



# PICA Group

Corporate profile

**PICA**  
PROPERTY & FINANCIAL SERVICES

Founded more than 60 years ago, PICA Group is one of Australia's leading property services companies with more than 220,000 lots under management.

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

To best service our local communities, we have subsidiary businesses across the east coast of Australia:



**New South Wales**

- Ashfield
- Baulkham Hills
- Chatswood
- Dee Why
- Epping
- Forster
- Freshwater
- Gosford
- Miranda
- Mona Vale
- Nelson Bay

- Newcastle
- Parramatta
- Sydney
- Tuggerah
- Ultimo
- Wollongong

**Queensland**

- Brisbane
- Cairns
- Caloundra
- Mackay

- Noosa
- Port Douglas
- Southport
- Toowong
- Townsville
- Tweed Heads/Coolangatta

**Victoria**

- Hawthorn
- Melbourne

## Introducing PICA Group

We aim to continuously redefine the experience of owning a property for the better through a range of businesses offering strata management, facilities management, receivables management, and property developer services.

PICA Group is jointly owned by FEXCO and Nippon Kanzai Co., Ltd, and has more than 700 staff and 30 branches across the east coast of Australia:

Subsidiary brands powered by PICA Group



## Core service offering

We offer a unique mix of localised expertise and specialist services, together with financial strength and security that comes with being part of a large organisation.

Our team of in-house specialists offer expert guidance on building compliance, insurance, debt recovery, data management, technology and sustainability.

**Strata management**

Trust your property with Australia's number one strata management business.

Our team of strata management professionals assist in the management of a strata property, providing expert guidance to owners corporations. Through our depth of expertise, range of skills, and strength of our network, PICA Group ensures each property is being managed to the highest standards, so your investment is protected to retain long-term value.

**Facilities management**

Our hands-on facilities management team has an exceptional record of exceeding industry standards.

Our team of facilities managers oversee the ongoing maintenance and upkeep of residential and commercial properties to ensure they run efficiently and are kept looking pristine.

PICA Group facilities managers take a proactive approach to management through scheduling maintenance in advance, and regularly monitoring and auditing functions such as lifts, lighting and fire control systems. Our team of experts understand the regulatory compliance requirements for each property type, and keep owners up-to-date at all times. We endeavor to provide peace-of-mind at all times with our 24/7 after-hours support.

**Receivables management**

Kemps Petersons is a leading debt recovery and legal specialist for the strata industry. Our promise to you is if no money is collected, no commission is paid to us.

Kemps Petersons Receivables and Kemp Petersons Legal, has a rich professional history in all aspects of receivables management, including debt recovery, litigation, credit management, field agent services and credit reporting. Our team of in-house experts and external partners in commercial law and insolvency, including barristers, mediators, and litigators, are able to provide an integrated solution for the best possible outcome. Kemp Petersons is also Australia's largest specialist strata debt recovery agency. For more than 70 years, they have consistently collected 85% of debts without having to initiate court action. Kemp Petersons is an authorised supplier of Procurement Australia.

By maintaining the properties and investments of our customers, we aim to

*enhance community living*

for the better and to create a sustainable future.



Liveability



Quality of life



Certainty



Harmony



Enjoyment



As a PICA Group customer, you have access to our range of specialist community services:



#### Community After Hours

Emergencies can happen at any time of day. That's why our staff are fully trained to manage any maintenance calls relating to common property 24/7, whenever you are need of assistance. Our team will determine whether the issue is on common property or a lot owner's responsibility, and will either offer a temporary solution or arrange a registered and fully insured contractor to assist.



#### Community Health & Safety

Managing risks for your strata property is often demanding and quite complex. Our team is here to take the hassle out of managing your property by providing support services to manage the day-to-day risks associated with the health and safety of all stakeholders, and continually monitor for any legislative updates which may impact your strata property.



#### CommunityHub

CommunityHub is an online portal designed to give you access to your strata property information at anytime from anywhere. Keep up-to-date with administration, pay your levies online, monitor repairs, approve invoices, and more all through one channel.



#### CommunitySure

For many of us, our home is our most expensive and valuable asset. Finding adequate insurance cover that meets the requirements of your committee and yourself, while remaining affordable, can be a complex process. We understand this, which is why CommunitySure offers comprehensive coverage for your property which can be combined with CHU's cover for landlords and contents.



#### Community Utilities

Community Utilities is an energy and utilities brokerage service, which prepares recommendations, organises tenders and arranges the lowest tariffs possible for owners corporations, so you can save on your power bill. These savings can then also be on-sold to individual lot occupiers.

2018

# PICA Group overview

More than 60 years in property services, and more than 50 years investment into the strata industry

14 subsidiary businesses

700+ staff

30 branches

**\$72 billion**  
PROPERTY VALUE  
and growing...



220,000+ lots under management

11,000+ buildings



2,500+ certified contractors

220,000+ property owners

40,000

financial reports generated

11,000

tax returns processed

1 million

invoices processed

1948



## What sets us apart

### People



Accredited and well-experienced staff



Service excellence assured

### Service



Top 10 on ProductReview.com



24/7 maintenance



Convenient and easy access



Online invoice approval



Exclusive benefits

### Expertise



More than 60 years' experience



Legal advice



In-house team of specialists



Leader in debt recovery

### Pioneering



Environmentally conscious



World-class strata technology



## PICA Group customer service charter

At PICA Group we strive for excellence. That is why we have created a customer service charter to ensure we always maintain high levels of customer service. PICA Group's commitment to our customers include:

### 1. High standards of guidance, support and delivery

PICA Group is dedicated to providing ethical, quality service that delivers the best level of support you seek.

We conduct customer surveys via third party research agencies, and utilise this information to continually improve our services, through investment in our people, processes and technology.

### 2. Timely distribution of meeting minutes

We prepare the draft minutes of meetings (where required), within seven business days prior to distribution.

We follow the relevant state legislative time frames regarding the final distribution of all meeting minutes to each property owner.

### 3. Clear, courteous communications

We address requests with promptness, and respond in a polite, friendly and respectful way.

### 4. Prompt response to all enquiries

We commit to replying to all voicemails and emails within two working days, and other written correspondence within five working days.

We will reply to all telephone messages by close of business on the next working day, unless there is an emergency.

We will acknowledge all emails by the close of business on the next working day and prioritise a full response to you within seven days. We will reply to other, non-email, non-urgent written correspondence within fourteen working days.

## What we value the most

Company values matter as they capture the essence of who we are and what we stand for. While we consist of 14 different subsidiary brands, together we are all part of one PICA Group family.

### Say it straight

We are honest and compassionate in our communication with each other and we are not afraid to admit our mistakes



### Seek first to understand, then to be understood

We listen first, ask questions and put ourselves in the shoes of others prior to making decisions



### Be the solution you seek

We are the solution seekers and ground breakers and we seek out better ways of achieving results



### Relationships matter

We build strong relationships based on trust and we focus on our reputation

### In it together

We are the connectors, networkers, learners and team players who make the PICA Group a great place to work





## Our executive management team

PICA Group is led by a team of business leaders who are not only oversee the general success of the business, but also lead the way by living out our company values... creating a strong foundation for the future.

### Greg Nash

#### Managing Director and Group CEO

Greg Nash has been a Director of PICA Group since 2004 and became Chairman in 2007. Greg has held the position of Group CEO and Managing Director since September 2015. Prior to this role, he spent 20 years as Managing Director and President of the Asia Pacific Region for First Data Corporation, a multinational financial services and IT service provider. He has also held senior positions with Standard Chartered Bank and Elders Group.

### Peter Byrne

#### Group Chief Operating Officer and Executive General Manager, Strata Services

Peter Byrne has held this role since October 2015. Peter has extensive senior executive experience across the banking and technology sectors, and has successfully transformed many 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.

### Wayne Walker

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

Wayne joined 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 industries sectors, including strata, property, retail, financial services, and touring, travel and cruise operations. Prior to joining 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.

### Kirsten Terry

#### Executive General Manager, People and Culture

Kirsten Terry 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.

## Industry recognition awards

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.



[www.picagroup.com.au](http://www.picagroup.com.au)



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