



**MULTI LOT MANAGEMENT**  
owners corporation **management**

company profile



# UNDERSTANDING YOUR VISION OF MANAGEMENT IS OUR STARTING POINT



*We are an Owners Corporation or still more commonly known as "Body Corporate" Management company that works for you.*

## **Are you a Home Owner, Developer or Investor?**

If you are a home owner, developer or investor of a property in an Owners Corporation, you will have realised that the standard of management can make a substantial difference to the success of your development. A well managed Owners Corporation will add value to your property as well as enhance the standard of living.

## **The important Planning Stage**

For developers, we think that it is extremely important that at the very early stages of the subdivision great attention is paid to the planning of the Owners Corporation. For example, clear definition of common areas, type of landscaping taking into account maintenance in the years to come, provision of services such as electrical and sewerage supply and quality of finishes.



## **We provide a comprehensive management plan, working closely with Lot Owners, Committees and Developers**

Multi Lot Managements goal is to provide a comprehensive management plan, working closely with Lot Owners, Committees and Developers. We act in accordance with and are governed by the Owners Corporation Act 2006, Owners Corporation Regulations 2007, Model Rules and Owners Corporation Rules. For more information on Owners Corporations we suggest you go to the Consumer Affairs Victoria website [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)



## **We service Metro Melbourne and Country Victoria**

Based in Whittlesea in Melbourne's outer northern suburbs, we cover all of Melbourne Metropolitan as well as country Victoria.

Our management style may differ from many of our competitors as we conduct all business on site and we never expect you to come to us. All meetings are held at the times most convenient to lot owners, such as after hours or weekends.

We have established a network of reliable tradespeople and professionals, which enables us to have all maintenance works dealt with promptly.



## **We concentrate solely on managing Strata Titled Properties (Owners Corporations)**

Unlike a number of other management companies who also provide real estate sales and leasing services, we concentrate solely on managing Strata Titled Properties (Owners Corporations).

We provide a cost effective, all inclusive price to manage your Owners Corporation. Our aim is to keep lot owners fees to a minimum while still providing full management services.

## OUR RANGE OF SERVICES

**INTEGRITY | RELIABILITY | AFFORDABILITY**



**Queries and phone calls followed up**



**NO Excessive fees**



**Reliable management**



**Regular communication from managers**



**Managers following your instructions**



**Convenient times and locations for Meetings**



### **Comprehensive Owners Corporation Management Package**

Multi Lot Management offers a comprehensive Owners Corporation management package. Everything that we feel is required to successfully manage an Owners Corporation is included in our management fee.

Our services include but are not limited to:

- Initial setup of Owners Corporation
- Set up and manage O/C bank account
- Issue fee notices
- Pay invoices
- Prepare financial statements
- Arrange quotes for and manage insurance policy
- Prepare annual budget
- Convene, prepare for and attend AGM
- Attend committee meetings
- Conduct postal ballots
- Issue Owners Corporation Certificates
- Maintain Owners Corporation register
- Keep all required documents for your Owners Corporation
- Arrange required maintenance

### **Reliable, transparent and affordable management services**

Multi Lot Management aims to provide a reliable, transparent and affordable management service. We will include everything we feel is required to run an Owners Corporation in our annual management fee. Most other companies will charge additional fees for many of the services that are included in ours.

### **Disbursement Fees**

Multi Lot Management, does not charge disbursement fees like many other Owners Corporation Management companies. Things such as phone calls, postage and photocopying are included in our management fee.

## KEY PEOPLE **MAKE THE DIFFERENCE**

### **Susan Ashcroft** Owner of Multi Lot Management

Firstly, I would like to introduce myself, my name is Susan Ashcroft and I am the owner of Multi Lot Management. I would like to take this opportunity to tell you a bit about myself and how and why I became an Owners Corporation Manager.

### **Construction Industry Experience**

I grew up and was involved in a family of builders who ran their own business building commercial and residential properties. I also spent many years working in the plumbing industry.

I first became involved with Owners Corporations/Bodies Corporate, when upon purchasing a block of land with the intention of building my own home, I found that it was part of a Body Corporate. I'm sure like most people I had limited knowledge of Body Corporates other than that we shared common property, that I would have a fee to pay which would cover my insurance and that gardens on the common property would be looked after.

After attending my first AGM, and listening to other lot owners I quickly became aware that we had some serious issues. These issues involved unfinished and inadequate work by the developer, many oversights by the Local Council and poor management. After joining the committee we began a three year ordeal of firstly removing the manager, arranging meetings with the developer, Council CEO, ministers, ombudsmen, solicitors as well as other government officials. We then completed a successful case at VCAT against the developer and received a settlement. This settlement was then used on major works.

Following this I, along with support of other committee members took over all functions of managing the Owners Corporation.

As a result of my experiences I decided to start my own business and provide reliable, efficient and most importantly trustworthy Owners Corporation Management. It is our belief that the Owners Corporation should add value to your property, not detract from it.

I have experienced Owners Corporations from both sides and am confident that I know what is both required and expected to manage an Owners Corporation successfully!



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