civium

Request For Proposal

Atria Apartments
Green Square
KINGSTON

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1

You have made the right choice

Innovate

It is innovation to make your life easier. We understand that you want a result. That is why we set our staff and our systems up with the sole purpose of getting you that result.

Collaborate

You will be working with an expert in every field. Whether it be Insurance, Accounts or Maintenance, you will have the support of an industry professional who knows how to get the most out of your investment.

Enhance

It is at the core of the Civium brand. Our role is to enhance your community so you can live as comfortably and harmoniously as possible.
...and that is why you have made the right choice!

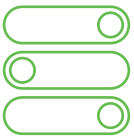
2

How we will enhance your community

You'll get access to:

A TEAM /

An expert in every field working for you



SYSTEMS /

A portal that empowers you to make decisions and take action

SAVINGS

Identifying opportunities for saving within every aspect of your Strata Management

COMMUNICATION

Working together with open lines of communication so you are empowered with the information you need

3

We will work better together

Introducing C-Hub - Our Online Owner's Portal

Built-in consultation with our clients, we have developed C-Hub from the ground up, designed specially to serve the needs of our Executive Committees and Owner's Corporations. The idea behind C-Hub is to make communication fast and efficient for all users from Committee Members, Owners and the Managing Agent to get results fast.

FEATURE	BENEFIT
Pay accounts	Through C-Hub you can not only pay your levies but also get a view of the financial position of your Strata Community
A Notice Board for owners and residents	Empowerment for the entire community. All Committee Members are aware of what is happening in their community
A Discussion Thread for EC members	Assign tasks by merely notifying the appropriate Civium staff member on the discussion thread. Raise an idea for discussion on the thread for fellow Committee members to review
A Video Library of Educational Content	Not sure about a certain Strata related matter – we are here to help. We have created a video library that will walk you through everything you'll need to know about living or managing a Strata complex
Contact Details of your Strata Mgt Team	We have got your Strata team loaded into this portal so if you have forgotten a phone number or email address you can easily retrieve from here.
Your Content Library	Save all documents or quotes directly into C-Hub for review by anyone. It is all about your community.

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How we will set you up

Your Core Team

COMMUNITY MANAGER / SUPPORT

FINANCE & LEVIES MANAGER / DELIVER SAVINGS & REPORTING

INSURANCE MANAGER / BEST COVERAGE FOR THE BEST PRICE

MAINTENANCE MANAGER / MAINTAIN THE HEALTH OF YOUR BUILDING

Additional Resources

DIVISION MANAGER

BRANCH MANAGER

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Presenting your team

Community Manager

Why you need one:

As a member of your building's Executive Committee, you are required to carry out specific duties under the legislation. Your building can design its own rules and regulations. Under both these functions, your Community Manager is there to support you.

Your Community Manager's Key Benefit:

Support

The Community Manager is your second in charge. From arranging and organising your Annual General Meetings to dealing with community issues such as noise complaints and pet requests, your Community Manager takes care of it all.

How we will assist you:

Your Community Manager will:

- Arrange and organise all aspects of your Annual General Meeting (AGM)
- Arrange and host any Executive Committee Meetings outside of the AGMs
- Execute or delegate any decisions made at the AGM

Deal with:

- Improvement and expansion approvals
- Complaints Register
- Noise complaints
- Policy Enquiries
- Pet Requests
- Maintain the by-laws / rules
- Recycling & Waster Collection
- Certificate of Sale Requests
- Changes to Property Management (Rental) Partners within the building
- Mediation

Finance Manager

Why you need one:

As a member of your building's Executive Committee, you need to ensure you are fulfilling your financial obligations under the relevant legislation.

Your Finance Manager's Key Benefit:

Ability to deliver savings

We take a proactive approach to your financial management, including looking for ways we can save the Owners' Corporation money. Our size means we have a proven track record of delivering savings to our clients across a range of essential services such as electricity, water consumption, cleaning, lift and plant maintenance.

How we will assist you:

Your Finance Manager will:

- Support the Executive Committee by offering insights and financial advice that will allow them to make viable decisions for the Owner's Corp
- Minimise your financial risk
- Ensure prompt payment by all lot owners so you can, in turn, service them by having the available funds sitting in your accounts
- Provide timely and accurate reporting
- Monitor investment and business accounts to ensure funds are managed appropriately
- Ensure payments to suppliers are made on a timely basis
- Prepare a realistic budget for the course of a year
- Conduct reconciliations of your account
- Process all payments made and received
- Prepare all required financial information before AGM's
- Make sure you are meeting all your obligations with the ATO

Insurance Manager

Why you need one:

As a member of your building's Executive Committee, you need to ensure your building is adequately insured, both from a coverage and financial perspective.

Your Insurance Manager's Key Benefit:

Best Coverage for the Best Price

We work with one of Australia's largest property insurance brokers which allows us to go to the broadest range of insurers and get you the best coverage at the best price. Rather than carrying out your own research, this allows you to focus on which quote and coverage are best going to suit your community. We will be there to offer advice when and if you need it.

How we will assist you:

Your Insurance Manager will:

- Source quotes and deal with insurance companies
- Help you to decide what options are best to cover your building
- We will set you up with an insurance cover that covers everything from the permanent fixtures of the building to common property
- We will organise a safety audit to ensure there are no liabilities in or around your building which may lead to an insurance claim being made against the Owner's Corp
- We will set up insurance that covers you for:
    - The building
    - Loss of Rent
    - Common Area Property
    - Flood
    - Public Liability
    - Fidelity Guarantee
    - Office Bearer's Liability (To protect the Executive Committee
    - Catastrophe Insurance
    - Machinery Breakdown (if required)

Maintenance Manager

Why you need one:

As a member of your building's Executive Committee, you need to ensure you're prolonging the health of your building by dealing with both proactive and reactive repairs and maintenance.

Your Maintenance Manager's Key Benefit:

Maintain the health of your building

We will ensure that your building has a structured plan for maintenance and improvements, achieved through a balance of proactive capital works and maintenance, and prompt repairs when required.

How we will assist you:

Your Maintenance Manager will:

- Organise contractors for the urgent repairs and maintenance that occur within your building
- Work with you on setting up a regular pattern of maintenance where required. Examples of this would be the organisation of monthly gardening or cleaning to common property areas.
- Ensure you get the best quote possible – sourced from our comprehensive network of Corporate Partners
- Offer you 24/7 service
- Certainty, with compliance as per regulations

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Fee Structure

We know that your Strata Management fees are a significant part of your consideration when it comes to searching for a Community Partner. We are more than happy to discuss in greater detail if you require additional information.

Commercial Strata Industry Average Fee (per annum)

$480

Your Fee per lot (per annum)

$350

Residential Strata Industry Average Fee (per annum)

$380

Your Fee per lot (per annum)

$357

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Next Steps

We are excited that you have decided to partner with us and look forward to servicing both you and your fellow residents in the future.

We will make sure that this process of transition is as seamless and smooth as possible for you. We will be here every step of the way to help guide you through this transition.

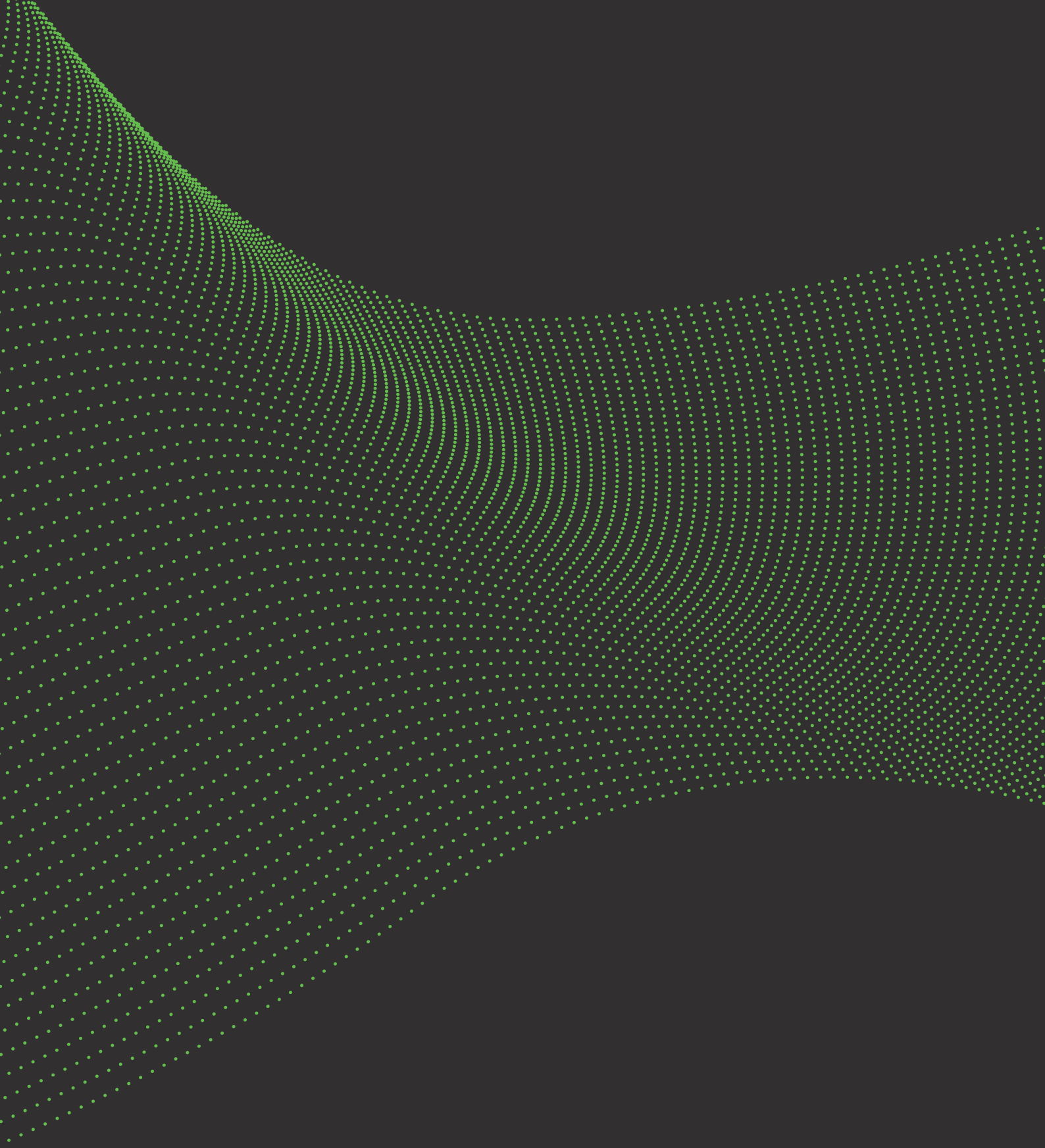
We have a Migrations Manager who will manage every step on your behalf.

All that you need to do now:

1. We will issue you an Agency Agreement, review it thoroughly and please reach out if you need clarification or have any questions

2. Once you are comfortable with the detail in the Agency Agreement, return a signed copy to us and we will take care of the rest.

Welcome to Civium Communities!



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