

# What unit owners are saying about UnitCare

'... and I think you missed your calling as a diplomat. If it hadn't been for your persistence and flexibility the whole thing would have fallen through'

Leonie Randall, Oaklands Park

'I would like to thank you for your unfailing courtesy, and express my appreciation of your management, being prompt, efficient and very business-like, and the assistance and information that you and your very able staff were always so ready to give me'.

Mrs. Nancy Hill

'The assistance of UnitCare has been invaluable during the protracted negotiations and final change over from Strata to Community Corporation. We are now reaping the benefits'

Brian Dolling.

'As presiding officer of Opey Mews management committee I wish to thank the staff at UnitCare for their prompt and courteous attention in dealing with the many issues raised during my term. Moving our business to UnitCare Services was the best decision we ever made and it has been a pleasure doing business with them'

Philip Burford

'They have been very helpful and supportive during a difficult time for our group'.

Mrs Emmerton, Firle



**unitcare**  
**services**

PEACE OF MIND FOR UNIT OWNERS

## Why use UnitCare

Appointing a manager is a big step for unit owners. You need a manager that has your interests at heart, is qualified and trustworthy.

To protect you, UnitCare Services provides:-

- a contract explaining:-
  - services included in the fee
  - commissions
  - termination arrangements
- a money back performance guarantee
- a three month money back trial
- 1st month free for groups of 10 + units
- unit owner kit for all owners
- contractors with insurance cover
- an after hours service
- trained managers
- professional indemnity insurance

- Asset and Lifestyle Protection
- 24 Hour Emergency Maintenance
- Money Back Performance Guarantee

MANAGEMENT

## Peace of Mind for Unit Owners

UnitCare Services PO Box 4040 Norwood South 5067 SA  
46 Kensington Road Rose Park t 8364 0 022 f 8364 6822  
e mail@unitcare.com.au w www.unitcare.com.au



**REI**  
Real Estate Institute  
of South Australia

# Peace of Mind for Unit Owners

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At UnitCare unit owners have three management options:

**PrimeCare:** A full service as described below

**SelectCare:** You select what you require and pay an hourly rate. Excellent for Community Titles.

**GroupAssist:** We provide accounting, secretarial and insurance services and assist you to arrange maintenance and conduct meetings. Recommended for groups of 7 or less. Fee is 20% discount on Prime Care.

## Getting Information

You need information to make informed decisions so we provide:

- Corporation Financial Report and Activity Report to your Treasurer (option of monthly or quarterly)
- Financial and Activity Reports to all owners annually.
- Annual Audit Report to your Treasurer.
- Unit Owner Kit and information leaflets to all owners.
- Unit Update, our newsletter, posted quarterly.
- Web access for extra information at [www.unitcare.com.au](http://www.unitcare.com.au)

## Accounting

We take care of all financial matters:

- Collect, bank (into a trust account) and record maintenance contributions, levies, interest and other amounts due to the Corporation.
- Pay accounts and outgoings.
- Send notices levying maintenance or other contributions
- Prepare your Corporation's annual Statement of Accounts and have the Trust Account audited annually.

## Mediation

We assist in resolving disputes.

## Meetings

- Arrange meetings and prepare and distribute notices, budgets and agendas.
- Attend and assist the Presiding Officer & Secretary in the conduct of meetings. *PrimeCare & SelectCare clients only.*
- Supply meeting agenda and minutes proforma but not attend meetings. *GroupAssist clients only.*
- Post minutes to owners within 14 days

## Maintenance

To maintain your asset, we:

- Advise and arrange for the maintenance, repair and replacement of common property. *PrimeCare & SelectCare clients only.*
- Provide all hours access to emergency maintenance.
- Organise emergency maintenance works.
- Pay the maintenance accounts

## Insurance

To adequately protect your asset, we:

- Review, place and renew insurances.
- Arrange a building valuation.
- Have any claim promptly processed.

## Secretarial

- Promptly deal with Corporation correspondence and requests for Search Statements.
- Regularly inform your Presiding Officer of the nature and importance of all correspondence.
- Keep Corporation records secure and confidential.
- Electronic archiving of Corporation records.

**Additional Services** are available to any corporation for which extra fees may apply.

## Assessment Visit and Photo Record

We report on general condition, and record maintenance issues. Photo record useful for decisions at AGM.

## Legal Proceedings

If legal action is necessary, we can:

- Attend legal proceedings of a Tribunal or Court either as a witness or on behalf of the Corporation.
- Instruct solicitors, attend conferences and generally supervise legal proceedings of the Corporation.

## Insurance Liaison

We can liaise with a licenced valuer to assess the Corporation's insurance needs.

## Extraordinary Maintenance

We can liaise with Architects, Engineers, Surveyors, Builders, Loss Adjusters and Assessors, Statutory Authorities and neighbours if major works are necessary.

## Additional Accounting

If required we can also:

- Keep any wage, Work Cover or other records required by law for employees or contractors of the Corporation and complete and submit returns.
- Arrange for the preparation and lodgement of income tax returns, GST/BAS returns and audits.

## Meter Readings

We can arrange the reading of meters and recovery of electricity, water or other utility charges to individual units.

Call 8364 0022 to discuss fees for a service to suit your Corporation's needs.