BODY CORPORATE FOR Click here to enter text.

CTS Click here to enter text.

BODY CORPORATE MANAGEMENT SERVICES PROPOSAL

Marc J. Mercier

Director, MBCS



Direct mobile: 0421 414 458

Direct Email: marc@mercierbcs.com.au

Click here to enter a date.

The Body Corporate Committee

C/- Click here to enter text.

Via Email Only: Click here to enter text.

Dear Click here to enter text.

RE: BODY CORPORATE FOR Click here to enter text. CTS Click here to enter text.

**MBCS PROPOSAL FOR BODY CORPORATE MANAGEMENT SERVICES**

Thank you for the opportunity for Mercier Body Corporate Services (*MBCS)* to submit a Body Corporate Management Proposal in relation to your scheme.

The contents of this **proposal** and **annexed** proposed Body Corporate Management Agreement constitute our proposal for management of your Body Corporate for a term of between 1 and 3 years.

**Our Understanding of your complex**

We’re different

***MBCS*** is a body corporate management company offering a high level professional approach in a market where the established providers are, we believe, becoming less responsive to client needs.

In addition to the standard body corporate management services which other companies provide, MBCS provides a range of high level skills and expertise based on our background, which other managers simply don’t possess and cannot match.

We take the time to know your scheme and your committee, and not pass you on to the “next department” when you need us most. Your committee’s satisfaction is our measure of success in the quality services that we offer.

Our values & skills

|  |  |  |
| --- | --- | --- |
| ❶ | ❷ | ❸ |
| **Our clients come first**  We are committed to providing the committee with a responsive and high level of customer service with consistency & continuity. | **The Law**  Accurate and incisive legislative knowledge and advice on its practical application. | **Value for money**  Whilst we offer quality and professionally-delivered standard services, we offer so much more high level skills to your committee. |
| ❹ | ❺ | ❻ |
| **Collaboration**  We recognise that much can be achieved with a committee by working as a team. Rely on us to assist you in meeting your goals. | **Communication**  Maintaining an open line of communication with key committee members in order to maximise effective outcomes. | **Experience**  We have a broad range of experience including work at the BCCM Commissioner’s Office and legal practice. |

We don’t just work for you;

We work with you.

Whilst we might not be sitting next to you, we’re only ever a phone call or email away. When we collaborate with your Body Corporate we join your team, and although we’re external, we’re a key player that you can count on to meet your committee’s objectives.

**No task is too small, too involving or too difficult.**

Our quality services

Under our Body Corporate Management Agreement, MBCS will provide to your Body Corporate the agreed secretarial, financial, administrative and other services which are within the usual role of all body corporate managers. In particular, MBCS will convene the AGM of your Body Corporate, and a formal committee meeting each year (or flying minute/VOC in lieu) in accordance with the requirements outlined in the proposed Body Corporate Management Agreement. We will attend the AGM and other agreed meetings, and guide the committee and body corporate with the legislative requirements to ensure their validity and resolution of outcomes sought. Following such meetings, we will prepare minutes, and once confirmed by a nominated executive committee member, promptly distribute this to all owners.

*MBCS* will attend to the financial administration of your Body Corporate including preparing and issuing all contribution notices, electronically paying invoices, and operating Body Corporate bank accounts / investment accounts as formally instructed by the committee. We provide the nominated committee member(s) with payment confirmations following the payment of every approved invoice in accordance with a simple and streamlined process.

At appropriate and agreed times, we will prepare and distribute body corporate financial statements, including budgets and annual financial statements of account. *MBCS* will maintain all required rolls and registers on behalf of the body corporate, ensuring ownership records are up to date.

Additional services

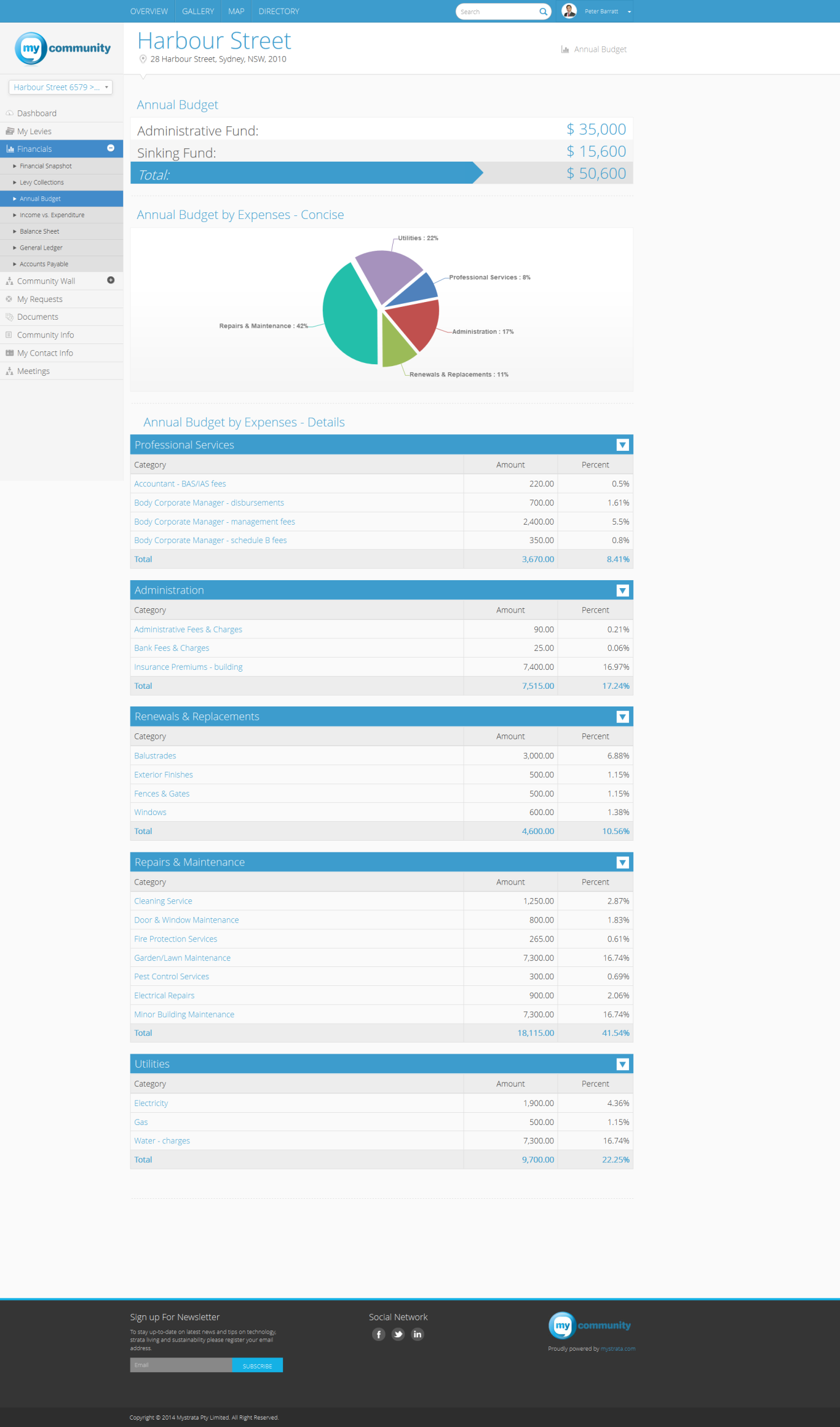
and skills

&

We bring other valuable services to the table which we consider most other managers simply don’t possess, and which will benefit both your Body Corporate and committee members on an ongoing basis.

**MyCommunity**





**Introduction to MyCommunity**

MyCommunity is a purpose-built Strata community platform used by Committee Members, Caretaker/On-site managers, property owners and tenants. It is where owners and tenants go to pay bills; view their statements; raise maintenance requests; view important documents; communicate with their neighbours; sell furniture; read important notices from their property manager and so much more. Committee members get higher levels of access and can view financial data and reports, and even approve payments online, all available in real time.

**MyCommunity offers the following benefits to Lot owners and committee members:**

* Website platform with state-of-the-art community features;
* Committee members, owners and tenants can login and obtain up-to-date information such as contact details, financial reports, arrears balance, building reports, levy payment history, and much more;
* Ability to make online payments, obtain levy balances, print invoices, view statements, all in real time;
* Maintenance and service requests can be submitted with unique ticket number and emailed copy of the request submitted;
* Access to other documents and reports published on the portal.

**Online services for owners/committee convenience**

|  |  |
| --- | --- |
| ❶ | ❷ |
| **Adobe Echo sign Service**   * The trusted e-signature solution that powers 100% digital workflows. * Reduce mistakes, improve compliance * documents to be e-signed from any browser or your mobile device.   [Please click here for a step-by-step manual.](http://www.merciercorporation.com.au/uploads/1/5/5/7/15579660/how_to_sign_electronically_with_adobe_sign__pc_and_mobilce_device_.pdf) | **Other online services**   * Insurance process * Document cloud * Emailed levies * Update details * Maintenance requests * Reports request (WPHS, Safety Audit, Asbestos, Fire Audit, Sinking Fund Forecast, Insurance Valuation) |
| ❸ | ❹ |
| **Online requests**   * Pet requests * Maintenance requests * Complaint handling * Renovation/Improvement form | **Online payment**   * Levies via Macquarie Bank portal * Information certificates and Disclosure statements via MBCS payment gateway |

**These additional skills and abilities include:**

* **High level legal qualifications**

MBCS director has and maintains a current practising certificate as a Barrister-at-Law and regularly represents parties in Body Corporate matters;

* **High-level industry-specific and extensive experience**

Through MBCS director formerly being a member of the Office of the Commissioner for Body Corporate and Community Management and running its conciliation section for a time. Our team has high level legal expertise in Body Corporate Law.

* **Expertise in other areas of the law**

Including: residential tenancy law, property law, contracts/commercial law, Anti-Discrimination law (Marc Mercier is former Anti-Discrimination *Principal Conciliator* for Qld), and other areas that impact on Body Corporate compliance. We further offer high level expertise in debt recovery with a clear and consistent debt recovery process;

* **Expert dispute resolution skills and experience**,

Thus minimising or preventing disputes - MBCS Director is a qualified and mediator and registered practising dispute resolution practitioner.

These additional skills are real and tangible advantages for your Body Corporate, and particularly the committee, in discharging its obligations under the BCCM *Code of Conduct for Committee Members*.

Our fees and disbursements

MBCS will provide to your Body Corporate a more complete and expert body corporate management service with Fees and Disbursements that are competitive in the BCM market.

|  |  |
| --- | --- |
| SERVICE | FEES (inclusive of GST) |
| Agreed Services Professional Fee | **3 years: $xxxx** per annum, being **$xxx**per lot.  **2 years: $xxx** per annum, being **$xxx** per lot  **1 year: $xxx** per annum, being **$xxx** per lot.  *NB. As per Schedule 1, Item B of the MBCS Agreement.* |
| Meetings | **Inclusion of 1 AGM and up to** Click here to enter text. **Flying minute per annum (or Votes Outside of Committee Meeting (VOC))**  **Standard meeting times between the**  **hours of 9am and 5pm,**  **Monday to Friday**  *NB. Additional time or meetings are charged as per Schedule 1, Item C of the MBCS Agreement.*  *Meeting times outside of normal operating hours are also undertaken to suit the committee’s convenience.* |
| Fixed Disbursements (if applicable) | **$N/A per lot per annum**  *NB. Where Disbursements are not fixed, please refer to*  *Schedule 1, Item E of the MBCS Agreement for variable disbursements* |
| Tax Returns | $350 per lodgement. |

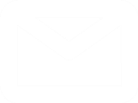
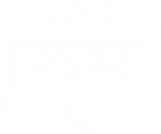
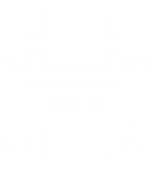
Proposed AGM BCM motions

|  |
| --- |
| **1(a). [3 YEAR OPTION]**  **Appointment of Body Corporate Manager**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution (without the use of Proxies)**  That the Body Corporate for Click here to enter text. CTS Click here to enter text. resolves to appoint Mercier Corporation Pty Ltd trading as Mercier Body Corporate Services as its body corporate manager for a term of three (3) years, upon the terms set out in the proposed Body Corporate Management Agreement (the Agreement) included with the Notice of Meeting, at the professional fee of $Click here to enter text. per annum (exclusive of GST) for Click here to enter text. Lots, being $Click here to enter text. per lot per annum as set out in the Agreement, and the body corporate resolves to execute the Agreement under its Common Seal.  *See attached Body Corporate Management Agreement.*  ***Explanatory Note***  *Mercier Body Corporate Services (MBCS) is a body corporate management company offering a high level professional approach in a market. In addition to the standard body corporate management services which other companies provide, MBCS provides a range of skills and expertise which represent real and tangible benefits for the Body Corporate, including:*   * *Superior body corporate management services, professionally delivered;* * *More responsive client service, information and knowledge – MBCS clients come first;* * *Professional skills additional to those offered by other body corporate managers;* * *Competitive management fees;* * *Honesty, integrity and accountability in all client dealings and interactions;* * *A client relationship based on partnership, collaboration and mutual interest.* * *Legal qualifications (MBCS director, Marc Mercier is a practising Barrister-at-Law, and together with skilled MBCS staff, offers high-level industry-specific experience);* * *The extensive experience in the Body Corporate jurisdiction (Marc Mercier as former conciliator and practice manager of the Office of the Commissioner for Body Corporate and Community Management, Dispute Resolution Conciliation branch);* * *Accurate and incisive legislative knowledge, and advice on its practical application – the MBCS group brings expert knowledge of Body Corporate law;* * *Expert dispute resolution skills and experience, thus minimising or preventing new disputes.* |
| **1(b). [2 YEAR OPTION]**  **Appointment of Body Corporate Manager**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution (without the use of Proxies)**  That the Body Corporate for Click here to enter text. CTS Click here to enter text. resolves to appoint Mercier Corporation Pty Ltd trading as Mercier Body Corporate Services as its body corporate manager for a term of two (2) years, upon the terms set out in the proposed Body Corporate Management Agreement (the Agreement) included with the Notice of Meeting, at the professional fee of $ Click here to enter text. per annum (exclusive of GST) for Click here to enter text. Lots, being $ Click here to enter text. per lot per annum as set out in the Agreement, and the body corporate resolves to execute the Agreement under its Common Seal.  *See attached Body Corporate Management Agreement.*  ***Explanatory Note***  *Mercier Body Corporate Services (MBCS) is a body corporate management company offering a high level professional approach in a market. In addition to the standard body corporate management services which other companies provide, MBCS provides a range of skills and expertise which represent real and tangible benefits for the Body Corporate, including:*   * *Superior body corporate management services, professionally delivered;* * *More responsive client service, information and knowledge – MBCS clients come first;* * *Professional skills additional to those offered by other body corporate managers;* * *Competitive management fees;* * *Honesty, integrity and accountability in all client dealings and interactions;* * *A client relationship based on partnership, collaboration and mutual interest.* * *Legal qualifications (MBCS director, Marc Mercier is a practising Barrister-at-Law, and together with skilled MBCS staff, offers high-level industry-specific experience);* * *The extensive experience in the Body Corporate jurisdiction (Marc Mercier as former conciliator and practice manager of the Office of the Commissioner for Body Corporate and Community Management, Dispute Resolution Conciliation branch);* * *Accurate and incisive legislative knowledge, and advice on its practical application – the MBCS group brings expert knowledge of Body Corporate law;* * *Expert dispute resolution skills and experience, thus minimising or preventing new disputes.* |
| **1(c). [1 YEAR OPTION]**  **Appointment of Body Corporate Manager**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution (without the use of Proxies)**  That the Body Corporate for Click here to enter text. CTS Click here to enter text. resolves to appoint Mercier Corporation Pty Ltd trading as Mercier Body Corporate Services as its body corporate manager for a term of one (1) year, upon the terms set out in the proposed Body Corporate Management Agreement (the Agreement) included with the Notice of Meeting, at the professional fee of $ Click here to enter text. per annum (exclusive of GST) for Click here to enter text. Lots, being $ Click here to enter text. per lot per annum as set out in the Agreement, and the body corporate resolves to execute the Agreement under its Common Seal.  *See attached Body Corporate Management Agreement.*  ***Explanatory Note***  *Mercier Body Corporate Services (MBCS) is a body corporate management company offering a high level professional approach in a market. In addition to the standard body corporate management services which other companies provide, MBCS provides a range of skills and expertise which represent real and tangible benefits for the Body Corporate, including:*   * *Superior body corporate management services, professionally delivered;* * *More responsive client service, information and knowledge – MBCS clients come first;* * *Professional skills additional to those offered by other body corporate managers;* * *Competitive management fees;* * *Honesty, integrity and accountability in all client dealings and interactions;* * *A client relationship based on partnership, collaboration and mutual interest.* * *Legal qualifications (MBCS director, Marc Mercier is a practising Barrister-at-Law, and together with skilled MBCS staff, offers high-level industry-specific experience);* * *The extensive experience in the Body Corporate jurisdiction (Marc Mercier as former conciliator and practice manager of the Office of the Commissioner for Body Corporate and Community Management, Dispute Resolution Conciliation branch);* * *Accurate and incisive legislative knowledge, and advice on its practical application – the MBCS group brings expert knowledge of Body Corporate law;* * *Expert dispute resolution skills and experience, thus minimising or preventing new disputes.* |
| **2.**  **Common Seal of Body Corporate**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution**  That a member of Mercier Corporation Pty Ltd t/a Mercier Body Corporate Services be appointed to hold custody of the Body Corporate common seal and to affix the seal in accordance with the direction of the relevant Section of the *Body Corporate and Community Management Act 1997 (Qld) & Regulation Module* applying to the scheme, and further that such common seal be kept at the registered company office of Mercier Body Corporate Services. |
| **3.**  **Body Corporate Address (DNRM)**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution**  That the Body Corporate for Click here to enter text. CTS Click here to enter text. authorises the submission of a Change of Body Corporate Address Form to the Department Natural Recourses and Mines (DNRM) for the purpose of updating the forwarding address for all Body Corporate Notices and correspondence. |
| **4.**  **Body Corporate Bank Account be opened**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution**  That the Body Corporate approve the opening of a bank account by Mercier Corporation Pty Ltd trading as Mercier Body Corporate Services, in the name of the Body Corporate for Click here to enter text. CTS Click here to enter text. and that Mercier Corporation Pty Ltd trading as Mercier Body Corporate Services be authorised to operate such bank account with the signatory for the bank account being Marc J. Mercier. |
| **5.**  **Appointment of Public Officer**  **Submitted by the Body Corporate Committee**  **Ordinary Resolution**  That the Body Corporate for Click here to enter text. CTS Click here to enter text. approve the appointment of Marc J. Mercier as Public Officer for the purpose of the lodgement of annual taxation returns and quarterly BAS/IAS lodgements (if applicable) of the Body Corporate, and authorises Marc J. Mercier to sign all such returns on behalf of the Body Corporate. |

We will listen.

You won’t be another number.

You will be recognised.



**www.mercierbcs.com.au**

**1300 882 072**

**contactus@mercierbcs.com.au**

**+61 7 3833 6808**

We look forward to the possibility of working with your committee and Body Corporate.

If you require clarification or assistance with any aspect of our proposal, or further information or assistance with any aspect concerning the appointment of Mercier Body Corporate Services, please contact us.

We are happy to arrange a meeting to discuss with your committee our proposal, any particular issues you might have, or how a partnership with *MBCS* can be an asset to your Body Corporate in its management and operation.