



*Peace of Mind
for Unit Owners*



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The Role of Your Manager

You and Your
Body Corporate's Rights

www.unitcare.com.au

Reforms Welcome

Major amendments to the Strata & Community Titles Acts and their Regulations came into force on October 28th 2013.

These important changes affect unit owners, tenants and managers.

We are pleased to finally see manager's held to account and we will continue to set an example by being transparent in all our dealings with all our clients and their corporation's monies.

The new reforms remind us that the client is in charge, NOT the manager. The new laws will force body corporate managers to be honest and up front with their clients.

No more hiding behind the 'Privacy Act', no more unfair contracts, no more holding onto groups despite very poor or no service.

This legislation puts the unit owners back in charge. We are still keen to see a low cost and quick dispute resolution process.

Our thanks to the Attorney General, John Rau, for his continued long term commitment to consumer law reform for South Australia's 100,000 plus unit owners.



A handwritten signature in blue ink, appearing to read 'G Russell', written over a light blue background.

Gordon Russell
Managing Director



Managers and Proxies

If a person who is a body corporate manager or an employee of a body corporate manager is nominated as a proxy of a unit holder of the corporation, the nomination ceases to have effect on the person ceasing to be a body corporate manager in relation to the corporation or an employee of such a body corporate manager.

Managers and Commissions

Managers must disclose monies received from third parties who provide services to the body corporate. UnitCare receive a commission for placing insurance with CHU/QBE and SUU/CGU. The amount of the commission is disclosed on insurance renewals.

Disputes

Owners and the body corporate have a right to take any dispute to the Magistrates Court. This includes disputes with their manager

Owner & Body Corporate Rights

Reforms to the Strata & Community Titles Acts in October 2013 oblige body corporate managers to undertake the following...

Inspect Records

Managers must on request make the body corporate's records available for a requesting unit holder to inspect within 10 business days of the request and provide the unit holder with a copy of any of the records on payment of a fee. The regulations state that the applicant may be charged a maximum of \$1.20 per page. UnitCare will only charge at cost and will provide all documents as images on CD for \$25. Call our office in business hours to make arrangements. Records are available on line to officers and by request from owners.

Professional Indemnity

Managers must now carry at least \$1.5 million professional indemnity insurance. They must provide proof of cover.

Audits

Managers must now forward a copy of the Auditor's report to an officer rather than lodge it in the Corporation's records.

Manager Presiding at Meetings

Managers may only preside at the meeting of a corporation if a majority of the persons present and entitled to vote at the meeting agree to the person presiding. The manager must, at the start of the meeting, inform and make available all of the proxies or powers of attorney that are held by them for the meeting. Managers can only use proxies to support their presiding at a meeting if the owner has so stated in their proxy.

Management Contracts & Termination

For contracts made or renewed in future, the Bill provides that a body corporate can end the contract with a manager at any time. Records and funds held by a manager must be returned by mail sent by registered post; or be made available for collection, within 10 business days of the management delegations being revoked. Contracts must not exceed 2 years. You can view our management contract at www.unitcare.com.au/pdfs/management_agreement.pdf

Why use UnitCare

Appointing a manager is a big step for unit owners. You need a manager that has your interests at heart, is qualified and trustworthy.

To protect you, UnitCare Services provides:

A contract explaining

- services included in the fee
- access to records
- commissions
- termination arrangements

A money back performance guarantee

A three month money back trial for new client groups

1st month free for new client groups of 10 + units

Unit owner kit for all owners

Online access to corporation records

Contractors with insurance cover

An after hours service

Trained managers

Professional indemnity insurance



Management Options



At UnitCare unit owners have three management options to meet their group's needs:

- 1 PrimeCare (PC)**
A full service, including all management areas.
(Accounting, secretarial, meetings, maintenance etc)
- 2 SelectCare (SC)**
You select what you require and pay an hourly rate.
Excellent for Community Titles.
- 3 GroupAssist (GA)**
We provide accounting, secretarial and insurance services and advice regarding maintenance and the conduct of meetings. Suits groups of 7 or less. The fee is a 25% discount on our Prime Care service.

Management Services Summary



Getting Information (PC, SC, GA)

You need information to make informed decisions so we provide a wide range of information. Full details can be found on our website, please see Service/Fees -Management Services.
www.unitcare.com.au

Accounting (PC, SC, GA)

We take care of all unit financial matters.

Mediation (PC, SC, GA)

We assist in resolving disputes.

Secretarial (PC, SC, GA)

Comprehensive correspondence advice with secure and confidential record keeping.

Meetings (PC, SC, GA)

Arrange meetings, prepare and distribute minutes, notices, budget and agendas.

Attend and assist the Presiding Officer & Secretary in the conduct of meetings (PrimeCare & SelectCare clients only)

For GroupAssist only we supply meeting agendas, minutes proforma and do not attend meetings.

Maintenance (PC, SC, GA)

To maintain your asset, we:
Provide all hours access to emergency maintenance and pay relevant maintenance work invoices.
Advise and arrange for the maintenance, repair and replacement of common property. (PC & SC only)

Organise emergency maintenance works. (PC & SC only)

Insurance (PC, SC, GA)

To adequately protect your asset, we:
Place and renew insurances.
Arrange a building valuation.
Have any claim promptly processed.

Additional Services are available to all of our clients for which extra fees may apply.

These include the following:

- [Site Visits and Photo Record](#)
- [Legal Proceedings](#)
- [Extraordinary Maintenance](#)
- [Meter Readings](#)
- [Additional Accounting](#)

For more details on all our management areas please refer to our website.
www.unitcare.com.au