

The PICA Group

Corporate profile

Founded more than 50 years ago, the PICA Group is one of Australia's leading property services companies with more than 220,000 lots under strata management.

As a market leader, the PICA Group plays a significant role in the local property landscape by delivering a full range of services for a variety of property types, which include residential, commercial, resorts, and mixed-use.

To best service our local communities, we have a number of subsidiary businesses across geographical locations:



NSW branch locations:

- Baulkham Hills
- Chatswood
- Dee Why
- Epping
- Forster
- Freshwater
- Gosford
- Parramatta
- Miranda
- Mona Vale
- Nelson Bay
- Newcastle
- Tuggerah
- Ultimo
- Wollongong

PICA Group

The PICA Group consists of a diverse group of businesses which has many interests in a wide range of property services, its core being the strata and community title management industry in which we are the market leader.

The PICA Group is jointly owned by FEXCO and Nippon Kanzei Co., Ltd, and consists of a network of subsidiary businesses:



Our core service offering

The PICA Group has interests in a range of businesses including strata management, facilities management, and receivables management. Each part of our business has its own unique strengths and provides dedicated resources to offer industry leading services.

Strata management

Strata managers are property professionals who are responsible for administrative operations, financial control, and maintenance co-ordination - providing expert guidance to committee and owners.

With our depth of expertise, range of skills, and the support of a national network, the PICA Group is one of the most experienced strata management providers in the country.

We deliver strata management services to more than 220,000 property owners, ensuring each property is being managed to the highest standards, so that your investment is protected to retain long-term value.

Facilities management

The PICA Group facilities management services team takes care of the operational management of residential and commercial properties. Our building managers oversee the ongoing maintenance and upkeep of your property to ensure it is running in the most efficient way possible.

Rather than taking a reactive approach, we put a proactive maintenance schedule in place, regularly monitoring and auditing functions such as lifts, lighting, and fire control systems.

Our team of experts know and understand the regulatory compliance requirements for each property, making sure owners are up-to-date at all times. We provide peace of mind at all hours of the day with our 24/7 support.

Receivables management

The PICA Group offers some of the highest levels of receivables management service in the Australian market. Through Kemps Petersons, we draw upon a rich professional history in all aspects of receivables management, including debt recovery, litigation, credit management, field agent services, and credit reporting.

We also have access to experts in commercial law and insolvency. These include barristers, mediators, and litigators, locally and throughout Australia, providing you with the best legal advice at all times.

Company overview of the PICA Group

2017

The PICA Group is the largest strata management company in Australia

2008

14 subsidiary businesses

700+ staff

1998

30 branches

\$72 billion
PROPERTY VALUE

1988

220,000+ lots

50,000+ suppliers

1978

11,000+ buildings

220,000 property owners

1968

IN 1 YEAR, THE PICA GROUP...

Generates
40,000
financial reports

Processes
11,000
tax returns

Processes
1 million
invoices

1948





At the PICA Group, we strive for excellence at all times.

What sets the PICA Group apart?

The PICA Group has a history in property services management that stretches back decades. We offer a unique mix of localised, personal service, combined with the financial strength and expertise of a large organisation.

With more than 600 staff across 28 branch offices throughout Australia, and a support network of more than 50,000 trade service providers, the PICA Group can meet all your property service needs.

We remain at the forefront of regulatory and legislative changes. We do this by working closely with government, industry, insurance, and legal partners to keep pace with changes to ensure we provide the best advice and support at all times.

We also tailor our services to an individual property or an entire property portfolio, including residential complexes, resorts, mixed-use developments, retail strata developments, retirement villages, and community titles, among others.

Together with its strong global partners, the PICA Group invests in its continued growth, innovation, and significant advances in technology and operational efficiencies.

Our customer service promise

At the PICA Group, we strive for excellence at all times. This is why we have created a service charter. Your experience with us should be productive and valuable. Our charter reflects this and helps to ensure we always maintain our high level of customer service standards.

Our charter stipulates that we stand by our responsibility to:

- Provide high standards of guidance, support, and delivery: We are dedicated to providing ethical, quality service that delivers the best level of support you seek, with the intention to exceed expectations whenever possible.
- Commit to clear, courteous communications: We address requests with promptness, and respond in a polite, friendly, and respectful way.
- Respond promptly to all enquiries: We commit to replying to all voicemails and emails within one to two working days, and other written correspondence within five working days.
- Distribute meeting minutes in a timely manner: We will distribute the minutes of meetings within seven days.

Awards

The PICA Group and its companies consistently win industry awards for excellence, and our proven record sets us apart. Here are a few of the awards we have won in recent years.

2016 STRATA MANAGER OF THE YEAR FINALIST



2016 CHU STRATA COMMUNITY AWARDS

SPONSORED BY



BAC Insurance Brokers Pty Ltd

2016 STUDENT OF THE YEAR HIGHLY COMMENDED



2016 CHU STRATA COMMUNITY AWARDS

SPONSORED BY



RETS Real Estate Training Solutions



Whitbread



2015 STRATA COMMUNITY AWARDS

WINNER

SPONSORED BY



CHU Strata Insurance

2015 PROFESSIONAL COMMITMENT TO ETHICS AND SERVICE



Whitbread



2015 STRATA COMMUNITY AWARDS

WINNER

SPONSORED BY



RETS Real Estate Training Solutions

2015 STUDENT OF THE YEAR



Whitbread



2015 STRATA COMMUNITY AWARDS

WINNER

SPONSORED BY



DEMLAKIAN STRATA & RECREATION

2015 STRATA MANAGER OF THE YEAR



Whitbread



2014 STRATA COMMUNITY AWARDS

WINNER

SPONSORED BY



express

2014 STRATA MANAGEMENT BUSINESS OF THE YEAR AWARD - LARGE



Our executive management team

Our executive management team are industry experts and strong business leaders.

Greg Nash

Managing Director and Group CEO

Greg Nash is Managing Director and Group CEO of the PICA Group. He has held this role since September 2015. Greg has been a Director since February 2004 and became Chairman in 2007. He has more than 30 years' senior leadership experience in the financial services and property sectors in Australia and internationally. Prior to this role, Greg spent 20 years as Managing Director and President of the Asia Pacific Region for First Data Corporation, a multinational financial services and ITT services provider. He also held senior positions with Standard Chartered Bank and Elders Group.

Wayne Walker

Group Chief Financial Officer, Group Company Secretary and Executive General Manager, Enterprise Services

Wayne Walker is Group Chief Financial Officer, Group Company Secretary and Executive General Manager, Enterprise Services of the PICA Group. Wayne joined the PICA Group in January 2013 as the General Manager of Administration and Financial Services. He has over 30 years of experience working in a range of senior executive roles across various industry sectors, including strata property, retail, financial services, and touring, travel and cruise operations.

Prior to joining the PICA Group, Wayne held an executive role at the APT Group. He has also held CFO and CEO roles with multi-billion-dollar service providers including Thomas Cook Limited, and the formerly Ansett-owned Traveland Group.

Yoichi Nishio

Executive General Manager, Facilities Management and Executive Director – PICA Board of Directors

Yoichi Nishio is Executive General Manager of Facilities Management and Executive Director of the PICA Group. He has held this role since April 2017. As an assigned employee from Nippon Kanzai Co., Ltd., a listed facilities management and services company that holds 50% share in the PICA Group, he has been a director since January 2016. Yoichi has more than 31 years of experience working in financial and asset management sector with a focus in real estate.

In conjunction with his role, Yoichi has served at Nippon Kanzai since 2014. Prior to this, he worked in Los Angeles and Tokyo with Nippon Credit Bank, Ltd (now Aozora Bank, Ltd.) and held a management role at Fukuoka Realty Co., Ltd., asset management company for Fukuoka REIT.

Peter Byrne

Group Chief Operating Officer and Executive General Manager, Strata Services

Peter Byrne is Group Chief Operating Officer and Executive General Manager, Strata Services of the PICA Group. He has held this role since October 2015. Peter also has extensive senior executive experience across banking and technology sectors, and has successfully transformed many marketing, sales, and service functions in complex operating environments.

Prior to this role, Peter spent five years as the General Manager of Integrated Technology Services, and was previously Managing Director Australia and New Zealand for First Data International and Chief General Manager, Network Banking at St George Bank.

Kirsten Terry

Executive General Manager, People and Culture

Kirsten Terry is Executive General Manager, People and Culture of the PICA Group. She has held this role since April 2016. Kirsten has 20 years of global experience in corporate human resources, managing offices in Australia, the US, and the UK. She is a specialist in talent acquisition strategy, remuneration and reward strategy, and employee relations.

Prior to this role, Kirsten spent three and a half years as Group Human Resources Director at Knight Frank Australia. She also was an executive level business partner at WiseTech Global, and held HR management roles with Boehringer Ingelheim, and AstraZeneca.
