

A M

L A

P I

H L

A

Edition 1
December 2017



Welcome to the first edition of Alpha Mail

This will be a quarterly publication to keep our clients up to date on body corporate issues in Queensland, and our ever expanding services to our clients.

I have been working in Body Corporate Management since 2013 and was previously working for a Body Corporate Management company based in Caloundra.

In February 2016, I purchased Alpha CTS Managers and I am the owner and director.

I was married last year and have a two year old daughter and a brand new son.

Meet the boss



Dan McMahon



Your support in 2017 is appreciated and we are enthusiastic to work with you in 2018 to assist you with the smooth administration of your Body Corporate.

The staff of Alpha CTS Managers wish you a happy Christmas and prosperous New Year.

Christmas 2017 New Year 2018 Opening Hours

Please note that our office will be **closed** from midday on Friday 22 December 2017, and will **reopen** at 9:00am on Wednesday 3 January 2018.

Alpha CTS - Company profile



Alpha CTS Managers has been in operation since 2001. Daniel McMahon took over ownership of Alpha CTS Managers in February 2016. Since purchasing, the company has grown to now employ a total of seven staff members, and to manage over 100 bodies corporate and 2,500 lots from Brisbane to Tin Can Bay, with its office based on the Sunshine Coast.

Alpha CTS Managers provides professional and personal body corporate services. As a family based business with staff and consultants who have been providing Body Corporate Management services since 1984, we know what services bodies corporate, their committees and owners need.

With our industry experience and knowledge of the relevant legislation which affects your Body Corporate, we can ensure the effective and efficient administration of your Body Corporate.

Alpha CTS Managers is a member of the Strata Community Australia (Qld), which is the leading industry body for the strata industry.

Alpha CTS Managers uses the industry leading software Stratamax, which provides owners with online access to Body Corporate records, such as meeting notices and minutes, levy details and payment options.

Alpha CTS Managers uses the Stratapay system for levy payments, which provides owners with the options to pay their levies by BPay, credit card, direct debit, personally at the Post Office, EFT and cheque.

Alpha CTS Managers uses StrataCash for our bodies corporate banking services. There are no fees associated with the operating account. We actively assist our clients to invest monies in term deposits with Bank of Queensland and Macquarie Bank.

Alpha CTS Managers has a relationship with Your Insurance Brokers, who are part of the Steadfast Group, which is an ASX listed company. Through this relationship our office can obtain quotes for the Body Corporate's insurance policy and assist in lodging and handling insurance claims.

Key business achievements over the past two years

Business growth - Two body corporate managers and five administrative staff – a wealth of body corporate management experience.

Alpha now looks after 127 schemes covering 2500 owners.

System developments - new features and facilities of systems in 2017:

- Strata Cash – Bodies Corporate bank accounts now have no bank fees, and are easily able to invest funds in term deposits with Bank of Queensland and Macquarie Bank, meaning greater interest on Body Corporate funds.
- Strata Pay – Owners now have several payment options to pay Body Corporate levies, including direct debit and direct EFT transfer.
- Levy arrears management process implemented to ensure any levy arrears are monitored and actioned as directed by the Body Corporate.
- Payment of invoices by EFT, meaning efficient and timely payments.
- Online invoice approval- giving greater control and efficiency to committees in managing payments to creditors.

New developments to look out for in 2018

- New look and company badge – Alpha-Strata
- Web site launch
- New premises

Edition 1
December
2017

What is the difference between a Body Corporate Manager, a Building Manager/Caretaker, and Committee. Who do you Contact?

The **Body Corporate Manager** is contracted by the Body Corporate to look after the administrative affairs of the Body Corporate. This generally involves Secretarial, Financial and Administrative actions which facilitate the body corporate’s compliance with the Body Corporate and Community Management Act.

Refer to this link for further details:
<https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/roles-and-responsibility/body-corporate-manager>

The **Building Manager or Caretaker** is contracted by the Body Corporate to look after the operation of the building or complex. The actual role and responsibilities may vary from body corporate to body corporate depending on the terms of the contract, but is generally in relation to common property or services.

Refer to this link for further details:
<https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/roles-and-responsibility/service-contractor/role-of-a-service-contractor>

The Committee consists of the owners elected at the Annual General Meeting, who control the day to day operations of the Body Corporate in accordance with the delegation provided by the legislation.

Refer to this link for further details:

<https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/roles-and-responsibility/role-of-the-committee>

Who do you contact?

1 Body Corporate Manager

If there is anything relating to the administration of the Body Corporate, such as when is the next levy due, or how do I make payment of my Body Corporate levies? Contact the Body Corporate Manager.

2 Building Manager/Caretaker

Any maintenance issues with the common property will generally be arranged by the Building Manager / Caretaker under direction of the Committee. So if the pool is green, the normal process would be to email the Body Corporate Manager, who will then email the Committee, who will then instruct the Building Manager / Caretaker of the action required.

3 Committee

The Committee makes the day to day decisions on behalf of the Body Corporate, such as requests for approval for animals, rectification of issues with the common property. If you have a request that requires approval of the Body Corporate or a matter with the common property that affects your unit and need to advise the Committee, you should email the Body Corporate Manager, who will then contact the Committee so they can advise of the necessary action / decision.

Edition 1
December
2017

Body Corporate Commissioner – Common Ground e-newsletter

A good source of information on topical body corporate matters in Queensland. Issue 16 was released on 11 December 2017.

Click here for the latest editions and the “subscribe” link

<https://publications.qld.gov.au/dataset/bccm-common-ground-e-newsletter>

Storm Season – are you ready

Now is the time to be prepared both individually and as a community. With the summer storm season upon us it is timely to review the strata title situation in the event of damage.

The Body corporate Commissioner has produced an information page on the web site to help owners and committees deal with the situation.

Topics covered are:

- Clean up
- Damage
 - Is the damage covered by insurance?
 - Who will pay when insurance does not cover storm damage?
 - What if the building is no longer structurally sound?
 - How long can we take to fix our lots?
 - What if I am suffering loss because owners are not fixing the scheme?
 - What if the work required is above the committee spending limit?
 - What if the majority of owners vote against the body corporate doing necessary maintenance work?

Read the details at: <https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/body-corporate-insurance/storm-damage>

Note from the Qld Government web site.

The above information is based on The Body Corporate and Community Management Newsletter *Common Ground* (Issue 6 April 2011) and advice provided by Macgillivrays Solicitors and National Strata Exchange.

We acknowledge their assistance.

Edition 1
December
2017

Alpha CTS – Contact us

Phone: 07 5444 2755
Email:
info@alphacts.com.au

Office hours: 9:00am -
5:00pm, Monday -
Friday

Shop 2, 66 Jessica Blvd
Minyama
Queensland 4575

ABN 91147421599