

## FROM THE DIRECTOR

It was fantastic to receive some feed back from body corporate managers from our last issue roscon up date particularly with our insurance assessment comments, as some managers have said at the end of the day when a total disaster occurs the Body Corporate doesn't go to the valuer or quantity surveyor to get a quote for the reinstatement works, but I can guarantee in such circumstances the Body Corporate will no doubt be making contact with registered builder to obtain one of several quotes.

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AREI, RBP, CRE, Licensed Estate Agent  
Registered Building Practitioner DB-U 13329, CB-U 4272  
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## VOID SUCCESSFULLY FILLED

From the beginning the sole purpose of Roscon Property Maintenance was to fill the void between the property maintenance, property reporting and body corporate industries. Through our extensive experience and understanding in all three of these industries we believe they are absolutely essential to each other. Until our arrival the body corporate industry literally did not have a central streamlined service provider capable of supporting their needs. Countless hours and therefore dollars were wasted by managers on non-income producing tasks in order for them to maintain quality customer services to their clients. Fact is, clients do not appreciate the effort and time involved in sourcing quotations, assuming or expecting this added service to be granted within the manager's role gratis. Yes, quotations are free and entail no obligations, as a consequence requests to source multiple quotations are a regular occurrence for proposed works that may or may not proceed. However, the exercise of sourcing quotations cost the Body Corporate Company and not the body corporate itself.

Committee members take for granted the convenience of managers who bend over backwards to provide the best level of service they possibly can regardless of the cost to the management company. When operating a business, time is money, business hours are valuable and are better invested in prospecting new business and/ or further improving the level of service, either way both will make a positive impact upon the management company's revenue.

The result of our success in filling the void which is now felt by an increasing number of our clients is the fact they have more time to concentrate on what matters to and in their business the most. All companies need a competitive edge over rivals to maintain existing business and stimulate growth from each year to the next. More often then not, excellent customer service is the main motivator driving your clients' loyalty and their word of mouth referrals are undoubtedly the best form of advertising.

## ROSCON A USER FRIENDLY COMPANY WITH ONLINE CAPABILITIES

The maintenance division of the Roscon Group is leading the way and prides itself on advances made to date by achieving a user friendly web site. Paul Cummaudo spokesman for Roscon said "we have developed a website with property managers in mind the site has interactive forms that are completed and lodged online". The company has developed forms for maintenance quotation, maintenance ordering, report quotation and report ordering, the system is designed to enable property managers to request from Roscon a range of services such as instant quotations or order any property related report, it is a one stop shop for property related reports, Roscon prides itself in being able to deliver their services in short turnaround times. Roscon is amongst only a few companies within Australia who have embraced this form of technology, we believe that we are the only company within our industry with live interactive forms.

With the development and utilization of online forms the maintenance division of Roscon are well ahead in their industry, it is about providing the Property Manager with a simple and cost effective way to request services and quotations.

Property management companies need to stream line procedures which are cost effective, rather than giving instructions on the phone or several phone calls, our clients enjoy the convenience of just logging onto our web site [www.roscon.com.au](http://www.roscon.com.au) and select the Quote / Order forms from the menu on the home page, its as simple as selecting the appropriate form and complete it online.

When the form has been completed select the send / submit button at the bottom of the page, the form will be converted to a PDF document automatically and will via your email system send the form to us. It will also prompt you to print the form so that you have a hard copy for your records being instant and traceable. Roscon has had this system operating for the last twelve months with total success; in fact we have been receiving positive comments from all users. It reduces the time that the Property Manager spends sourcing quotations, and provides a one stop shop for all of the needs of the Property Manager.

The system Roscon have embraced is very simple to use and saves valuable time to the property manager, time is money and the more time is taken to complete tasks the less properties a manager is likely to manage, this will obviously have an effect on the bottom line for the managing entity.

Roscon is a leader in the property reporting industry; we have proven our commitment by sponsoring for the

second year the Institute of Body Corporate Managers Victoria. We view our selves as long term players and have invested heavily in software development for the benefit of the property management industry; we are in tune with advances of technology in the 21<sup>st</sup> century and are continually seeking improvement.

## MAINTENANCE BUDGET PLAN REPORTS

To avoid deterioration of your clients most valuable asset, a building maintenance program should be discussed amongst owners and strata managers. The purpose of the maintenance budget plan is to provide sufficient funds to meet expenses of a capital nature, e.g. painting, carpet replacement in the stairwells, guttering replacement, landscaping upgrading, etc.

A maintenance budget plan report should be prepared so that an accurate estimate can be made of future anticipated expenditure.

- A poorly maintained building creates a problem in the future:-When works are needed, if sufficient funds have not been allocated over past years, the present owners may not be in a position to contribute to a special levy.
- When someone plans to sell their property, there may be a number of maintenance issues the owners corporation has not attended to. A prospective purchaser may become wary and intensify negotiations to compensate for any special levy they may have to pay in the future. It may be difficult to sell a unit as the overall appearance of the complex may not be as attractive as other well-maintained complexes.

The owners corporation should make sure they plan for the future! As a Body Corporate Manager you are responsible of very valuable assets that need to be constantly maintained and regularly improved.

Regular Maintenance needs to be carefully programmed and planned so that the building does not deteriorate. Managers should consult with owners to ensure sufficient maintenance budget plan levies are being collected to cover projected expenditure. The location of a building can often cause certain areas to deteriorate quicker than usual, e.g concrete surfaces located near the ocean, stained timber windows facing west. Preventative maintenance is always better than major repairs.

Roscon can properly prepare a maintenance program to particularly suit any building and a maintenance budget plan assessment advising what maintenance plan fund levies should be paid so sufficient funds are available when work is needed - the usual time frame for these assessments is a 10 year period.

The sale price of units or townhouses can be dramatically affected if your building has not been maintained so remember, prevention is better than cure!

If you do not have a Planned Building Maintenance Program in place, it is wise to carry out a BUILDING AUDIT to report on the present condition of the building and advise on any defects or necessary repairs. A Building Audit is also very important if the owners corporation needs to determine the defects in a building to be addressed to the builder or to make any insurance claims under Home Warranty Insurance if applicable.

## READERS

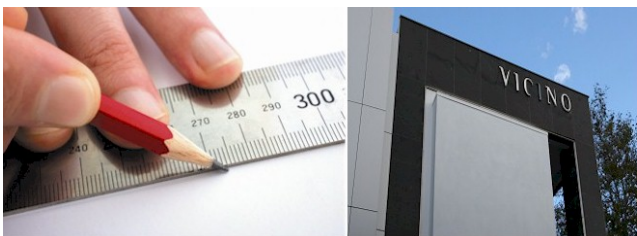
We encourage recipients of *rosconupdate* to contact us by email at [info@roscon.com](mailto:info@roscon.com) or visit our website [www.roscon.com.au](http://www.roscon.com.au) and let us know of topics and issues that you would like us to cover in forthcoming *rosconupdate* issues. We look forward to your emails and feedback.

## NEXT *rosconupdate* Summer 2008

- 1) Car parking bollards
- 2) Property experts - are they covered for the work they undertake? A closer look at PI Insurance for consultants.
- 3) Multiple common areas within a development, a management nightmare and is there a better alternative.
- 4) Flexi-pay for maintenance works spread over a term that property investors or Body Corporate members can afford but need the work done now!

## CONTACT US

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## COMPARING QUALITY REPORTS

Maintenance Budget Plans vary in price, format, detail and methodology however the end result will almost certainly reflect similarly. The example below, is based on a landmark residential CBD tower comprising 200 apartments. The Body Corporate committee sourced three companies including us to submit a quotation to carry out the maintenance plan budget. In addition to the cost of the report below, another quotation was submitted by a high profile quantity surveying firm for the same report which exceeded the \$7,000 mark. Roscon Management decided to carry out this report knowing that three quotations were being obtained and took this opportunity to compare report quality, pricing and benchmarking. The result of this comparison was simply astounding. The following table notes major difference in price and compliance and identified a number of errors made by our competitors, raising the question of, does price guarantee a better quality report? we encourage you to make your own conclusions on the evidence below;



### Competitor A

Cost of the report	<b>\$2,550.00 (inclusive GST)</b>	<b>\$3,977.00 (inclusive GST)</b>
Cost difference	<b>35% saving</b>	<b>\$1,427.00 more</b>
Compliant to the Owners Corporation Act (as proposed)	<b>YES</b>	<b>NO</b>
Indicates maintenance period and life span	<b>YES</b>	<b>NO</b>
Provides a liability breakdown	<b>YES</b>	<b>NO</b>
Fully reflective of the property	<b>YES</b>	<b>NO</b>
Allows for items that are leased & should not be included. (rubbish compactor)	<b>NO</b>	<b>YES</b>
Allows for air conditioning that does not exist (twice)	<b>NO</b>	<b>YES</b>
Breaks the budget down by entitlements and not liabilities	<b>NO</b>	<b>YES</b>
Fails to allow for parts of the building (roof is tanked with a waterproof covering and is prone to foot traffic)	<b>NO</b>	<b>YES</b>
Allows for items that are owned by commercial tenancies	<b>NO</b>	<b>YES</b>
Allows for a PABX that does not exist	<b>NO</b>	<b>YES</b>

**rosconupdate**

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## Body Corporate managers who welcome change will undoubtedly have the edge and ultimately lead their competitors by example.

With our leading edge understanding of the industry we can assist the Body Corporate & Commercial Real Estate Manager by offering to you the following reports.

- 1. Occupational Health & safety (OH&S) safety site inspection reports.**  
*(We take a proactive approach which safeguards the manager)*
- 2. Bodies Corporate 10 year maintenance plans in compliance with the new proposed regulatory framework.**  
*(Reports for Bodies Corporate are shown in accordance with unit liability not simply divided by the number of units)*
- 3. Property Insurance Reinstatement Valuation.**  
*(Our reports are provided with a 5 year forecast no need for another report for 5 years)*

### Why use our services for all your reporting requirements?

- We are the most competitively priced.
- If you are quoted a cheaper report price we will beat it by \*10% guaranteed.
- Able to attend to any urgent maintenance request 24 hours a day 7 days a week.

### We cover all suburbs

The benefits of using Roscon Property Maintenance Pty Ltd:-

1. You will be dealing with a professional company who has a clear understanding of your requirements within the Body Corporate & Property Maintenance industries.
2. You will be dealing with a company that has clear understanding of the current changes of government legislation.
3. You will avoid future legal implications of the Occupational Health & Safety Act by taking a proactive approach.
4. Important issues are brought to your attention and preventative measures are provided.
5. You are dealing with a local Victorian Company who has local knowledge of the implications of state and local legislation.
6. We are accredited to Quality Assurance Standard ISO 9001: 2000.

\*A competitor's quotation must be shown as evidence in order to receive the discount.

**Call us now on (03) 9385 0040**  
**Email us at [info@roscon.com](mailto:info@roscon.com) for a request FORM**  
**Total reporting & maintenance management service**  
**"Market leaders in our field"**

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