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Body Corporate  
Real Estate  
Commercial & Industrial  
Project Management  
Cleaning  
Property Maintenance  
Construction  
Maintenance Risk Management

Member of Master Builders Association VIC  
Member of the Roscon Group of Companies

Registered Building Practitioner "Plus CPD"  
DB-U 13329  
CB-U 4272  
24 hour emergency: (03) 9359 2460





# Property Service Solutions



Property Maintenance Specialists

**ROSCON**

ROSCON GROUP OF COMPANIES

The Roscon Group of Companies is a specialist provider of property related services to business specialising in assisting the Real Estate & Body Corporate Manager, private and statutory institutions and Insurance reinstatement.

We take the full responsibility for the delivery of services which are not core to our clients operations, Roscon frees up management resources, enabling our clients to focus on their core business.

Roscon Group of Companies (Roscon) has evolved from its history of developing its own projects, construction & management of Commercial and industrial projects. Its operations established in Melbourne since 1987. Since our beginning Roscon has extended its service capabilities into Property Maintenance Management, Grounds Management, Cleaning Services, Graffiti Removal, Waste Collection and all other Maintenance Management just to name a few. Our management system has been assessed by international certifications and found to comply with the requirements of ISO 9001:2000 Quality Management standards.

## Why Outsource?

Outsourcing frees up your best resources. Your management team then focus on those operations that are fundamental to your business model. Those services that are not core to your business, but are still essential to your operations, benefit from specialist service delivery. They are performed by people who know their job intimately. Our services will provide you with improved control in the management of maintenance, our specialist services will free your management staff from attending to time consuming non core functions which are now strictly governed by statutory requirements which require expertise in managing and supervising such work.

## Why Outsource to Roscon?

All of Roscon's staff and contractors are fully trained in their field of expertise. We carry the appropriate insurance and ensure that other specialist trades are properly qualified and insured in their given fields. We scrutinise our people to ensure we provide our clients with the best people to carry out the required work; we recruit, train and support our people with ongoing professional and personal development programs. These are our people, the best in the business.

Roscon has developed its own management reporting systems to ensure our standards are maintained and place our staff in a position to give practical advice on the service solution which best suits your needs; we are fast gaining the reputation for consistent delivery of property related services.

We are proactive in making recommendations suggesting when capital works aimed at reducing the incidence of breakdowns, and in the medium term that policy saves money by cutting the amount of costly repair work required.

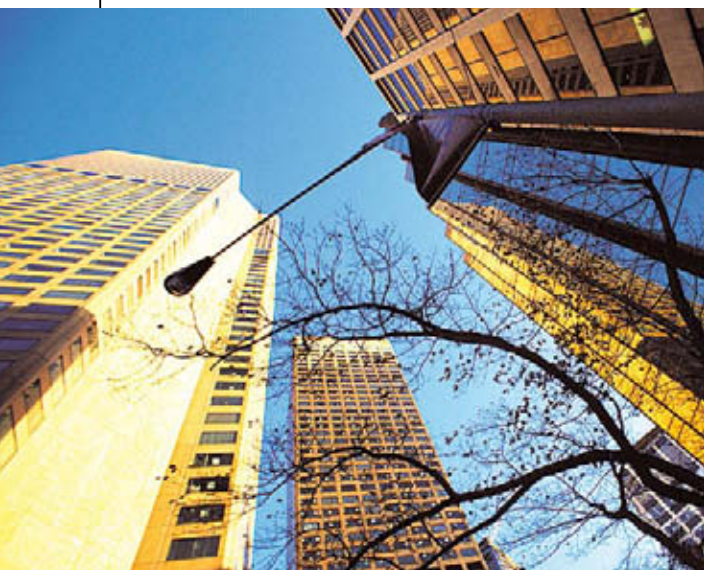
We seek to establish and maintain long-term relationships with all our clients. Our close relationship helps us to understand your business and the industry in which you operate. We are interested in your success. We hope to grow with you by enabling you to remain focused on your core business.

We can provide fully comprehensive maintenance contracts in which Roscon takes the risk on repair and maintenance costs. "We are happy to work within these guidelines as we believe this reinforces our commitment and removes the client's risk. If for example a light

glove is not working or a door lock is malfunctioning we replace it or repair it. There's no limit to the tasks we're asked to perform in managing maintenance in a property portfolio, our key staff have construction & property management expertise".

### **We focus on key markets**

In the Real Estate, Body Corporate and Insurance sectors, Roscon has developed comprehensive, tailored and cost effective solutions. We recruit industry experts at senior management level that have a thorough understanding of issues relevant to the markets in which we operate.





Vicino Retail and Apartments complex developed and constructed by Roscon

## What is “Non Core”?

It is simple to identify services best suited for outsourcing.

In the Real Estate and Body Corporate Industries, our clients apply their expertise in marketing, selling and managing property. They can only do this by employing licensed real estate agents, property managers, agents' representatives and administrative staff. They all play a vital role in achieving the desired result for their individual client's needs. They ensure any training requirements are satisfied, they keep up to date with changing property laws and code of ethic rulings imposed by industry watchdogs. More recently, property managers have the added responsibility to ensure all maintenance works are carried out in accordance with the Occupational Health and Safety (OH&S) Act. They are now required to comply with work place safety guidelines with appropriate Job Safety Analysis checklists which should be completed by all contractors prior to prescribed works being carried out. The provision of maintenance, cleaning, waste collection OH&S work inspections, Maintenance Plans which comply the new 'Owners Corporations' regulatory framework, and general property preservation are essential, but not core to their industry. They are, however, areas of specialisation for Roscon.

Similarly, the Insurance Industry is reliant on many key factors which must be adhered to by expert and qualified personnel. The industry, like many others, is very competitive and must be kept well informed and in tune to market and property conditions. Key personnel include Licensed Advisers and Brokers and sector executive staff. Key

awareness on risk factors such as location, market and replacement costs are the essential drivers of any Insurance Agent.. The reinstatement and prevention of further loss or subsequent damage to other property, however, are areas of specialisation for Roscon.

As property managers throughout the country ensure each property maximises it's value when bought, sold or leased, Roscon work with them to develop cost effective solutions in maximising these returns on expert and professional maintenance, waste collection plans and building preservation and safety strategies which are in compliance with OH&S Laws. Our assistance in these areas allow our clients to focus on the management of each property ensuring their own clients are satisfied by achieving the best possible return.

Regardless of the composition of the service package, the common element is the role of Roscon in managing those areas that are integral to our client's business, but non core to their reason for being in their chosen profession.

In addition to Roscon's provision of an extensive array of services to the above specialised industries, we also assist many private and public companies where property maintenance of any kind exists.

We provide fully comprehensive maintenance contracts in which Roscon takes the risk on repair and maintenance costs.

### Specialist Services

Our core business;

- All property maintenance
- Major domestic building contracts compliant, home warranty insurance provided as per statutory requirements
- Project Management, Residential and Commercial unlimited registration with the Building Commission
- Construction both Residential & Commercial
- Occupational Health & Safety (OH&S) Safety site inspection reports
- Body Corporate Maintenance Plans in compliance with the new 'Owners Corporation regulatory framework'
- Experts to the Real Estate, Body Corporate and Insurance industries
- Facilities and grounds management
- Maintenance services and 24 hour emergency response
- Professional, Reliable, Insured, and Quality Guaranteed work
- Quality assurance and internationally certified, compliance ISO 9001:2000
- Trained technical and support staff
- Professional cleaning services
- Waste collection, graffiti removal
- Property insurance reinstatement cost assessments
- All employees and subcontractors fully insured

From our experience in the Real Estate and Body Corporate Industries, it would be unreasonable to ask property manager's to attend to maintenance calls 24 hours a day 7 days a week.

At Roscon, we employ experienced on call mobile property caretakers.

### The Roscon Distinction

The above services are the attributes and solid foundations created by the company over many years of experience.

Our commitment to detail ensures that Roscon's reputation is maintained in all environments. Our goals are clearly chosen and defined "To be market leaders in our field" our can do philosophy is a valuable asset to our clients.

### Market leaders in our field

All Roscon's staff are backed by the resources needed to ensure our quality service delivery is sustained.

All services offered by Roscon are individualised for each client's needs and are only carried out upon sanctioning by all parties involved. This ensures absolute focus on getting the job completed on time, on budget and to our client's complete satisfaction.

As market leaders, our clients benefit from our economies of scale. The Roscon Distinction, however, extends beyond these economies to those of knowledge, reputation and skill, which continually add value to your business.