



Facilities management

Enjoy peace of mind 24/7 knowing your property is being cared for by our facilities management team



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

Working closely with owners corporations, 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 to help identify potential risks, ensure compliance and minimise repair costs.

Our support services

PICA Group has been providing property services for more than 60 years. Our comprehensive facilities management operations are split into three divisions:

Assured Building Management (ABM)

ABM provides the owners corporation with a facilities manager who will attend the site on a part-time basis. This is ideal for smaller scale residential developments. Even though we are only on-site part of the week, we are available 24/7 to support you.

Building Facilities Management Solutions (BFMS)

BFMS typically provides full time on-site facilities management for high end corporate residential properties. Our services consist of preventative maintenance, upgrades, building lifecycle analysis and works forecasting. Our facilities manager reports to the owners corporation if any issues need to be addressed and advise on maintenance schedules for immediate works or long-term planning.

Estate Managers (EM)

EM staff are responsible for managing Sydney's Breakfast Point development. Our building managers divide their time between multiple buildings according to the service level agreements. In addition to our facilities management offerings, PICA Group also offers strata and receivables management services.

Why facilities management matters?

Our facilities managers take care of a multitude of aspects involved in the smooth, efficient running of a property.



Anticipate problem areas before they arise

We put procedures in place such as preventative maintenance programs, and perform routine checks to identify issues in a timely manner before they become serious and very expensive!



Protect your investment

Having somebody on-site who understands each of the disciplines involved in facilities management is incredibly important. Keeping a property in excellent condition maximises potential rental income, and helps you achieve a premium price should you choose to sell.



Ensure quality management

Another essential aspect of our role is the management of contractors on-site. We hold them accountable and make sure they do their job as effectively as possible. We can also oversee the tender process and provide the owners corporation with a selection of our recommended trade service providers, offering a reliable workforce at a more competitive price.



Maximise cost efficiencies

Our network of more than 2,500 trade service providers and partners provides us with all the resources needed to meet your maintenance requirements. We constantly review our recommended contractors to make sure we are getting you the very best price without compromising on quality.

Why partner with PICA Group for facilities management?

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

At the forefront of regulatory and compliance changes

Our facilities managers are trained in regulatory compliance and legislative areas, such as workplace health and safety, so they can provide advice to the owners corporation on these issues.

Effective contractor management

We work with the owners corporation to develop the scope of work for contractors. We invite contractors to the site, so they can provide advice to the owners corporation.

As part of the contractor management process all contractors are required to provide evidence that they are appropriately insured, licensed and have safe systems in place prior to going to site.

On-site support

We provide on-site support, which lets our facilities managers assess issues first-hand. This makes it easier for them to find the cause and resolve the issue in a timely and efficient manner. They also manage emergency situations without delay, such as a broken elevator, a fire or a flood.



Customer testimonial

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We signed up for one year to test PICA Group, then signed a five-year contract, which has been renewed, because they proved their considerable worth. The team was knowledgeable, resourceful, reliable and very approachable. They did a fantastic job managing our buildings in the most professional manner. They also went out of their way to assist our residents with a myriad of ancillary queries that often demanded patience and forbearance on their part. I can recommend the team at Estate Managers, a PICA Group subsidiary, for their sound leadership to any strata committee in need of the very best building management team in Sydney.

Michael Hatton, Former Chairman of Newbury-York Executive Committee 2016

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www.picagroup.com.au

PICA
PROPERTY & FINANCIAL SERVICES

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