



## Facilities management

Specialised management for enhancing community living



# Our team do more than make your property look pristine

## We partner with you to enhance your property by introducing technology, sustainability, professionalism and a personal touch

Our specialised building management services enhance residential and commercial spaces by providing a professional service that focuses on proactive maintenance, driving greater efficiency, reducing operating costs and risks, and boosting value.

Through regular monitoring and auditing of common areas and building functions, like lifts, lighting, fire and flood control systems, gardens and pools, and compliance requirements, our team organises and drives the up-keep of your property.



Increase property value



Increase rental income



Reduce operating costs



Identify issues before they happen



Extend the building lifespan

### How we create better buildings



Proactive management



Increasing sustainability by using data



Implementing building care plans



Preventing liability and reducing risks as compliance experts



Managing the asset register



Administering financial reporting



Keeping people at the core of everything we do



Trustworthy and reliable works monitoring for on-site projects



Having extensive contractor network



Seamless common property management of residents when moving in and out



Managing property assets that require bookings (tennis and squash courts, entertainment and barbeque areas)



By-law enforcement

Buildings and the spaces they create are important, impacting everything from how people interact and their well-being, to the environment, economy and the market

Our team of professionals ensure the efficient and effective implementation of immediate and long-term maintenance plans to protect the value of your property and to enhance community living.

# Finding the right building management company for your building

All properties are unique in some way and have different needs, so we have a range of services to give you what suits you best

Our comprehensive building management is made of three different brands, Building Facilities Management Solutions (BFMS), Estate Managers, and Assured Building Maintenance. Whether it's residential, high-end commercial or mixed-use properties, community or village living, we have the right team for every building.

## Know the right service for your building

What is the style of your building?

- |   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Residential | <input checked="" type="checkbox"/> Mixed-use  | <input checked="" type="checkbox"/> Village or resort   |
| <input checked="" type="checkbox"/> Precinct    | <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> Villa or townhouses |

Select the services that are right for your priority

- |   |  |  |
|---|--|--|
| <input checked="" type="checkbox"/> Full-time management          | <input checked="" type="checkbox"/> Part-time management                                 | <input checked="" type="checkbox"/> Project based management                                     |
| <input checked="" type="checkbox"/> Building care plans           | <input checked="" type="checkbox"/> Concierge  | <input checked="" type="checkbox"/> Repair and maintenance                                       |
| <input checked="" type="checkbox"/> 24/7 emergency service        | <input checked="" type="checkbox"/> By-law enforcement                                   | <input checked="" type="checkbox"/> Sustainability planning                                      |
| <input checked="" type="checkbox"/> On-site contractor management | <input checked="" type="checkbox"/> Financial forecasting                                | <input checked="" type="checkbox"/> Lift maintenance and safety                                  |
| <input checked="" type="checkbox"/> Building compliance           | <input checked="" type="checkbox"/> Management of common property when moving in and out | <input checked="" type="checkbox"/> Booking of maintenance and management of property facilities |

## Introducing our building management services

Each of our building management services have a different offering. Whether you need the golf buggy resort-style manager, or the elegant suit and tie, our team are experienced in a range of properties.



### Your on-site building management professionals

BFMS has offered industry-leading building management services for more than 20 years. Our team of professionals deliver a proactive approach to preserving and enhancing the value of residential, commercial and mixed-use properties. Services include proactive and preventative maintenance, upgrades, building life-cycle analysis, works forecasting, and contractor management.

The BFMS manager reports to the strata committee on the building's ongoing care plan, urgent issues and scheduled maintenance.



### Your dedicated community association and resort living expert

Estate Managers cater to village, estate and resort-style community living within a community association. The team, depending on the ratio of building's contracted to Estate Managers within a scheme, divide their time between sites to deliver a hands-on team-focused approach to building management.

From lift services, mechanical ventilation, automated building systems, irrigation, electrical and security, gardening and groundskeeping, to the specific needs of complex buildings, our team maintains the ongoing health and functionality of elaborate largescale spaces. Available to support you 24/7, we monitor, audit and manage common property assets for your peace of mind.



### Your strata repairs and building maintenance specialists

Assured Building Maintenance is your one stop shop for resourcing and resolving all your strata repairs and maintenance issues. Knowing the difference between the committee and owner responsibilities, as well as the complexities of compliance and legislation, can save you time and money.

We leverage and access the support network of more than a 1000 tried, tested and vetted contractors.





## Teaming up with strata management

### A unified building and strata management team means more benefits for your building

While building and strata management are two different professional roles, when they are teamed together their skill-sets marry-up to produce cohesive high-functioning properties.

Requiring frequent communication when building and strata managers work closely together it produces quicker turnaround times on quotes, budgets and reports, better contractor management, and clearer communication with committees.

We provide dual teams to increase proactive management, forecasting, and harmonious community living to drive maximum results.

## What sets us apart?

### When it comes to building management, we keep people at the centre of our operation

#### Proactive management that prevents issues before they happen

Our building management is a professional service we are proud of. We follow processes, like preventative maintenance, to identify issues before they become serious and expensive.

#### Professional team who cares

The constancy of on-site management becomes personal. You can trust our staff to be the eyes and ears of your property and that we will work towards maximising your market value.

#### Extensive property expertise

We have the expertise of one of Australia's largest strata and building property services groups. Our team knows the difference between the committee and owner responsibilities, as well as the complexities of legislation and compliance which will save you time and money.

#### Contractor relationships matter

We engage and manage contractors in a way that keeps you and your property's best interest at heart. Our contractors are held accountable to a high standard and are made to feel part of the property's care team. We oversee tender processes to provide strata committees with competitive options for everything from cleaners to plumbers.

#### Information analytics for regulatory change

Using largescale technology and information analytics, our teams know about regulatory changes as and when they happen via digital updates. Our building managers are trained in compliance and the relevant legislative areas, like workplace health and safety, to make sure the building and its committee are up-to-date.

#### National Australian Built Environment Rating System (NABERS) for Apartment Buildings

We are official partners of the National Australian Built Environment Rating System (NABERS) for Apartment Buildings. NABERS is a government initiative that benchmarks the energy and water efficiency, waste management of buildings and their impact on the environment. Based on their findings, the results are measured against a six-star rating comparing it to other similar buildings in the Australian market.

Knowing how your building performs isn't just a step towards a more sustainable future by identifying inefficiencies. It can also lead to reduced operating costs, reduced vacancy rates, and increased market value and rental income. Through partnerships like NABERS, our management specialists can provide you with premium maintenance and planning.

#### Enhance community living

Our property and building management teams help build better communities by acting as a central place for issues and information distribution, taking the onus off you and the committee. From arranging when and how people move in and out, to notifying you when the lifts are broken, we make your strata property experience seamless.

#### On-site support that becomes part of the family

On-site management means we can assess issues first-hand and resolve them quickly, particularly in an emergency. We get to know you and your property well, have a vested interest, build personal relationships, and go above and beyond. Understanding how a property works and having technical knowledge, as our staff do, often saves on call-out costs.

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