



*Peace of Mind
for Unit Owners*



*Peace of Mind
for Unit Owners*

GroupAssist - FAQ

A horizontal bar with five colored segments: red, purple, blue, light blue, and dark blue.

GroupAssist - FAQ

A horizontal bar with five colored segments: red, purple, blue, light blue, and dark blue.

Frequently Asked Questions

UnitCare Services PO Box 4040
Norwood South 5067 SA
52 Fullarton Road, Norwood 5067

t 8333 5200 f8333 5210
mail@unitcare.com.au
www.unitcare.com.au

www.unitcare.com.au

We also provide you with an owner list to check and update and a copy of your current Articles/By laws and Policies. We prepare a budget for your group and provide a recommendation on your levy contributions for the coming year.

Once the meeting has taken place, the minutes are returned to our office and we will type them up and distribute them to all owners. If you have any questions arising from the meeting you can call our office to clarify any points or send in the minutes with your questions attached.

What if we think we may have problems running our own meetings? What other options are available to us?

If there is a specific issue to be raised at the meeting and you would like clarification on that item, please ring us prior to the meeting to obtain extra information to assist you.

Sometimes there is some tension between neighbours and people may not be comfortable hosting or attending a meeting in someone's home. Some groups choose to hold their meetings at a neutral venue such as a quiet café or community hall.

If you are concerned that you may require extra assistance for a meeting or need a neutral venue, we now have an option to allow you to use our boardroom. This option offers the choice of a meeting time of 9am or 3pm and will mean that for 10 minutes at the end of your meeting a staff member will be available to answer any questions that you may have arising from your meeting. This option is available for a meeting room hire fee of \$67.50.

Can we still ring you throughout the year with questions we may have?

Yes, you can call us when you need to seek further information.

Like all of our clients, we will inform you if you are requesting help outside of our normal contact conditions.

What's in it for us by going to a GroupAssist management option?

You receive a management discount of 25% and you will save on the cost of the meeting fee (\$135 for 1st 1.5 hours before 5.35pm, \$195 for meetings starting 5.35pm onwards).

Remember that our minimum charge for PrimeCare is \$1,631.00 Therefore if you are a group of less than seven your savings are even higher.

For example:

✳️ *A group of 4 on PrimeCare will pay \$1,631.00 (\$233 per annum X 7)*

✳️ *A group of 4 on GroupAssist will pay \$700 (\$233 pa less 25% X 4) - a saving of \$931.*

If we have more than 7 units in our group can we still use this service?

Yes. Several large groups are using GroupAssist to take advantage of the 25% saving along with meeting fees.

Can we try it out and come back to PrimeCare if we can't manage?

You may change to PrimeCare if you need to. This may happen if your group's circumstances change during the year. You cannot however change back to PrimeCare just in order to have us hold your AGM and then revert back to GroupAssist. If you change back to PrimeCare then it will be expected that you will stay on PrimeCare for the following year.

FAQ - GroupAssist Service

At UnitCare Services we believe that management is not "one size fits all". Therefore in an effort to best accommodate all of our clients we developed a management alternative called GroupAssist.

GroupAssist has been operating successfully since 2004. Originally developed specifically for small groups, we now have a number of both small & large groups using the system (and saving themselves money in the process).

What are the main differences between PrimeCare & GroupAssist service options?

The two areas of difference are that you conduct your own meetings using our Meeting Kit and you arrange your own maintenance matters. We will continue to carry out your group's financial and secretarial duties.

How much time will it take from each of us if we choose GroupAssist?

The only real extra time required by the group is the time taken to liaise on any maintenance matters. This may be ringing the contractors and in some cases meeting them on site. This may be an appointed person from within the group, or may be shared amongst all owners.

Some groups have chosen this liaison person and thanked them by paying them an honorarium for their time and effort involved.

How do we organise our own maintenance? How do we know who to use?

UnitCare Services supplies each owner with a list of contractors who are tried and tested. You may use these contractors or you may prefer to use one of your own. The main thing to check when choosing a contractor is that

they have any necessary qualifications and licences and that they are covered by some form of public liability insurance.

It is also important to check that your group have the necessary funds to carry out the work. You must be financial at all times and this includes ensuring that money is kept aside to cover your insurance premium and any ongoing maintenance such as grounds maintenance.

When you appoint a contractor, we suggest using our preferred contractor list, else you will need to confirm their insurance cover and if needed, their licences.

It is suggested that the group chooses an owner to be the liaison person for maintenance at the group. This may be the Presiding Officer or perhaps another committee member

How do we run our own meeting? We don't have any experience.

UnitCare Services will post out all of the usual meeting materials to each owner advising them of the coming meeting and providing them with an agenda for the meeting.

We provide the secretary with a Meeting Kit two to three weeks prior to the meeting. This allows time for the details to be read and for any questions to be asked prior to the meeting. The minutes proforma is largely based on a tick-the-box or cross out the irrelevant parts system with a few short paragraphs where necessary. The proforma covers most of the options normally discussed at the average general meeting.

Comparison of Services & Fees

Services Provided	GroupAssist	PrimeCare
DESIGNATED MANAGER	✓	✓
ACCOUNTING / FINANCES		
Collect, bank and account for maintenance contributions, levies, interest and other amounts due to the Corporation.	✓	✓
Send notices levying maintenance or other contributions and pay accounts and outgoings. Prepare annual statements of accounts of the Corporation and arrange an annual audit of the Trust Account.	✓	✓
Committee/Officers to approve any irregular account. Prepare annual tax return.	✓	✓
Trust Account Auditor's report & monthly ledger to Treasurer	✓	✓
Prepare budget for the coming year	✓	✓
MAINTENANCE		
Advise and arrange for maintenance, repair and replacement of common property	✗	✓
After hours emergency service	List of our contractors supplied ✓	✓
MEETINGS		
Prepare and distribute notices.	✓	✓
Attend meetings and assist the Presiding Officer in the conduct of meetings.	✗ (owner, usually Secretary, writes minutes, send to UnitCare) UnitCare supplies AGM kit including proforma minutes ✓	✓ ✓
Post minutes to owners within 14 days	✓	✓
INSURANCE		
Place and renew insurances and have any claim promptly processed.	✓	✓
SECRETARIAL		
Promptly deal with Corporation correspondence and requests for Search statements.	✓	✓
Inform Officers of the nature and importance of all correspondence.	✓	✓
Keep all records of the Corporation secure and confidential.	✓	✓
PROTECTION		
Money Back Performance Guarantee	✓	✓
INFORMATION...		
Unit Owners Kit (inc. REI Notes for Owners)	✓	✓
Newsletters	✓	✓
Telephone Advice (other than finances)	✓	✓
Web site	✓	✓
	✓ 80+ pages of indexed help inc best practice guide	✓ 80+ pages of indexed help inc best practice guide
FEES...		
Fixed Management Fee per unit per year (Inc GST)	Discount of 25% off \$233.00/unit = \$175/unit	\$233/unit. (minimum fee is 7 units = \$1,631 p.a.)
Meeting Fees	\$165/hour for additional svcs'. Not applicable – owners conduct meeting UnitCare supplies AGM kit including proformas & budget	\$165/hour for additional svcs'. At UnitCare \$135 for 1st 1.5 hrs \$195 for 5.35pm plus start Other venues \$195 for 1st 1.5 hrs
Fee for overdue account notices all fees billed to owner	\$12, recovered from owner \$39 to send to debt recovery	\$12, recovered from owner \$39 to send to debt recovery
Copying, Postage, Faxes & Bank Charges	As incurred	As incurred
Annual Audit, Reconciliation & Archiving Fee	\$23/unit/annum	\$23/unit/annum
Produce/Lodge Corporation's Tax Return	\$205	\$205
Convenient Payment of fees	BPay, Credit Card, Cheque, Bank SA	BPay, Credit Card, Cheque, Bank SA