

Strata management customer story



Establishing trust through proactive and efficient strata management

THE PARC,
SOUTH GOLD COAST

The Parc is a group of 187 high-quality townhouses located on the Southern Gold Coast, near Coolangatta Airport. Completed in 2009, the complex has mostly rental units, with approximately 40 owner-occupiers. It includes two swimming pools, a barbeque area, a gym, and garden areas.

As most of the owners are investors, the body corporate committee is keen to see the grounds, buildings, and facilities maintained to a high standard. The sprawling complex has an on-site caretaker who purchased the management rights soon after the developer, Sunland, completed the project.

The problem

As a large complex with many competing interests, The Parc's body corporate needed a strata manager who could provide support to help solve building management issues, and provide secretarial and treasury services.

Jasmin Rasoni, body corporate chairperson, The Parc, said, "The body corporate wants to maintain the grounds, keep order in the complex, and ensure all our investments are well looked after. This means making sure the caretaker, body corporate, and the strata management company all work well together to get things done.

"Previously, there were a number of issues with the caretakers and strata managers. Communication was difficult and owners felt unsupported. The committee did not have much guidance on how to resolve the issues." Had the issues not been resolved, The Parc's owners would have seen a decline in the value of their investments, including lower rental returns and difficulty selling.

“BCS provided the right support from the start. We needed the depth and strength of experience within BCS and PICA, and they gave us the support on a local, personal level, which was ideal.”

How PICA solved it

After a number of internal battles and an extensive tendering process, the owners voted to appoint Body Corporate Services (BCS), owned by the Prudential Investment Company of Australia (PICA), for another three years as the strata management company.

Jasmin Rasoni said, “BCS was supportive from the start and nothing was too hard. Although their core offering is not mediation, the team helped resolve internal issues such as miscommunication.

“Being a large complex of townhouses, it’s not possible to just work nine to five. We needed someone who would be available in case of an emergency. With BCS, we know we can call the team anytime for help.”

Jasmin Rasoni said, “Until BCS came on board, there was a lot of discussion but not a lot of action. The strata manager organised subcommittees, and provided the knowledge and technology solutions needed to run a large body corporate successfully. The team provided education and support, and was very transparent.”

The outcome

Prior to appointing BCS, The Parc had not always been compliant with all body corporate regulations. Now, with an experienced strata management company on board, the body corporate is confident that the compliance issues have been rectified.

Jasmin Rasoni, said, “BCS provided the right support from the start. We needed the depth and strength of experience within BCS and PICA, and they gave us the support on a local, personal level, which was ideal.

“There is a huge difference between the previous, chaotic scenario, and the current situation. It would have been a disaster if they hadn’t been re-elected. Everything was at a standstill before and the buildings, grounds, and facilities were not being maintained to the high standards required by the owners’ committee. We were in danger of losing value on our investments. Now, we have confidence that everything is being managed and maintained to a high standard.

“The Parc is a large community and the body corporate committee is acting for all owners. It can’t achieve satisfactory results without continuous support from BCS. They have the knowledge, expertise and staff to manage such a large complex.”