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## INTRODUCTION

Welcome to TCM Strata!

We're excited to introduce you to our brand, our experienced team, and the comprehensive services we offer to support you and your strata community.

In this profile, you'll discover how we can add value to your community and ensure your strata journey is easier to navigate. If you have any questions or need assistance, our friendly team is always ready to help.

We look forward to working with you.

Warm Regards,

*Kelly Roberts*

Managing Director  
TCM Strata

## ABOUT US

Founded by the Roberts family in 1992, TCM Strata is a locally owned and operated company based in Tweed Heads, on the North Coast of New South Wales. For over thirty years, our dedicated team has earned the respect of clients and peers alike through the consistent delivery of knowledgeable advice and personalized service. Our team comprises some of the most experienced professionals in the industry, solidifying our excellent reputation as a leading strata service provider.



TCM Strata values a positive workplace culture, with a strong focus on building solid team ties and constructive client relationships. With offices in Cairns and Tweed Heads, our experienced Strata Management team oversees a diverse portfolio of schemes from Far North Queensland to the Gold Coast, and Northern New South Wales, extending south to Byron Bay.

As proud members of Strata Community Australia (SCA), the governing body for the strata industry, we committed to ethical practices, with transparency and integrity as our core values. We understand that every body corporate is unique, and we work closely with our clients to achieve the best outcomes for their schemes.

*linking*  
PEOPLE  
*and*  
PROPERTY

## OUR VISION

Strata management is often undervalued as a professional service, despite being responsible for the stewardship of over \$1.3 trillion in property, which houses an ever-growing population. By 2030, strata properties are projected to accommodate 50% of Australians.

At TCM Strata, we look beyond the present, recognizing the evolving landscape of strata living. We continuously adapt to industry shifts, ensuring our processes, technology, and AI-driven innovations support our clients and team with precision and care.

We do more than just manage buildings; we focus on the people who call these properties home, strengthening the foundations of both the built environment and the relationships within it.

This is the core of the TCM Strata vision: a future where strata management balances progress, people, and property.

## OUR MISSION

At TCM Strata, our mission is to protect and enhance the value of our clients' investments and homes.

We prioritise longevity and quality in asset care, ensuring properties remain strong and secure for years to come. Our team aims to foster harmonious, thriving communities, offering a sense of peace to those who live in them.

While we expertly manage the technical and formal aspects of strata, we never lose sight of the people we serve; delivering exceptional service, building trust, and creating environments where assets and relationships can flourish.

## POINTS OF DIFFERENCE

### LOCAL

TCM Strata is locally owned and operated business. The Cairns office was established by the Roberts family in 1992, and Director, Greg Roberts later moved to Kingscliff, opening an office in Tweed Heads in 2018. Our office bases are home to a dedicated and passionate team of property professionals.

### SERVICE

You only have to look at our Google reviews which showcase how many satisfied clients we have! At TCM Strata, we are all about teamwork. Our dedicated Accounts, Administration & Maintenance staff work in alignment with our team of Strata Managers to deliver the friendly, efficient and personal service that we are renowned for. We focus on fostering positive, productive relationships with our clients, adopting a solutions based approach as we guide them towards achieving their desired outcomes.

### TRANSPARENT

What sets TCM Strata apart is our commitment to ethical conduct and transparency. Our sole focus is strata management - we have no other interests or ancillary businesses that could compromise our dedication to transparency. Our agreement clearly notes our fees for agreed services, with our fees for additional services transparently disclosed. Our business practices align with our values, reflecting our dedication to creating an industry based on integrity and professionalism.

### EXPERIENCE

TCM Strata proudly boasts a highly experienced Strata Management team. Most of our managers have been in the strata industry for at least ten years, with some surpassing their twenty year anniversary, equipping them with the level of expertise required to guide lot owners on even the most complex, strategic matters.

### QUALIFICATIONS

Our experienced Strata Management team comprises some of the best minds in the industry. Our managers are Licenced, meeting all requirements of the NSW Office of Fair Trading. All are proud members of Strata Community Australia (SCA) NSW.

### EDUCATION

We place a strong emphasis on continuous professional development, regularly updating our knowledge of relevant Acts and Regulations through ongoing training and discussion. This ensures that we remain current with legislative changes and best practices, enabling us to provide the most informed guidance to our clients. We are advocates for sharing knowledge and have developed a vast library of information and resources over the years, covering all aspects of strata management. Our clients too can access this information, which includes committee training resources, case studies, and tailored fact sheets.

## OUR SERVICES

At TCM Strata, we specialise in taking the stress out of strata management. Our highly experienced team is dedicated to supporting your community by providing the knowledge and tools needed for informed decision-making and effective self-governance. We pride ourselves on a collaborative approach, empowering owners with expert guidance to ensure your strata community operates smoothly and confidently.

We are engaged by the owners corporation to perform administrative and accounting services in accordance with *The Strata Schemes Management Act 2015 No. 50*. Here is a list of our core agreed services:

### STRATA MANAGEMENT SERVICES

#### SECRETARIAL & MEETING

- Maintain a roll of owners & tenants
- Attend to routine communications
- Provide information to owners, residents and other stakeholders
- Prepare & distribute notices of annual general meeting (AGM) & concurrent committee meeting
- Attend AGM & committee meeting
- Prepare and distribute minutes
- Source insurance quotes for the owners corporation
- Arrange strata insurance cover as required, with approval.
- Hold common seal & records of owners corporation.

#### ACCOUNTING

- Maintain the trust account and accounts for the owners corporation
- Prepare reconciled accounts using cash accounting method
- Manage the administrative and capital works funds
- Prepare budgets for the administrative and capital works funds
- Arrange for capital works plan to be prepared or updated
- Establish investment accounts as required
- Invest, withdraw investments and/or transfer funds as required
- Payment of creditor invoices

#### REPAIRS, MAINTENANCE & RISK MANAGEMENT

- Arrange for standard work for repairs, maintenance and/or replacement of the property to a maximum of \$2,000.00
- Arrange building inspections and reports as required.

## OUR TEAM

At TCM Strata, we bring together the expertise and leadership of some of the brightest minds in the industry. Our management team is carefully handpicked to ensure that each strata scheme receives the highest level of dedicated support. The team includes skilled directors and team leaders across our administration, accounts, business development and marketing departments; all of whom work together to support our Strata Management team. Our unwavering commitment to integrity, professionalism, and client satisfaction is at the heart of everything we do.

### DIRECTORS & DEPARTMENT MANAGERS



**Kelly Roberts**  
Managing Director



**Greg Roberts**  
Director



**Elisha-Vi Barker**  
General Manager



**Kirsty Roberts**  
Business Development Manager



**Tara Dunne**  
Operations Manager



**Kylie Bean**  
Marketing Manager



**Jodie Trew**  
Finance Manager



**Libby Turner**  
Accounts Manager



**Amanda Johnstone**  
Administration Manager



## OUR TEAM

Our Strata Management team boasts some of the most experienced Strata professionals in the region, possessing years of collective industry experience. All of our Strata Portfolio managers hold their Class 1 or Class 2 Licence, complying with the legislative requirements of the Office of Fair Trading NSW.

TCM Strata has an impressive staff tenure, with many of our team members surpassing their ten year anniversary. This staff longevity provides stability to our valued clients and allows our team to foster lasting relationships based on trust and mutual respect.

## STRATA MANAGERS



**Robyn Payten**

Licensed Strata Manager



**Kellie Schutz**

Licensed Strata Manager



**Michelle Henning**

Licensed Strata Manager

## STRATA SUPPORT TEAM



**Bonnie Duggan**

Strata Team Support



**Robyn Morrissey**

Administration Support

As members of Strata Community Australia (SCA) NSW and the 'Professional Standards Scheme', an initiative between SCA NSW and the NSW Government, TCM Strata proudly adheres to a Code of Ethics and Professional Standards, which are monitored by 'Professional Standards Australia'. These measures were implemented to strengthen consumer protection and restore consumer confidence in the strata market.

## TECHNOLOGY

At TCM Strata, we harness the latest technology to ensure we provide top-quality, efficient service to our valued clients.

### PROPERTY IQ

We use Property IQ, an advanced strata management platform designed to streamline and enhance the management of strata communities. This software was developed specifically for the complexities of strata administration, providing innovative features and a secure, user-friendly interface, ensuring that all client data is handled safely and seamlessly.

Our clients experience significant benefits through Property IQ's powerful features:

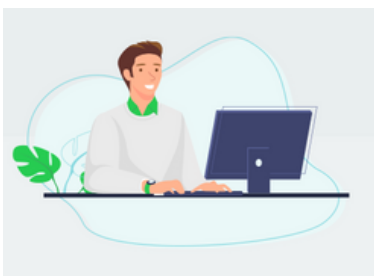
- **Transparency:** Property IQ provides clear and accessible financial reports, ensuring that lot owners have full visibility into the financial health and activities of their strata community.
- **Convenience:** With all records and documents available through the platform, clients can access important information at any time, providing peace of mind.
- **Automated Financial Reporting:** The comprehensive financial management tools allow us to generate accurate reports quickly, saving time and reducing errors.
- **Centralized Record-Keeping:** Property IQ consolidates all strata-related documents, correspondence, and records in one accessible system.
- **Efficient Onboarding:** The streamlined onboarding process for new clients and schemes ensures information can be entered efficiently, with minimal disruption.
- **Task Management:** With built-in workflows and reminders, Property IQ helps our team stay on top of key tasks and deadlines, ensuring that nothing is overlooked.

### STRATAVOTE

### STRATAVOTE

StrataVote is a powerful electronic voting platform that allows strata communities to easily participate in meetings and make decisions online. Integrated with Property IQ, StrataVote streamlines the voting process, enabling lot owners to cast their votes electronically.

This system not only saves time but also enhances transparency and efficiency, allowing all members of the community to stay involved in important matters, even if they aren't able to physically attend meetings. By offering a flexible and convenient voting option, StrataVote empowers strata communities to make informed decisions quickly and with greater participation.



## OWNER RESOURCES

### WEBSITE

We have recently launched a modern new website, packed with features including an information library for unit owners and more user-friendly, online tools. You will have 24/7 access to application forms, including pet request forms, reimbursement requests, financial hardship applications and more. Our new website will be live soon! In the interim, please visit our current website to access helpful resources to assist you on your strata journey, click [here](#)



PropertyIQ™

 Your building information & records

### OWNERS STRATA PORTAL

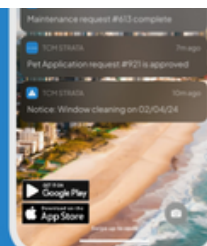
Our clients enjoy complimentary access to their own personal Owners Portal via the Property IQ strata management platform. Owners who utilise the portal receive 24/7 access to their lot and building information such as their levy balances and upcoming meeting dates. Plus, they can download documents including levy notices, pool certificates and by-laws. To log in, click [here](#)

### OWNERS STRATA APP

TCM Strata will shortly be launching a brand-new strata community App designed just for you! This revolutionary self-service platform has been designed to make your life easier as a unit owner, providing real-time updates on everything happening in your community and user friendly tools such for lodging maintenance requests, paying levies and communicating with your manager and fellow owners.

TCM • STRATA  
EST. 1992

NEW COMMUNITY APP COMING SOON....



Live updates relating to your strata community

# CONTACT US

## PHONE

(02) 6678 2400

## EMAIL

info@tcmstrata.com

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Commercial Offices,  
Suite 11 (1st Floor)  
75-77 Wharf & Frances St.  
Tweed Heads NSW

## POST

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Tweed Heads  
NSW 2485

## WEBSITE

[www.tcmstrata.com](http://www.tcmstrata.com)

## SOCIAL MEDIA

@tcmstrata

