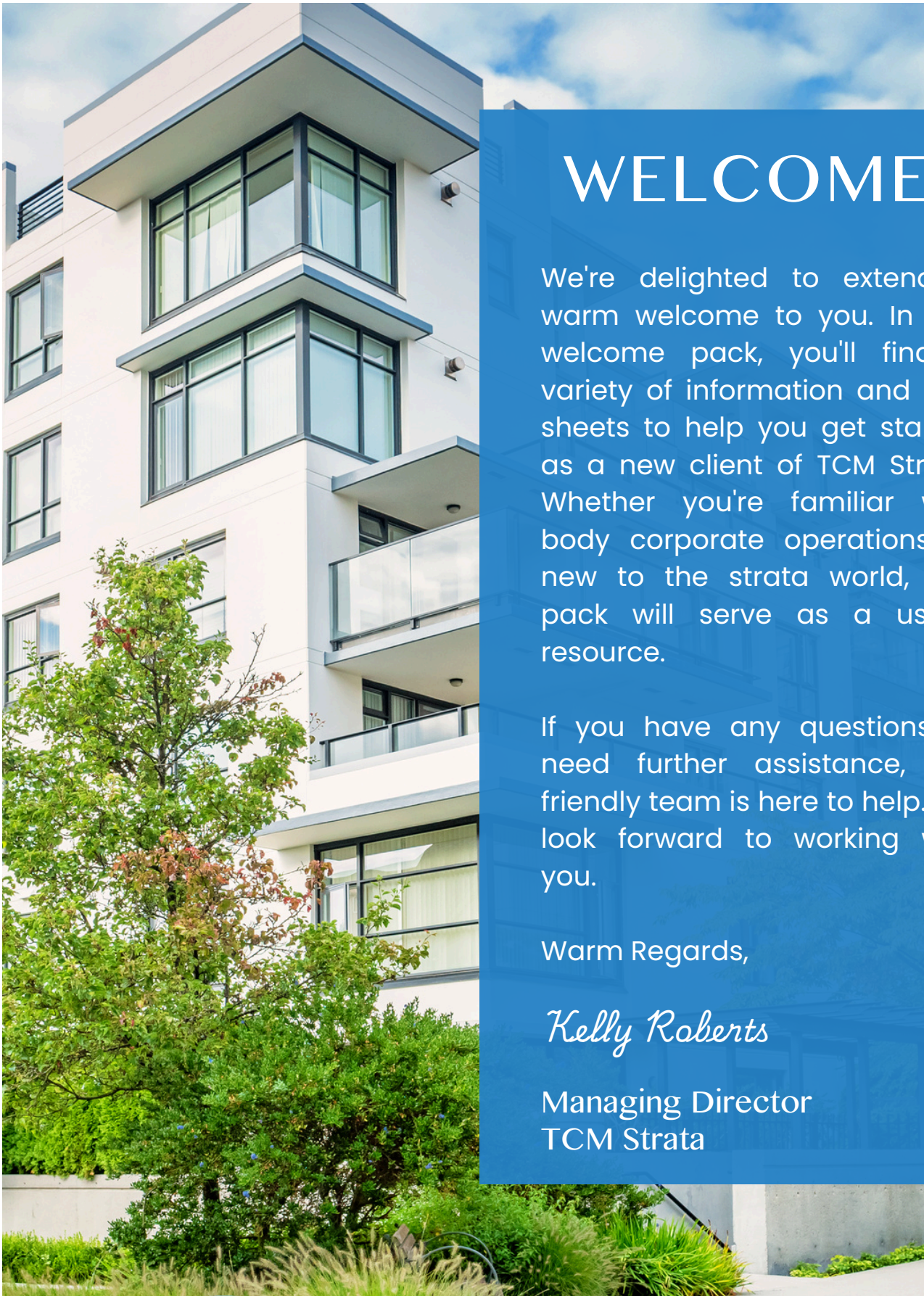




WELCOME PACK

TABLE OF CONTENTS

| | | |
|----------|---------------------------------|----|
| 1 | Welcome | |
| | About Us | 2 |
| | Contact Us | 2 |
| 2 | Body Corporates | |
| | What is a Body Corporate | 3 |
| | Governance & Law | 3 |
| 3 | Our Services | |
| | Agreed Services | 4 |
| | Additional Services | 5 |
| 4 | Strata Managers | |
| | Our Role | 6 |
| 5 | Maintenance | |
| | Body Corporate Responsibilities | 7 |
| | Lot Owner Responsibilities | 7 |
| 6 | Meetings | |
| | Annual General Meeting | 8 |
| | Voting at Meetings | 8 |
| | Electing a Committee | 8 |
| 7 | Budgets & Levies | |
| | Body Corporate Budgets | 9 |
| | Levy Payments | 9 |
| 8 | Insurance | |
| | Building Format Plans | 10 |
| | Standard Format Plans | 10 |
| 9 | Owner Resources | |
| | Website | 11 |
| | Strata Owners Portal | 11 |
| | Strata Owners App | 11 |



WELCOME!

We're delighted to extend a warm welcome to you. In this welcome pack, you'll find a variety of information and fact sheets to help you get started as a new client of TCM Strata. Whether you're familiar with body corporate operations or new to the strata world, this pack will serve as a useful resource.

If you have any questions or need further assistance, our friendly team is here 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 Cairns, Tropical North Queensland. For over 30 years, our dedicated team has been delivering high-quality services to strata-titled communities in the region. Our highly qualified professionals are committed to providing friendly service, backed by extensive industry experience.

TCM Strata manages a vast and diverse portfolio of body corporates across Northern Queensland, primarily in the Cairns region, and extending to the Northern Beaches, Port Douglas, the Atherton Tablelands, and the Cassowary Coast. As proud members of Strata Community Australia (SCA), the governing body for the strata industry, we uphold ethical practices and are committed to transparency and continuous education. Our team comprises some of the most experienced professionals in the industry, solidifying our excellent reputation as a leading strata service provider.

CONTACT US

PHONE

(07) 4031 7877

EMAIL

info@tcmstrata.com

WEBSITE

www.tcmstrata.com

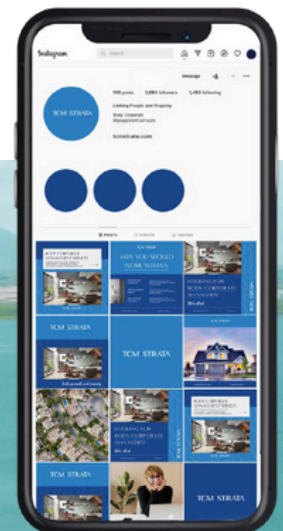
ADDRESS

Suite 1, 27 Lake Street
Cairns QLD 4870

PO Box 5332
Cairns QLD 4870

SOCIAL MEDIA

@tcmstrata



BODY CORPORATES

WHAT IS A BODY CORPORATE

A jointly owned property that includes at least two lots (units) and common property. When these criteria are met, the property can be strata titled to establish a body corporate, a legal entity comprising shared ownership and responsibilities. There are various types of developments that fall under this structure, such as duplexes, apartment buildings, townhouse complexes, and industrial sheds.

When you purchase a unit within a body corporate, you automatically become a member of the body corporate, joining other unit owners in the scheme. You remain a member until you sell your unit or your name is removed from the title. While you have obligations to comply with as a unit owner, your level of involvement in the day-to-day operations of the body corporate is up to you.

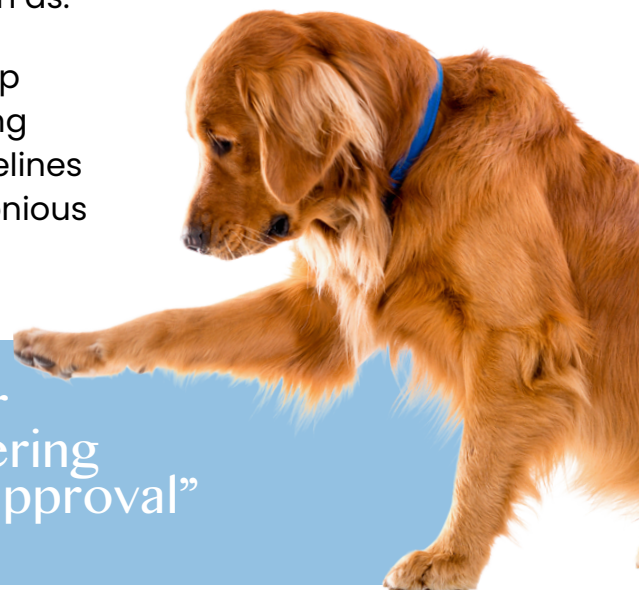
GOVERNANCE AND LAW

In Queensland, body corporates are governed by *The Body Corporate and Community Management Act 1997*. The Office of the Commissioner for Body Corporate and Community Management, a branch of the Department of Justice and Attorney General, is responsible for the overseeing of body corporate matters.

Every body corporate has a unique community title scheme (CTS) number and must have a registered community management statement (CMS). The CMS provides the framework for the operations of the scheme and includes the by-laws, which are rules established for the purpose of self regulation within that community. By-laws are designed to enhance harmony within the community, prevent conflict and provide structure to the residents. By-laws cover matters such as:

- Pets: Rules regarding pet approvals and ownership
- Parking: Guidelines for visitor and allocated parking
- Lot Improvements: Renovation & installation guidelines
- Noise and Nuisance Behavior: Promoting a harmonious environment within the community.

“The committee is responsible for enforcing the by-laws and considering requests from residents seeking approval”



AGREED SERVICES

At TCM Strata, we specialize in the management of strata-titled schemes. We understand that being a committee member can be time-consuming and complex. Engaging a qualified professional to handle the administrative and financial management functions of the body corporate can alleviate the stress of strata management. We collaborate closely with the committee and unit owners to ensure compliance with the Act and relevant regulations.

SECRETARIAL SERVICES

- Responding to emails, phone calls, and correspondence from clients
- Preparing meeting notices, agendas, and minutes
- Convening meetings and providing guidance on voting procedures
- Calling for committee nominations and motions
- Attending committee meetings if required
- Accepting and distributing notices on behalf of the body corporate

ADMINISTRATIVE SERVICES

- Paying insurance premiums and advising on insurance obligations
- Liaising with insurance brokers and assisting with renewal quotes
- Establishing and maintaining a roll of lots, assets, and approvals
- Maintaining owner and body corporate records in accordance with the Act
- Drafting letters, notices and correspondence as required.

FINANCIAL SERVICES

- Maintaining and operating a bank account in the name of the body corporate
- Managing an administrative fund and a sinking fund
- Preparing a statement of accounts for each financial year
- Providing monthly cash management reports via the strata portal
- Preparing a draft budget for each financial year for consideration at the AGM
- Calculating and issuing levy notices to owners
- Receipting and banking levies received by owners into the appropriate fund
- Arranging for payment of service providers and tradespeople.



“We are committed to providing you with a professional, transparent, and stress free strata experience”

ADDITIONAL SERVICES

We can provide services beyond our agreed scope if required by the body corporate. Please note that additional services may incur a cost, determined by either an hourly rate or a set fee. Details of hourly rates and fees for both agreed and additional services are outlined in the administration agreement between TCM Strata and your body corporate. Additional Services include, but are not limited to:

Maintenance: Assisting with repairs and maintenance including issuing work orders, requesting quotes, and liaising with tradespeople.

Insurance Claims: Processing of insurance claims and arranging insurance repair works for the body corporate or a lot owner.

Debt Collection: Monitoring arrears and collecting outstanding levies, issuing reminder notices and liaising with lawyers regarding legal recovery if required.

Dispute Resolution: Issuing by-law contravention notices and providing guidance on the dispute resolution process, including adjudication and conciliation. (Via the Office of the Commissioner for Body Corporate).

To find out more about the roles and responsibilities of a body corporate, committee, and a body corporate manager please visit our website.

“The Body Corporate and Community Management” website (BCCM) has some great resources and fact sheets to owners and committee members also.”



STRATA MANAGERS

A common misconception is that Body Corporate Managers are responsible for maintaining the property. Many new unit owners are surprised to learn that our role is primarily administrative. We are engaged by the body corporate to perform administrative and financial services in accordance with The *Body Corporate and Community Management Act 1997*. While our role is diverse and multi-faceted, there are certain services we cannot provide. For example:

Caretaking Services: Caretakers, or Onsite Managers are generally based onsite and perform both maintenance and letting functions under their own agreements. We work closely alongside Onsite Managers more commonly in larger communities.

Site Inspections: We are not based onsite as there is no requirement for us to be. Our role is purely administrative in nature, and many of the functions we perform for your body corporate are carried out 'behind the scenes.' Owners and tenants who live onsite are the eyes and ears of the community.

Legal Services: As we are not lawyers, we are not qualified to provide legal advice. However, we can offer guidance and assist the body corporate in seeking appropriate legal advice.

Mediation: We must remain impartial and therefore are unable to mediate disputes. We can guide owners on the dispute resolution process and refer them to The Office of the Commissioner for Body Corporate, for further assistance.

Law Enforcement: We cannot assist with threatening behavior, crimes, or other civil matters. The police should be your first port of call in these instances.

Project Management: Whilst we can assist by obtaining quotes for repairs and maintenance and , we are not trade qualified and are unable to supervise works.

A Body Corporate Manager's role is ultimately to provide guidance, to ensure owners are complying with legislation. We act as a conduit between the body corporate and associated stakeholders, including tradespeople, agents and solicitors. We act upon instruction, so effective communication is key!



MAINTENANCE

In accordance with the *Body Corporate and Community Management Act 1997*, the body corporate is responsible for maintaining the common property. Your building unit plan (BUP) will show the scheme land, the buildings and the common property. Each member of the body corporate owns a share of the common property, which may comprise a driveway, swimming pool, landscaped areas, visitor car parks, an elevator, or a barbeque area.

Your levy payments contribute towards the maintenance and repair of the common property and facilities within your community. The committee, acting on behalf of all owners, are responsible for ensuring that the buildings and common property are well maintained.

BODY CORPORATE RESPONSIBILITY

The body corporate is responsible for the cost of maintaining and repairing common property. Here are some examples of common property:

- The exterior of the building, including the paintwork, structural elements, foundations, roof, fascia, eaves, gutters and downpipes.
- Utility infrastructure (like water pipes and wiring) on common property, or in a boundary structure that services more than one unit
- Common roads, paths and driveway areas
- Common garden and lawns areas
- Communal facilities (swimming pool, gymnasiums, tennis courts)
- Boundary fences

UNIT OWNER RESPONSIBILITY

- Exclusive use areas allocated to the unit (e.g. courtyard, car space)
- The interior of the unit, including all fixtures and fittings inside
- Doors and windows leading onto a balcony that forms part of the unit
- A shower tray, bath recess, and associated pipework servicing that unit
- Utility infrastructure within the boundaries of and servicing that unit
- Appliances and systems including washing machines, dryers, hot water cylinders, solar panels, air-conditioners, television antennas, or general equipment, fittings and fixtures servicing only that unit.



MEETINGS

ANNUAL GENERAL MEETINGS

The date of the annual general meeting (AGM) varies for each body corporate, as it depends on the end of financial year (EOFY) specific to that scheme. The EOFY is determined when the scheme is registered as a strata titled entity. The AGM must be held within 3 months of the EOFY. For example, if the EOFY is 31 January the AGM must be held before 30 April.

VOTING AT MEETINGS

The annual general meeting (AGM) offers unit owners the chance to vote on the motions outlined in the agenda. The meeting notice and agenda will be distributed to owners at least 30 days prior to the scheduled meeting date. Unit owners can participate in the voting process by attending the meeting in person, virtually (via Zoom or 3CX), or by submitting your voting paper electronically or as a hard copy.

Please note, to ensure your vote is recorded, you must have no outstanding debt owed to the body corporate, such as unpaid levies. The meeting agenda will provide further information on meeting procedures, including proxy votes and motion resolutions. If you have any questions about the voting process or need assistance, please don't hesitate to reach out to our team.

ELECTING A COMMITTEE

At each AGM, a body corporate must elect a committee comprising seven positions, including a Chairperson, Secretary, and Treasurer. The committee is obliged to act in the best interests of all unit owners, making decisions regarding day-to-day operations, expenditure, and management of the body corporate. If you wish to nominate for a committee position, you can return your nomination form before the end of the EOFY for your body corporate, or, alternatively, nominate for a vacant position at the AGM.

“All Committee members have a single vote when voting on committee matters - even if they hold multiple positions”



BUDGETS & LEVIES

BODY CORPORATE BUDGETS

Owners have the opportunity to vote on their administration and sinking fund budget as well as levy installments at their annual general meeting.

The administration fund budget covers maintenance, insurance, repairs, management, compliance, and other operational expenses. Body corporate management fees are included in this budget, typically charged on a 'per unit per annum' basis.

The sinking fund budget is determined based on a sinking fund analysis, which forecasts all anticipated capital expenditures and major non-recurring works, such as building repainting and other significant improvements, over a 10-15 year period.

LEVY PAYMENTS

All members of the body corporate (unit owners) are required to pay levies. Here are some useful points for your reference:

- Levies are typically payable quarterly, but some body corporates may have annual, bi-annual or tri annual levy schedules.
- Levy notices will be issued at least 30 days before the levy is due, with payment due in full by the specified due date.
- There are multiple payment options available, including DEFT and BPay.
- Some schemes offer discounts for early payment and others impose a penalty interest on overdue payments.

“Each strata titled scheme is unique, and so are their budgeting requirements”



INSURANCE

Under Queensland's *Body Corporate and Community Management Act*, it is mandatory for a body corporate to insure both the building/s and common property in the scheme for full replacement value.

BUILDING FORMAT PLAN (BFP)

For a body corporate under the Building Format Plan (BFP), there will be one or more buildings with adjoining units, shared walls, and a shared roof; for example, a high rise apartment style building. The body corporate must insure all buildings within the scheme, being the entire structure of the building, including the roof and all units within. Public Liability insurance is also a requirement.

STANDARD FORMAT PLAN (SFP)

Schemes under the Standard Format Plan (SFP) will generally comprise freestanding lots (such as individual villa style dwellings) with shared common areas, but no adjoining walls or shared roof. It is each lot owners responsibility to insure their individual lot if they own a property in under a standard format plan scheme. The body corporate must still insure the common property however, including any common assets.



Unit owners are responsible for obtaining their own contents insurance or landlord insurance, if they are leasing their unit.

OWNER RESOURCES

WEBSITE

You will find a variety of application forms on our website, including:

- Pet approval application forms
- Air-conditioner installation request forms
- Renovation application forms
- Maintenance/lot improvement request forms
- Payment plan application forms (and more)



To view our full library of forms, in addition to publications, articles and helpful resources to assist you on your strata journey, click [here](#)

OWNERS STRATA PORTAL

You can find information specific to your unit and body corporate on the Property IQ Owners Portal. An email with a portal activation link is issued to all new clients. You can access your portal via this link or via our website (link above)



PropertyIQ



LOGIN TO YOUR ONLINE OWNER'S PORTAL

Our Online Owners Portal provides 24/7 access to your levy account balance, levy payment receipts and documents specifically relating to your strata community. If you are experiencing issues with your portal, please contact admin@tcmstrata.com who will provide support and assistance.

[Click Here to Login →](#)

We hope that this welcome pack has provided you with all of the information you need to navigate your body corporate.

If you have any further questions, please get in touch with our team!