

Essential Inclusions Checklist

Based on the most common frustrations committees and owners face, we've prepared a revised set of services that we believe are essential to helping you protect the value of your property.

Every inclusion on this checklist is **clear, valuable, and measurable**.

Use it to **uncover the gap between what you're paying for and what you need** and confidently take the next step.

If you know something isn't right in your property...

- ✗ Poor levies recovery and massive arrears.
- ✗ Late, or missed, Annual General Meetings.
- ✗ Slow, or no, response to repairs and maintenance.
- ✗ Inaccurate budgeting or budgeting in arrears.
- ✗ Slow recovery of fund deficits.
- ✗ Slow and inconsistent communication.
- ✗ Late or unpaid invoices to creditors.
- ✗ Receiving overwhelming complaints from residents.
- ✗ Facing notice, or action, on non-compliance.

or, you're not getting the support & advice you need.

- ✗ Major increases in levy contributions.
- ✗ Major repairs/works on common property.
- ✗ Increases in insurance premiums.
- ✗ Disputes between residents.
- ✗ Building defects.
- ✗ Breaches of house rules/by-laws.
- ✗ Bin area hygiene and dumping.
- ✗ Pet disputes.
- ✗ Security incidents and concerns.

Use this checklist to start taking back control and protecting the value of your property.

Realise Your Greatest
Opportunities

-  **Create a great place to live**
-  **Minimise committee burden**
-  **Reduce financial impact**



Essential services...

- Save the committee hundreds of hours per year by responding to, actioning, and recording all body corporate correspondence within 3 working days.
- Ensure accurate records of meetings, financials and resolutions are stored safely and remain easily accessible to all body corporate members.
- Remove the headache of running the Annual General Meeting by calling and conducting the AGM and providing frameworks, templates, and real-time advice to help the members focus on making informed decisions about their property.
- Attend all general meetings to take accurate minutes and distribute those minutes to all members within 2 weeks of the meeting.
- Annual review of all body corporate expenditure and projected requirements to identify potential savings, mitigate cash flow risks, and provide an accurate budget for the coming year.
- Make it simple for the committee and body corporate members to understand where their money is going by providing quarterly account statements and balance sheets.
- Protect the financial security of the body corporate by issuing levy invoices and collecting payments every quarter. On an as-needed basis, provide additional collection services to secure arrears.
- Maintain good relationships with preferred suppliers and avoid late payment fees by promptly paying all body corporate expenditures within net terms.
- Annual review of body corporate assets, risks and current insurance policies. Ensure insurance premiums are competitive and value is maximised for owners by presenting 3 comparable offers from reputable insurers. Organise and purchase the chosen policy.

Overcome Your Biggest Challenges

-  Differing owner priorities
-  Limited strata domain expertise
-  Interpreting strata legislation



Essential services...

- Protect the committee from the stress of payment discrepancies and audits by reconciling accounts every 24 hours and maintaining accurate financial records, including income, expenditure, asset and liabilities, in an auditable and transparent format.
- Protect the body corporate from costly fines by providing the documentation and guidance the body corporate needs to operate within the Unit Titles Act.
- Maintain harmony within the building by providing guidance, frameworks, and processes to mediate disputes between owners and minimise breaches of House Rules.
- Protect body corporate decisions by providing necessary notices and documentation to ensure meetings are compliant with the Unit Titles Act.

What if we need extra help?

There are services your committee may need to access, especially when something extraordinary comes up. Ensure your manager has the **capability and capacity** to provide extra help if...

- debt collection becomes necessary.
- project facilitation is needed. i.e major works, such as building repainting.
- an issue escalates beyond mediation to a tribunal level.



How to get there?

- ✓ You know you're paying within fair market rates for management.
- ✓ You've identified a gap between the services you're paying for and what you need; there's a lack of accountability, clarity and direction.
- ✓ Maybe you're facing a specific issue, or your priorities changed, and your current management service just isn't a good fit anymore.
- ✓ You now have a benchmark for what services should include, the true value they provide, and how to measure performance.



Now, take back control of your property

- 1 Book a free call with us: northmanagement.com.au/call
- 2 On your call we'll review your current situation and design a plan to take your property from where you are to where you need to be.
- 3 We'll answer all of your questions and share our management approach so you can decide what's right for you.

Book Your Free Call

Schedule a free call with a qualified body corporate manager. Get insights on your specific situation and build a plan to take back control and protect your property.

[Book Your Free Call](#)