



Your Partner
in Property!



Russellproperty
partners

Russell Agencies Pty Ltd ABN: 70 099 798 295

Your Partner
in Strata!

139 Pacific Highway
Charlestown NSW 2290
PO Box 433
Charlestown NSW 2290
T (02) 4947 8088

www.russellproperty.com.au
strata@russellproperty.com.au



Russellproperty
partners

Your Partner
in Property!

eac estate agents
co-operative
member

strata
community
association
NSW member



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 & stress free 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 strata manager who is trained to handle each & every aspect of managing your community. 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.



www.russellproperty.com.au

Our philosophy is to remove the unknown so, we include what others call extras and Our Capped fee includes:

Meeting Preparation
Attend Annual General & Strata Committee Meeting
Complete notices & minutes for all Meetings

Financial Management

Establish & manage trust accounts
Lodge term deposits with default bank
Prepare financials for Tax & BAS returns
Prepare End of year accrual accounting
Prepare Budgets & Summarise annual financial highlights
Prepare quarterly reports & updates
Issue levy notices
Pay routine invoices

Maintenance

Engage contractors for special repairs
Arrange two quotes for work over \$5,000
Execute contracts on behalf of Owners Corporation

By-Law Management

Answer routine queries about by-laws
Arrange quotations & registration of new by-laws

Compliance

Contractor compliance
Arrange Capital Works Fund assessments
Lodge Fire Safety & WorkCover lift certificates
Electronic archiving & document distribution
Affix common seals to documents

Disbursements

Photocopying & Postage standard mail
Telephone calls & Client communications
Liaise with building managers & contractors

Insurance management

Arrange insurance quotations & renewals
Lodge insurance claims under \$50,000

Little extras at no extra

Undertake site visits
Tender common property service contracts
Owner's website (available with 3 year contracts)



Can I be sure of the right contractors?

Contractor selection - Contractors are required to complete a full disclosure statement detailing but not limited to, current:



Public Liability Insurance;

Workers Compensation as required;

Business Trading Name - Certificate &

Business / Contractor Licence.

A reference check through fair trading, past clients, 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.



Selection of the right contractor ensures that your investment is protected

www.russellproperty.com.au

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 extended and easy levy payment options.

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

Your Partner
in Strata!



Making it easy

On-line portal - Each Owner has their 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 delivering 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

Your Partner
in Property!



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 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 john@russellproperty.com.au.

**We include what
others call extras**



Your Partner
in Property!

