and outgoings on behalf of the Strata Company and as authorized for payment by the Council;
- ✓ \*Reconcile gas, water or electricity sub-meter accounts and issue sub-meter accounts;
- ✓ Pay disbursements and expenses incurred in connection with the Strata Manager’s management;
- ✓ Assist auditor in providing accounts and records for annual audit;

### INSURANCE

- ✓ \*Arrange and renew insurance on behalf of the Strata Company and individual owners (where applicable) and processing of insurance claims where allowed in the capacity as Authorized Representative;
- ✓ Arrange of replacement cost estimates as required and authorized by Strata Company;
- ✓ \*Assist the Council of Owners in obtaining quotes for insurance and submitting quotes to Council of Owners for their further consideration and instructions;

### SECRETARIAL

- ✓ Maintain the Strata Roll as per Section 35A of the Act;
- ✓ Maintain correspondence file (paper and electronic);
- ✓ Maintain the records and documents of the Strata Company under Section 35 (1) (e) to (h) of the Act;
- ✓ Have safe custody of the common seal of the Strata Company;
- ✓ Attend to and deal with all routine correspondence received;
- ✓ Refer to the Council of Owners any correspondence, inquiries, complaints and requests for information from proprietors, residents and others who may have dealings with the Strata Company;

### MEETINGS

- ✓ Arrange of Annual General Meetings of the Strata Company including preparing of notices, agendas and proxy forms;
- ✓ Arrange of Council meetings including preparing of notices and agendas;
- ✓ Prepare and distribute of minutes of Annual General Meetings and Council Meetings;

- ✓ Arrange for venue for meetings (cost to be borne by Strata Company);
- ✓ \*Attend Annual General Meetings, Adjourned Meetings and Council Meetings of the Strata Company;

---

#### OTHER

- ✓ Assist the Council in obtaining quotes and in arranging routine maintenance, repair and replacement of the Common Property and personal property vested in the Strata Company
- ✓ \*Arrange and supervise of inspections of records according to Section 43 (1) (b) of the Act at the office of magiXstrata;
- ✓ \*Issue certificates and providing information in accordance with Section 43 (1) (a) and (c) of the Act;
- ✓ \*Provide copies of documents in accordance with Section 43 (1a) of the Act;
- ✓ Maintain Common Property and Lot Improvement Register;
- ✓ Maintain Asset and Contracts Register;
- ✓ Maintain Key Register;
- ✓ Answer queries from the Council about applicable By-laws;

\* Indicates limited or no provision in Regular Services Fee

### SCHEDULE B – SPECIAL SERVICES

---

#### ACCOUNTING

- ✓ Prepare and provide special financial reports to the Strata Company and/or for the Council of Owners due to special requirements;
- ✓ Prepare and serve notices levying Special Purpose Fund Contributions according Section 36 (1) & (2) of the Act;
- ✓ Compile of records and instruct a registered Tax Agent or a member of a recognized professional accounting association to prepare and lodge Income Tax Returns and Business Activity Statements (where necessary) for the Strata Company;
- ✓ Seek permission for expenditure from all proprietors and first mortgagees of proposed unbudgeted expenditure as provided for in Section 47 (3) of the Act;
- ✓ Invest surplus money in either Administrative or Reserve Funds on behalf of the Strata Company with Strata Cash Management Accounts;

---

#### REPAIRS AND MAINTENANCE

- ✓ Assist the Council of Owners in obtaining building inspections and building surveys and reports on non-routine repairs;
- ✓ Assist the Council of Owners in obtaining scheduled maintenance programs;
- ✓ Assist the Council of Owners in obtaining quotes and in arranging of non-routine maintenance, repair and replacement of the Common Property as authorized by the Council;
- ✓ Arrange access for contractors;
- ✓ Liaise with consultants and builders;

---

#### EXTRAORDINARY GENERAL MEETINGS

- ✓ Arrange Extraordinary General Meetings of the Strata Company including prepare of notices and agendas;
- ✓ Prepare and distribute minutes of Extraordinary General Meetings of the Strata Company;
- ✓ \*Attend Extraordinary General Meetings of the Strata Company;

---

#### BY-LAWS AND LEGAL

- ✓ Serve notices for compliance with Strata Company By-laws;
- ✓ Prepare and issue breach notices relating to Strata Company By-laws;
- ✓ Attend the building due to by-law enforcement;

- ✓ Assist the Council of Owners in arranging of drafting of By-laws, amendments to By-laws and/or By-law reviews;
- ✓ Lodge Notification at Landgate relative to changes of by-laws according to Schedule 3, Strata Titles Regulations 1996;
- ✓ Assist the Strata Company in State Administrative Tribunal and Court proceedings;
- ✓ Instruct and attend conferences with lawyers on instruction from the Strata Company relative to outstanding contributions;

---

## OTHER

- ✓ Prepare and distribute regular newsletters to proprietors and residents in the scheme in conjunction with the Council of Owners;
- ✓ Arrange, set up and update fully customized online portal with the Strata Company's logo, building images and "Theme" of the building;
- ✓ Arrange and supervise of inspections of records according to Section 43 (1) (b) of the Act at the parcel of the Strata Company;
- ✓ \*Arrange and supply of archiving facility;
- ✓ Arrange security and concierge services;
- ✓ Review of essential services such as fire, safety and health;
- ✓ Any other services (that are not Regular Services) that can be provided by the Strata Manager including, but not limited to, hiring and management of Strata Company employees.

---

## SCHEDULE C - ADDITIONAL SERVICES

---

### LEVY PAYMENT FACILITIES

magixstrata is operating their banking with Strata Cash Management Pty Ltd – Financial Services License 323823. Our customers receive flexibility and convenience when making levy payments and other monies owing to the Strata Company via Strata Pay. Strata Pay allows payments to be made via the method that is most convenient and at a time that suits the proprietor. The full range of payment options will always be detailed on the bottom of the levy notice, and are also listed below:

---

### BY INTERNET BANKING

- ✓ Customers can use the BSB and Account Number displayed on the levy contribution notice to pay directly from their bank account in Australian Dollars.

---

### VIA THE INTERNET

- ✓ Strata Pay allows our customers to make payments from their credit card 24 hours a day, 7 days a week online by visiting [www.stratamax.com.au](http://www.stratamax.com.au)

---

### BPAY®

- ✓ BPAY payments are made through our customer's financial institution from their cheque or savings account using BPay.

---

### VIA MOBILE PAYMENT APP FOR ANDROID OR IOS

- ✓ Owners are able to download StrataPay Mobile Payment App for Android or iOS which allows customers to make levy payments using your credit card with safety and security, anywhere, anytime.

---

### VIA DIRECT DEBIT

- ✓ Customers can make automatic payments from a nominated account or credit card by calling 1300 552 3111. Simply register via [www.stratamax.com.au](http://www.stratamax.com.au).

## VIA THE PHONE

---

- ✓ Strata Pay allows our customers to make payments from their credit card 24 hours a day, 7 days a week over the phone by calling 1300 552 311.

## BY MAIL

---

- ✓ Cheques are simply made out to Strata Pay and the Customer Strata Pay Reference Number and are sent together with the remittance advice located at the bottom of each levy contribution notice to StrataPay, Locked Bag 9, GSMC, Bundall QLD 9726.

## IN PERSON

---

- ✓ Customers can pay in person at any Australia Post outlet by simply using cash, cheque, money order or EFTPOS. It is then necessary to just present the levy notice with the remittance advice at the bottom to the Australia Post outlet for transaction.

## OWNER LOGIN FACILITY – STRATAMAX ONLINE PORTAL:

---

Stratamax is an online information service that allows magiXstrata to provide a convenient and easy way for owners and council members to keep informed and up to date with Strata Company information. Stratamax enables our customers to securely view and print information about their property and Strata Company 24 hours and day, seven days a week, anywhere in the world via the internet.

To access the information on the web site owners will need to 'log in' using their personal Login ID and Password. Once logged in we recommend that owners change the password for security reasons.

This will allow our customers to:

- ✓ View individual Lot Owner information and Owner Ledger cards;
- ✓ View and download extract of the Strata Company by-laws;
- ✓ View and download the latest Minutes of General Meetings;
- ✓ View and download the latest Minutes of Council Meetings (for Council Members only);
- ✓ View and download the Certificate of Currency for the building insurance;
- ✓ View and download latest Newsletters and Notices issued by the Council of Owners (if applicable);
- ✓ View and download the financial statements of the Strata Company on a daily basis (only accessible if the owner is a member of the Council of Owners);
- ✓ View and download monthly status reports including bank statements (only accessible if the owner is a member of the Council of Owners);
- ✓ Access the Invoice Hub – for Council Members;
- ✓ Access, view and download any other documents such as Asset Registers, Council of Owners Reports, unpaid invoices report, aged balance list report, invoice activity reports, maintenance reports, etc, the Strata Company authorizes to be made available online.

## DISCLOSURE STATEMENT

The Strata Company acknowledges that the Strata Manager may be offered commissions in the course of providing services.

The Strata Manager shall not demand, retain or receive commission unless the Strata Manager has disclosed to the Strata Company the nature of the commission in writing.

The Strata Company shall not unreasonably withhold its consent to the Strata Manager seeking and retaining any commission, which is disclosed to the Strata Company.

It is acknowledged that the Strata Manager is an Authorised Representative (AR 278430) of CHU Underwriting Agencies Pty Limited and an agent of the insurers QBE Insurance (Australia) Limited and QBE Workers Compensation (NSW) Limited for arranging or renewing insurance with CHU Underwriting Agencies Pty Ltd. Main office of QBE Insurance (Australia) Limited as Insurer is being 82 Pitt Street, SYDNEY NSW 2000.

It is further acknowledged that the Strata Manager receives a commission from CHU (up to 20% of the base premium) for arranging or renewing insurance with CHU under the Agency Agreement which is in existence with CHU as Agent of QBE Insurance (Australia) Limited.

The Strata Manager is qualified to give general advice and information about insurance but not personal advice. If the Strata Company requires specialist insurance advice the Strata Manager can refer the Strata Company to an insurance advisor.

If the Strata Manager recommends that your building insurance should be placed with the insurers, the Strata Company acknowledges that the recommendation is general advice (not personal advice).

The Strata Company should read the Product Disclosure Statement before making a decision to purchase that insurance.

It is further acknowledged that the Strata Manager is a Distributor of Honan Insurance Group (Australian Financial Service License No. 246749) for facilitating the insurance. The Strata Manager receives a commission for this service. This commission does not affect the premium the Strata Company pays to the insurer. The Strata Manager does not seek to retain any other rebates, discounts, incentives, or commissions which may influence the relationship with one or more suppliers. Where a supplier offers a discount this is passed onto the Strata Company concerned.

The Strata Manager is not allowed to give personal advice or information about the insurance. The Strata Company should read the Product Disclosure Statements before making a decision to purchase insurance.

It is further acknowledged that the Strata Manager is a Distributor of Strata Community Insurance to deal in strata and community title insurance products on their behalf.

The Strata Manager is authorised to assist in obtaining, varying or renewing the insurance for the Strata Company to protect its assets and liabilities and to comply with the local strata and community title laws. In doing so, the Strata Manager acts on behalf of Strata Community Insurance. In providing other associated services – such as paying premiums, receiving documents and notices and notifying claims – the Strata Manager acts on behalf of the Strata Company.

Strata Community Insurance pays the Strata Manager remuneration of up to 20% of the base premium (excluding government taxes, duties and levies) in cases where the Strata Company has arranged insurance with Strata Community Insurance through the Strata Manager. This remuneration is included in the cost of the product and is not calculated in addition to the cost of the product.

Strata Community Insurance have complaints handling and dispute resolution procedures in place and will handle any matters the Strata Company raises in relation to insurance services provided to the Strata Company. Contact details for this purpose is at:

Telephone	1300 SCINSURE (1300 724 678)
Email	compliance@scinsure.com.au
Post	PO Box 631, NORTH SYDNEY NSW 2059

Further information is also available in the Strata Community Insurance' Financial Services Guide that the Strata Manager has provided, or will provide, to the Strata Company.

## MANAGEMENT AGREEMENT / REVIEW OF MANAGEMENT FEES

If the Strata Company wishes to proceed with the submission provided by magixstrata, then the Strata Company agrees to enter into a Management Agreement for a minimum period of one (1) year.

magixstrata honours the fees and charges for a minimum period of 12 months or any term so entered into from the date of the first initial appointment to act as Strata Managers. Thereafter, the Management fees will then be reviewed at each Annual General Meeting or stipulated Review Date in the Management Agreement together with the budget. The fees and charges referred to in this agreement are not fixed by law and are to be agreed between the Strata Company and the Strata Manager.

If no agreement is reached on the fees and charges before the review date, the Regular Services Fees will be increased by CPI or a percentage increase of 3% whichever is greater.

## DISPUTES

If the Strata Company disputes the fee payable to the Strata Manager on the ground it is unjust the Strata Company may refer the dispute to Strata Community Australia (WA) Inc. for adjudication.

Further, the Strata Company has the right to refer any dispute that arises with the Strata Manager to a number of different institutions. Depending upon the nature of the dispute these institutions may include the civil and criminal legal systems, the Western Australian Department of Commerce, The Australian Competition and Consumer Commission and the Real Estate Institute of Western Australia.