

**Strata  
scheme  
pet hate  
No 1.**

**You're still waiting  
for a return call  
from your strata  
manager on a  
simple query?**

**No more waiting,  
with easy online  
access 24/7 to  
all work orders  
and reports.**



## Document Management

**Strata living made easy with  
our unique management  
service for your property.**

- ✓ Document Management
- ✓ Financial Management
- ✓ Event Management
- ✓ Maintenance and Repairs Management

### Our document service

**We manage all your documents**

We organise, upload and display 100% of your books and records so nothing is hidden from you.

You and your manager can review documents together.

### What you'll receive

**You get 24/7 access**

All property owners can view and download documents such as:

- Work Orders
- Invoices
- Reports
- Insurance Policies
- Plans and Bylaws
- Correspondence

### Why do you want this?

It's easier for managers and owners to run your strata scheme when both can access all the relevant information together.

The screenshot shows the 'Strata Manager - The Owners - Strata Services' web application. The 'DOCUMENTS' tab is selected, displaying a list of 'SCHEME DOCUMENTS'. A callout bubble points to the 'DOCUMENTS' tab with the text 'Click to access your documents'. Another callout bubble points to the 'Work Orders' link in the left sidebar with the text 'Click to find work orders, invoices etc'. A third callout bubble points to a document entry in the table with the text 'Click to find work orders, invoices etc'. A padlock icon is shown at the bottom left of the screenshot.

NAME	DESCRIPTION	SIZE	CREATED	CREATOR
Work Orders	Folder		23/11/2010 02:42 PM	Murray Cameron
Cert of Title By-Laws	System - Cert of Title By-Laws		11/11/2010 06:35 PM	Murray Cameron
House Rules	System - Contracts		11/11/2010 06:35 PM	Murray Cameron
Corro	System - Corro		11/11/2010 06:35 PM	Murray Cameron
Insurance and Valuations	System - Insurance and Valuations		11/11/2010 06:35 PM	Murray Cameron
Invoice and Quotes	System - Invoice and Quotes		11/11/2010 06:35 PM	Murray Cameron
Meetings	System - Meetings		11/11/2010 06:35 PM	Murray Cameron
Plans and Diagrams	System - Plans and Diagrams		11/11/2010 06:35 PM	Murray Cameron
Reports	System - Reports		11/11/2010 06:35 PM	Murray Cameron
Section 109s and 118s	System - Section 109s and 118s		11/11/2010 06:35 PM	Murray Cameron
Tax	System - Tax		11/11/2010 06:35 PM	Murray Cameron

# Personal service plus online convenience

**Owners and managers working  
together for guaranteed results**

Phone



Email



Online



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**W:** www.stratamanageit.com

**STRATA REAL ESTATE SERVICES**  
making strata living easy

**Strata  
scheme  
pet hate  
No 2.**

**It can be hard to  
find out where  
your money is  
spent and who's  
spending it.**

**See all information at a  
glance, no searching for  
a hard copy report.  
You can't lose it – it's  
all online. Safe, secure,  
organised and reliable.**



## Financial Management

**Information is at your fingertips.  
No more having to wait for the manager  
to send it to you. Get it when you want it.  
No office hours.**

### We securely manage all your financials

Secure online access to all your  
financial documents.

### What you'll receive

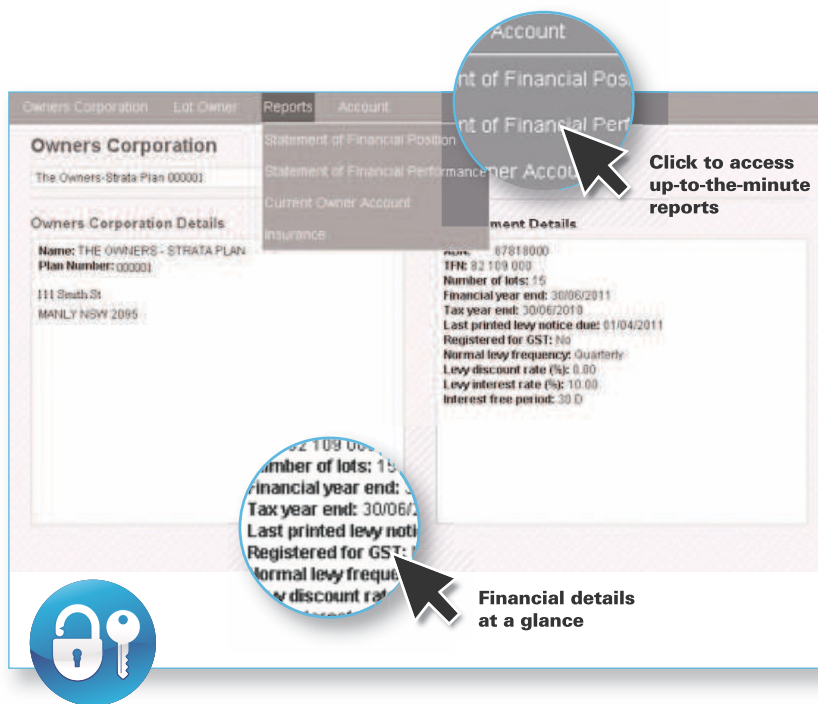
**For owners:** You have access to  
your levy statements and payment  
history plus basic scheme reports.

**For executive committee  
members:** You have access to  
detailed scheme reports in real time.

### Why do you want this?

You are not wondering what your  
balance is. You won't have to wait  
till office hours to get a report.

Don't be left wondering what funds  
are available. Get access to all your  
reports when you want them, no  
matter what the hour. No more  
waiting for a report to be sent.  
No more out-of-date reports.



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**Strata  
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No 3.**

**It's difficult  
to get  
accurate  
and detailed  
information.**

**Now you can keep an  
eye on things, always  
have notice of meetings  
and easily confirm  
what was decided.**



## Event Management

# Records conveniently kept in one secure place means less paper and fewer disagreements.

## We manage all your meeting records

We provide past, current and future meeting notices in one place in a secure repository online.

## What you'll receive

You get fast access to past agendas, reports and minutes, in one place. You will also be able to see when the next meeting is scheduled and what will be discussed. Committee members can easily generate 'compliant' agendas and minutes, in minutes.

## Why do you want this?

No more having to store files at your home. No more wondering what was decided at the last meeting. No more wondering when your issue is being addressed and by whom.

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**Strata  
scheme  
pet hate  
No 4.**

**Not knowing  
what is going on  
with quotes,  
maintenance  
and repairs.**

**See the action taken  
on your requests in  
real time. No need  
for follow-up calls.**



## Case Management

**Easy tracking of cases, see the  
status of all work at a glance.  
No more surprises.**

### We manage all your issues and repairs

We provide a detailed 'case' record of every issue past and present that affects the scheme (and your investment).

### What you'll receive

Follow in real time, 24/7, each and every issue – who reported it, who has been contracted to attend, how much it cost, when it is to be completed and what communication has been sent and to whom.

### Why do you want this?

No more need to contact your strata manager to find out what is being done. No more AGM surprises, when you find that simple repair was very expensive.

Find hundreds of 'compliant' tradespeople and generate formal work orders in minutes.

The screenshot displays the 'The Owners - Strata Plan 000002' interface. Key sections include:

- Case Details:** Case ID: 10001, Reporter: Murray, Case Type: Repairs and Maintenance, Unit Number: 1, Status: Processing, Report Time: 23/11/2010 14:39.
- Subject:** Dripping tap in back yard. Details: Please fix the dripping tap in the back yard - it is on the north east corner at the rear of the complex.
- Action Taken:** A table showing actions taken on 23/11, including 'Action taken' and 'By System'.
- Comments:** A section for adding new comments.

Annotations on the screenshot highlight:

- Repair request details at a glance:** A callout pointing to the case details section.
- Follow the progress of your case in real time:** A callout pointing to the 'Action Taken' table.

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# Strata living made easy with Service Choice

	Full Service	Assisted Service	Do It Yourself Service
<b>Cases Management</b>	Included	<ul style="list-style-type: none"> <li>▪ Online</li> <li>▪ Direct</li> <li>▪ Traditional</li> </ul>	<ul style="list-style-type: none"> <li>▪ Online</li> <li>▪ Direct</li> <li>▪ Traditional</li> </ul>
<b>Events Management</b>	Included	Included	<ul style="list-style-type: none"> <li>▪ Online</li> <li>▪ Direct</li> <li>▪ Traditional</li> </ul>
<b>Documents Management</b>	Included	Included	Included
<b>Financials Management</b>	Included	Included	Included

## Service Choice

Allows you to customise the management you need (saving you money) by selecting either:

### 1. Full Service Management

Is ideal for those schemes who require or want a comprehensive and professional management service in all areas – finance, repairs and maintenance and meetings, or

### 2. Assisted Service Management

Is purpose designed for schemes of all sizes who have either a caretaker on site OR an active and capable individual to handle their own repairs yet require a Manager at their meetings to undertake professional financial management, and maintain records, or

### 3. DIY (Do It Yourself) Service Management

Is ideal for owners in a self managed scheme or owners in a scheme (of any size) who prefer to arrange their own repairs and convene their own meetings – yet require professional and expert financial management.

## Access Choice

Gives you the flexibility to select how you want to interact with us at anytime (saving you time):

**Online Access –** use your Strata Manage IT website 24/7

**Direct Access –** use your established procedure e.g. contact a repairer directly and send us the approved invoice.

**Traditional Access\*–** use us to do the work – call, phone, fax, email.

\*Hourly rates may apply

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