

# A fresh approach to Strata Management



**Russell**property  
partners

Your Partner  
in Strata!



## Why Russell Property Partners?

Russell Property Partners take care of all aspects of your strata management to save you time & effort, while at the same time working towards your long term goals & objectives.

As a busy person, you require the day to day management of your property to be handled with professionalism, enthusiasm & commercial acumen. From secretarial & financial statements to repairs & maintenance, our finely tuned service will suit you perfectly.

At Russell Property Partners, not only do we employ strategies to ensure you achieve an easy & stressfree community, but because every property is different, we give personal service that ensures you achieve success in your individual property situation.

One personal point of contact: A licenced strata manager who is trained to handle each & every aspect of managing your complex. This person will get to know both you & your property personally offering you the best service.

**Choosing the right agent to manage your property is the first vital step.**



## What services can I expect?

**Maintenance & Repair Management** - Russell Property Partners has access to many experienced contractors from a wide range of trades to ensure that maintenance repairs are conducted in a professional & cost effective manner to the specifications set out by the Executive Committee.

**Accounting & Financial Management** - Our state of art trust accounting system which fully complies with the Strata Schemes Management Act with easy levy payment & management including a no cost levy payment option.

**Record Keeping & Document Management** - One of the most important roles of a Strata Manager is the accurate keeping of documents relating to your Strata Scheme.

**Meetings** - The most recognisable parts of Strata Management is the arrangement, chairing & providing accurate minutes of your Annual General & Executive Meetings.

**By-Law Management & Advice** - Assistance, advice & solutions to Strata owners regarding management & enforcement of your by-laws.

**Dispute Resolution** - Unfortunately from time to time in community living disputes arise. Our agents are experienced in assisting & facilitating resolutions.

**Insurance** - Russell Property Partners manage your insurance in compliance with the Strata Schemes Management Act & can manage your claims to completion.

**Our strata managers are fully trained in all aspects of strata management & understand the owners corporation obligations contained in the strata schemes management act**

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**Solution focused** - Our role is to help you find solutions to your strata needs within the legislation boundaries thereby achieving your strata goals.

**Committed to clear & courteous communication** - We appreciate the opportunity to manage your Scheme & will always conduct any requests or communication with respect. Many responses are made within a business day.

**A personal point of contact** - A licensed strata manager who is trained to handle each & every aspect of managing your complex. This person will get to know you & your Scheme personally offering the best service.

**Continual improvement** - Russell Property Partners are committed to finding new ways that will enhance the standard or delivery of service. We welcome our clients feedback on [strata@russellproperty.com.au](mailto:strata@russellproperty.com.au).



**We include what  
others call extras**



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## Owner responsibilities

The obvious responsibility owners have in respect of their property is

- a) They provide premises in a reasonable state of repair & cleanliness allowing for age, character & prospective life of the property.
- b) They comply with all requirements in respect of health, building & safety laws in so far as they apply to the premises.

The handyperson Owner may wish to carry out some repairs for themselves. For others, labour as we all know, is an expensive item. We will endeavour to keep costs to a minimum, remembering that at all times it is a matter of correctly interpreting the task, so as to allocate the right tradesperson.

Generally speaking, repairs & maintenance are deductible against Administrative Funds whilst improvements & replacements are normally allocated to the Sinking Fund.

Emergency repairs (particularly those repairs which may be of a health or safety nature) would be at the agent's discretion when an Owner cannot be contacted. Please remember to advise us of any changes of address or phone number as our practice is to seek prior approval.

**Establishing a balanced budget  
assists in the Scheme  
achieving its goals**





**Russell Property Partners & Stratamax always a step ahead**

Why strata living is made so much simpler  
for you with StrataMax...



**StrataMax**

Easy-to-use technology to help you better manage your life.



**Peace of mind.**

Apart from giving you information that helps you better manage the practical details concerning your home or property portfolio, StrataMax provides total peace of mind.

**100% secure.**

Each owner has their own ID and password that controls and determines online accessibility. Owners are not able to view the details of other owners.

**An innovative resource provided by your strata manager.**

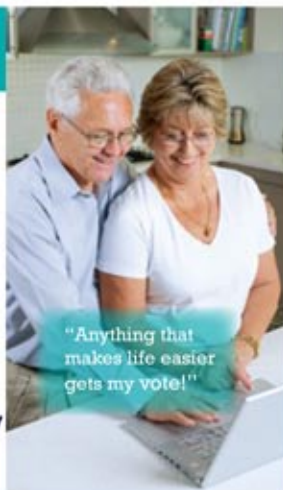
Adopting StrataMax is a sure sign that your strata manager has your best interests at heart. StrataMax is the market leader in strata software and services.

And we are constantly looking at new ways to help your strata manager provide an even higher level of service, and to protect your records. What strata owner wouldn't want that?

**StrataMax**

The complete strata management solution.

**Russellproperty**  
partners 4947 8088  
[www.russellproperty.com.au](http://www.russellproperty.com.au)



"Anything that makes life easier gets my vote!"

**[www.russellproperty.com.au](http://www.russellproperty.com.au)**



## Personalised Building homepage

**Russellproperty**  
partners


You are logged in as [LOGOUT](#)

Font Size: [A](#) [A](#) [A](#) [Reset](#)

Online Portal





[Home](#) [About Us](#) [My Info](#) [Payments](#) [Reports & Documents](#) [Help](#) [Contact Us](#)

Alto Apartments



Alto Apartments Charlestown is a modern secure building centrally located in Lake Macquarie's commercial centre. Its prominent stance provides expansive views from Stockton in the north to Blacksmiths in the south & along the coastline not to mention the great sunsets over Mt Sugarloaf.

[Newsletter Click here](#)



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partners 4947 8088

Imagine having  
the convenience  
of eight different  
ways to pay your  
levies!

With StrataPay,  
imagine no longer.



We believe people like choice, and also deserve it in their busy lives.

So as the company that has transformed strata management with one innovation after another, we'd like to introduce you to StrataPay which enables you to pay your strata levies quickly online via credit card, over the phone, by BPAY, Direct Debit, Postbillpay, EFT or by cheque.

There are other benefits too, as you will discover...

**STRATAPAY**  
A Smarter Way

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## Making it easy

**On-line portal** - Each Owner has there own secure access to Levy status & payment history plus selected Scheme reports, statements & certificates. Also can update contact details as the need arises.

**Easiest Levy Payment System** - Imagine having the convenience of eight different ways to pay your levies! Select from Cheque, Telephone, Internet, Direct Debit, Bpay, Post Billpay plus Credit Card options with no additional Scheme costs.

**Cash Management** - Seamless integration with software & all normal account functionality plus competitive rates on balances with reduced bank fees delivering cost saving benefits.



**Insurance** - Ensuring the Scheme is correctly Insured is fundamental to proper analysis with competitive quotes inline with property valuations & expectations. Once covered we can make track & make necessary claims on the Schemes behalf.

**Our strata managers don't just collect levies, they take pride in ensuring properties are fully cared for**

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## Can I be sure of the right contractors?

**Contractor selection** - Contractors are required to complete a full disclosure

statement detailing but no limited to, current:

Public Liability Insurance;

Workers Compensation as required;

Business Trading Name - Certificate &

Business / Contractor Licence.

A reference check through past clients, fair trading, licensing database as available & confirmation of all appropriate insurances are checked as thoroughly as possible.



**Constantly monitoring** contractor performance to ensure established standards are maintained thereby meeting expectations in timing, finish & value.

We have the necessary expertise in programme property maintenance gathered from a broad range of property under management throughout the hunter region.

Contractor compliance delivers the best results for you.



**Selection of the right contractor ensures  
that your investment is protected**

## Solutions focused

Owners Corporation must expect to maintain a property & allocate funds to prevent deterioration (eg painting when necessary). A thorough Depreciation Schedule will underwrite a sound maintenance plan.

Owners travelling or residing overseas should establish someone local to act on their behalf, remembering that a strata managing agents authority is specific & may not cover all eventualities.

On your behalf a strata agent can pay the Schemes outgoings but unless they receive notices or funds are unavailable cannot be responsible for non payment.

Establishing an effective budget is core to the efficient running of a Scheme. Set too high will create financial pressure on fellow Owners while too low, starves the Scheme of much needed funds for required maintenance and in time leading to lower property values.

Community Living with a positive approach can provide a relaxed environment. The support of a trained professional & the right systems will be able to provide solutions to any challenges that may arise.



**Give serious thought to having your property professionally managed**

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## Fees at a glance

At Russell Property Partners we work on the simple philosophy that a comprehensive management service covering all aspects of strata management should be simple!

The following services are included Real Management Fee:

- Annual General Meeting & Notices
- Annual Committee Meeting & Notices
- Issuing Levy notices & Monitor payments
- Administer Admin & Sinking Funds including Investments
- Phone, Email & Fax charges
- Monitor Schemes Insurance are appropriate
- Manage Insurance claims as required
- Monitoring contractor compliance
- Monitor Asset maintenance
- Secure Online Owner Portal
- Pay Schemes Disbursements
- 2 Site visits per annum
- Archive storage

To receive a personalised proposal for your Strata Scheme phone **4947 8088** and we will be happy to discuss your requirements and offer you a tailored management plan for your Scheme.

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