



**BODY CORPORATE MANAGEMENT SERVICES
COMPARE ADMINISTRATE TO OTHER PROVIDERS**

Area	Functionality	Administrate	Other 1	Other 2
Company - Staffing	Customer focused managers	✓		
	Low ratio of buildings to managers (ability to devote time to your BC)	✓		
	Full service delivery / integrated office (one point of contact-one point of accountability)	✓		
	Provide both building/facilities management and finance/secretary management	✓		
	Low staff turnover	✓		
	Managers come with previous work skills/experience directly related BC management requirements	✓		
	Dedicated managers allocated to each Body Corporate to manage all aspects of the Body Corporate	✓		
	Direct owner access to BC managers who complete BC day-to-day work	✓		
	Direct committee access to BC managers who complete BC day-to-day work	✓		
Company - General	Wellington CBD office for all BC face-to-face transactions (including BC contractors)	✓		
	Governance focused	✓		
	Provide end-to-end operational management service (leaving committees to focus on governance matters)	✓		
	Have a philosophy of providing proactive rather than reactive management	✓		
	Online tool for register of owner updates (owners / property managers / tenants)	✓		
	Key records in-the-cloud for peace-of-mind security (disaster recovery)	✓		
	Meeting rooms available for:	✓		
	Committee Meetings	up to 20 pax		
AGM/EGM	up to 60 pax			
BC Communications	For both secretariat and facilities management functions			
	Easily and readily contactable by all stakeholders (managers answer their phones)	✓		
	Mail Server software package used with for tracking of all electronic broadcast communications	✓		
	Website access to information & feedback pages for Owners, Residents and Property Managers	✓		
	Website reporting forms to BC Managers for building or people issues, contact updates etc.	✓		
	Itinerant operational newsletters from the Facilities Managers	✓		



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Secretariat	Activity contacts vendor/solicitors for new ownership information well before settlement	✓			
	Provides comprehensive "welcome" communication to new owners before settlement date	✓			
	All required data recorded on 'register of owners'	✓			
	Insurance renewal initiated well before policy renewal date	✓			
	Insurance claims fully processed and managed in-house	✓			
	AGM/EGM Meetings:				
	Notice of intention and notice/agenda sent electronically (tracked for receipt/opens/click-throughs)	✓			
	Hard copy meeting packs posted to all owners with NZ addresses (BC pays for printing/postage)	✓			
	Unfinancial unit owners advised well before meeting of their ineligibility to vote at meeting	✓			
	Owner debtor list updated on day of meeting (including trip to mail box for last minute cheque receipt)	✓			
	Dedicated staff member on registration desk (separate to minute taker)	✓			
	Attendees checked against Register of Owners and Debtors Register on arrival	✓			
	Voting slips issued to identify voting entitlements for attendees (number of units and ownership interest totals)	✓			
	Minutes all meeting motions typed up at the meeting	✓			
	Minutes to meeting chair to review	< 5 days			
	Minutes to owners electronically (tracked) once chair reviewed with required notices	✓			
	Committee Meetings:				
	Provide meeting room venue of suitable size	no cost			
	Meeting dates scheduled for year in consultation with Chair/Committee	✓			
	Reminder and request for agenda items sent to committee members	> 10 days			
	Easy to understand and meaningful meeting papers for: Financial, Secretarial and Building/Facilities	✓			
	Meeting pack emailed to committee members	> 3 days			
	Minutes to meeting chair to review	< 5 days			
	Action points tracked (cumulative) until complete so they are not forgotten	✓			



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Financial Management	Bank Accounts:			
	BC owned and operated bank accounts (not in a BC management company trust account)	✓		
	BC Chair, selected committee and BC Managers have signing authority on bank accounts (any two conjointly)	✓		
	Bank account reconciliations	Daily		
	BC retain all interest income for body corporate benefit	✓		
	Management of bank account balances transfers to/from cheque/call accounts to maximise interest income	✓		
	Owner levies:			
	Levy invoices automatically emailed to all owners	✓		
	Unpaid levies chased up	< 3 days		
	Late payment penalties applied at end of every month	✓		
	Debtors constantly chased up in-house so very few owners get into arrears	✓		
	Solutions sought for owners with financial issues (e.g. weekly in-advance payments)	✓		
	Owner account statements emailed regularly for all accounts with balances in them	✓		
	Full financial year owner statements available upon request	< 1 day		
	Accounting:			
	Accounting package for each individual body corporate (in-the-cloud security)	Xero		
	Accounting package view-only access available to BC Chair or key committee members	✓		
	Non regular "work" requests issued on "Purchase Orders" in accounting programme	✓		
	Creditor payments made by electronic transfer or direct debit	✓		
	Able to cope with short-notice contractor payments	✓		
	Budgets drafted for committee review prior to AGM	✓		
	End-of-Year financial statements compiled by independent chartered accountant (BC cost)	✓		
	Clear and meaningful reporting to committee (e.g. reports are not just generic accounting package reports)	✓		
	List of all creditor payments made since last committee meeting included in report	✓		
	All bank account balances reported	✓		
	Balances of each fund reported (operational/LTMF etc.)	✓		
	Profit and Loss year-to-date with tracking to budget analysis	✓		
	Debtor reports grouped by entity so you know who owes BC money not just what unit number does	✓		



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Building /Facilities Management	Managers have range of technology / trade skills and industry experience (e.g. HVAC, Security, MATV,Fire Systems, etc.)	✓			
	Attendance and reporting to quarterly committee meetings	✓			
	Physical & Online access to BC financial systems to ensure planned deliverables are kept within budget allowances	✓			
	Operational Maintenance (Day-to-Day Planned)				
	Have immediate (remote) access to building databases (inc owners register)	✓			
	Monitor contractor performance against contracts end-to-end	✓			
	Report to committee on contractor service delivery highlighting exceptions	✓			
	Check contractors invoices when they arrive that they are charging correctly for work provided	✓			
	Operational Maintenance (Non Day-to-Day Planned) e.g. damage reports/insurance claims				
	Building Manager available to answer all calls 24/7 (after-hours)	✓			
	Contractors engaged by written authority (purchase order for financial tracking)	✓			
	Proactive management of minor maintenance items	✓			
	Out-of-Hours / Call-Outs				
	Building Manager available to answer all calls 24/6	✓			
	Regular After Dark Visits (Lighting Checks, Behavioural Monitoring)	✓			
	Long Term Maintenance				
	Obtain quotes for scheduled LTMP work	✓			
	Actively review requirements for scheduled LTMP deliverables	✓			
	Ensure plans are reviewed and kept up-to-date	✓			
	Immediate access to financial data to ensure planned deliverables are kept within budget allowances	✓			
	Access Control System				
	Where possible pre-programmed fobs are held ready to issue once paid	✓			
	Security items not issued unless pre-paid	✓			
	Security items only issued to authorised people (landlords must authorise if tenants collect)	✓			
	Programme fobs into system and allocate to units	✓			
	Remove unused/lost fobs	✓			
	Access control fob audits	✓			
	Download logs and save to spreadsheet to identify redundant or unidentified swipes and update unidentified swipes so they can be associated with a unit	Monthly			



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Building /Facilities Management Cont..	CCTV			
	Check functionality on CCTV system to ensure it is working correctly	✓		
	Ensure CCTV time synchronised with Access Control System time and accurate with NZ time	✓		
	Action CCTV incident data retrieval in a timely manner depending on the seriousness of the incident	✓		
	Has expertise to make recommendations on system upgrades	✓		
	Contractor Management			
	Compliance with Health & Safety at Work	✓		
	Undertake inspections at the end of work before authorisation of payment given	✓		
	Review contracts (assessing performance and cost against expected quality outcomes)	✓		
	Health & Safety at Work			
	Has a documented company H&S plan which includes all managed BC buildings	✓		
	Documentation:	✓		
	Site Hazard Identification Register and Hazard Register	✓		
	Formal contractor selection and approval process	✓		
	On selection, undertaking a contractor induction	✓		
	Contractor Safety Management Plan	✓		
	Monitoring contractor adherence to the Health & Safety requirements	✓		
	Incident reporting	✓		
	Building Warrant of Fitness (BWof)			
	Calendared and monitored to ensure timely delivery of 12A's & Certificate delivery by IQP.	✓		
	Annual-Biennial smoke/sprinkler checks - building manager in attendance with contractors.	✓		
	Building Registers Maintained			
	Apartment Keys (securely) held and managed for BWof and emergency access	✓		
	Access Control Fobs issued and registered to allocated units	✓		
	Approved Pets; in compliance with BC pet policy	✓		
	Allocated pushbike hooks (in common areas); allocated to residents and units	✓		
	Power ICP Numbers; (kept for incoming residents).	✓		
	Owners/Residents/Property Managers Access			
	High profile / visibility in buildings	✓		
	Lift lock off key delivered to incoming/outgoing residents letterbox	✓		
	Lift covers put up for every move in/out of building	✓		
	Common areas checked for damage after every move in/out of building	✓		
	Clear mailbox reception lobby policy	✓		
	Active promotion of BC Rules compliance to keep raising the building standard	✓		
	Managers directly contactable during work hours	✓		
	Afterhours urgent calls answered by a BC duty manager (not a call centre)	✓		