



MERCIER BODY  
CORPORATE SERVICES

*Strata Management with an incisive edge*



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### **Mercier Body Corporate Services (MBCS)**

We are a Body Corporate management company offering a high-level professional approach in a market where established providers are becoming less responsive to client needs.

- ✔ Conventional Body Corporate management services are just the beginning.
- ✔ MBCS stands out with its unique blend of expertise and industry background.
- ✔ MBCS possess knowledge and experience that no other Body Corporate Managers have.
- ✔ MBCS works with, and supports its committees to fulfill its duties in accordance with legislation.
- ✔ We understand each Body Corporate has different needs which MBCS actively and proactively work toward.





# HOW IT WORKS



We keep you connected and informed, log into our e-services platform: [mercierbcs.com.au/eservices](http://mercierbcs.com.au/eservices)



## CONSULTATION

- ☑ Analysing client needs
- ☑ Understanding requirements and goals

01

02

## PROPOSAL

- ☑ Management Agreement
- ☑ Assistance with BCM transition
- ☑ Proposed motions
- ☑ Advice



03

## AGM

- ☑ Ensure compliance
- ☑ Further advice
- ☑ Handover



04

## SETUP

- ☑ Data upload
- ☑ MyCommunity Setup
- ☑ Strata establishment



05

## MANAGEMENT

- ☑ Body Corporate Management commencement



06

## e-SERVICES

- ☑ Strata e-Services App
- ☑ Website Access
- ☑ MyCommunity Access





01

## INTEGRITY

- We deliver on our commitments;  
We are honest with ourselves and with others;  
We do what is lawful and what is right;  
Our integrity enhances our other core values.

02

## THE LAW

- Accurate and incisive legislative knowledge and advice on its practical application.

03

## INNOVATION

- We strive to use and deliver cutting-edge solutions;
- We are not afraid to evolve with and embrace technology and innovation;
- Our clients are at the forefront when developing and innovating our structures and systems;
- We offer innovation in our solutions by listening and understanding our client's needs.

04

## 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.

05

## COMMUNICATION

- Maintaining an open line of communication with key committee members in order to maximise effective outcomes.

06

## EXPERIENCE

- Broad range of experience:
- MBCS director is the author of the practitioner textbook, Body Corporate Law in Qld - Practice and Procedure
    - Work at the BCCM Commissioner's Office; Body Corporate legal practice.

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

*Teamwork is key in our practice*

**We're  
different**



# OUR UNIQUE PRODUCTS



## STRATA e-SERVICES APP

Available for iOS and Android, Strata e-Services App is your little Body Corporate helper in your pocket.  
[www.mercierbcs.com.au/app](http://www.mercierbcs.com.au/app)



## e-LEARNING

Our e-learning platform assists you to more easily locate answers to your Body Corporate queries, because we know it can be difficult to find information in the Legislation. Visit [www.mercierbcs.com.au/elearning](http://www.mercierbcs.com.au/elearning)



## RESOURCES

Visit our extensive resource of relevant Body Corporate related documents.  
[mercierbcs.com.au/resources](http://mercierbcs.com.au/resources)



MBCS director is the author of the practitioner textbook, Body Corporate Law in Qld - Practice and Procedure  
[www.bodycorporatelawqld.com.au](http://www.bodycorporatelawqld.com.au)

## e-SERVICES

CONVENTIONAL WAY

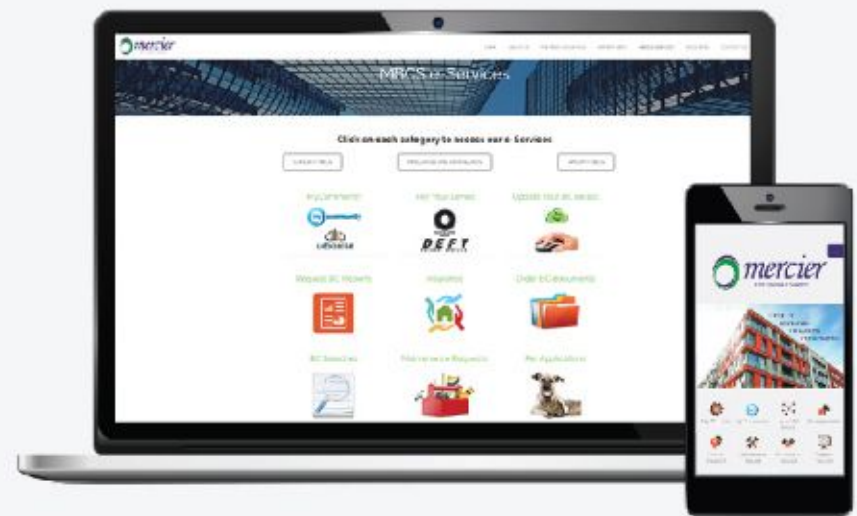
BEFORE



- Wasting time on the Phone
- Printing/scanning/posting/emailing forms
- Awaiting response (eg. advice on levies)

MBCS e-SERVICES

AFTER



- Convenient Mobile App and MBCS Website
- Easy online application e-forms
- Quick and easy online payments
- Automatic and instant acknowledgment and confirmation
- Minimum turnaround time



Download Strata e-Services App  
on App Store or Google Play

Tech-  
Focused

*Innovation at your fingertips*





## THE AGREED ADMINISTRATIVE SERVICES

- ✓ **Meetings** – AGM/Committee meeting/VOC (as agreed in Sch. 1 BCM Agreement)  
Convene ➔ Attend ➔ Guide committee ➔ Ensure compliance
- ✓ **Minutes**  
Prepare ➔ Confirm ➔ Distribute
- ✓ **Records/rolls/registers**  
Maintain ➔ Update ➔ Ensure accuracy
- ✓ **Correspondence (of routine and administrative nature)**  
Effective ➔ Efficient ➔ Timely



## FINANCIAL SERVICES

- ✓ **Financial statements/budgets/contributions**  
Simple ➔ Streamlined ➔ Accurate
- ✓ **Payment of BC invoices**  
Convenient ➔ Electronic ➔ Process-driven ➔ Committee approval/confirmation
- ✓ **Body Corporate bank accounts (incl. investment)**  
Responsible ➔ Transparent ➔ Committee-authorised



## OTHER SERVICES

- Real/tangible advantages and skills**
- ✓ Committee support/advice ➔ BC law experts ➔ Dispute resolution



# MBCS ADDITIONAL SERVICES

- 1 Additional Committee and General Meetings;
- 2 Debt recovery;
- 3 Issue Contravention Notices;
- 4 Initiate BCCM Applications;
- 5 Engage service contractors;
- 6 Undertake maintenance co-ordination (issue quote requests / work orders);
- 7 Effectively liaise with and instruct engaged professionals (incl. legal representatives);
- 8 Prepare and lodge Tax Returns and BAS;
- 9 Audit preparation;
- 10 Prepare and lodge new CMS with Titles Office.

*Additional services refer to those services that do not form part of the agreed standard services pursuant to schedule 1 of the standard MBCS Body Corporate Management Agreement. These additional services are as per schedule 2 and charged in addition to the standard agreed services as outlined in schedule 3 of the MBCS Agreement.*



Free half hour consultation at:  
[mercierbcs.com.au/freeconsult](https://mercierbcs.com.au/freeconsult)

**Proactive**

*We don't just work for you;*



SERVICE	WHO IT BENEFITS	FEATURES	
<b>MYCOMMUNITY</b> <ul style="list-style-type: none"> <li>• Website platform with state-of-the-art community features</li> <li>• Purpose-built Strata community platform</li> </ul>	<ul style="list-style-type: none"> <li>• Lot owners</li> <li>• Committee members</li> <li>• Caretaker</li> <li>• On-site managers</li> </ul>	<ul style="list-style-type: none"> <li>• Online payments;</li> <li>• View statements;</li> <li>• Maintenance and service requests:                             <ul style="list-style-type: none"> <li>- Submitted with unique ticket number and emailed copy of the request submitted;</li> </ul> </li> <li>• View important documents;</li> <li>• Communicate with neighbours;</li> <li>• Community notice board;</li> <li>• Read important notices from MBCS;</li> <li>• Higher levels of access for Committee members:                             <ul style="list-style-type: none"> <li>- View financial data;</li> <li>- View reports.</li> </ul> </li> <li>• Real-time information:                             <ul style="list-style-type: none"> <li>- BC Roll;</li> <li>- Financial reports;</li> <li>- Arrears balances;</li> <li>- Building reports;</li> <li>- Levy payment histories;</li> <li>- And more;</li> </ul> </li> <li>• Obtain levy balances;</li> <li>• Print levy notices and statements;</li> <li>• Access to other documents and reports published on the portal;</li> <li>• And so much more ...</li> </ul>	
<b>e-SERVICES</b>	<ul style="list-style-type: none"> <li>• Lot owners</li> <li>• Committee members</li> <li>• Caretakers</li> <li>• On-site managers</li> <li>• Interested parties</li> </ul>	<b>1 e-Signature</b> <ul style="list-style-type: none"> <li>• Instant real-time voting;</li> <li>• Trackable and reliable;</li> <li>• Reduce mistakes, improve compliance;</li> <li>• Documents to be e-signed from any browser or your mobile device;</li> <li>• A trusted e-signature solution that powers 100% digital workflows;</li> <li>• Legally signed documents/resolutions;</li> <li>• Paperless handling of committee business.</li> </ul>	<b>3 Online payments</b> <ul style="list-style-type: none"> <li>• Levies via DEFT Payment System;</li> <li>• Body Corporate searches and order documentation.</li> </ul>
<b>LEGAL SERVICES VIA SEPARATE ENGAGEMENT *</b>	<ul style="list-style-type: none"> <li>• Lot owners</li> <li>• Committee members</li> <li>• Interested parties</li> </ul>	<b>2 Online Requests and Forms</b> <ul style="list-style-type: none"> <li>• Pet applications;</li> <li>• Loss of discount &amp; penalty applications;</li> <li>• Maintenance applications;</li> <li>• Renovation/Improvement requests;</li> <li>• Complaints handling;</li> <li>• General requests.</li> </ul>	<b>4 Key Online Services via MBCS Website and Strata e-Services App</b> <ul style="list-style-type: none"> <li>• Online Insurance claims and information;</li> <li>• Emailed levies (if opt-in);</li> <li>• Update details;</li> <li>• Order documentation;</li> <li>• Body Corporate searches;</li> <li>• Owner e-requests;</li> <li>• Report requests:                             <ul style="list-style-type: none"> <li>- WPHS;</li> <li>- Safety Audit ;</li> <li>- Asbestos;</li> <li>- Fire Audit;</li> <li>- Sinking Fund Forecast;</li> <li>- Insurance Valuation.</li> </ul> </li> </ul>
		<b>1 Significant legal qualifications and experience</b> <ul style="list-style-type: none"> <li>• MBCS director has and maintains a current practicing certificate as a Barrister-at-Law and regularly represents parties in Body Corporate matters.</li> </ul>	<b>3 Expertise in other areas of the law that impact BCs, including:</b> <ul style="list-style-type: none"> <li>• Residential tenancy law;</li> <li>• Property law;</li> <li>• Contract/commercial law;</li> <li>• Anti-discrimination law (MBCS Director is former anti-discrimination principal conciliator for Qld);</li> <li>• High-level expertise in debt recovery with a clear and consistent process.</li> </ul>
		<b>2 High-level and industry-specific experience</b> <ul style="list-style-type: none"> <li>• MBCS director formerly a member of the Office of the Commissioner for Body Corporate and Community Management and running its conciliation section for a time;</li> <li>• Our team is highly trained in Body Corporate compliance.</li> </ul>	<b>4 Expert dispute resolution skills and experience</b> <ul style="list-style-type: none"> <li>• Minimise or prevent disputes;</li> <li>• MBCS Director is a qualified mediator and registered practising dispute resolution practitioner.</li> </ul>

**\* Marc J Mercier**

- Bachelor of Laws, The University of Queensland
- Master of Laws (Litigation & Dispute Management), The University of Queensland
- Bachelor of Science, The University of Queensland

- Bar Association of Queensland
- Australian Bar Association
- Australian Mediation Association
- Strata Community Australia (SCA)



Ready for a demo of our e-services and MyCommunity? Reach out to us at: [mercierbcs.com.au/demo](http://mercierbcs.com.au/demo)

*We work with you.*

**Client-Focused**



Mercier Body Corporate Services (MBCS) is the manager for our Body Corporate ever since I started my job here in 2011. They provide management services in a professional way backed by their fine knowledge of this industry and friendly staff. As an onsite manager, I found them to be extremely helpful.

Tim Wu - Runcorn

In my role as chairperson of a large city scheme, I have worked with MBCS for some years now. We value and trust the expertise that the team brings and can thoroughly recommend Mercier Body Corporate Services to any large Body Corporate.

G. Thompson - South Brisbane

MBCS cares about our building and have earned the trust of our committee and fellow lot owners. We appreciate the work that they do above and beyond the standard management services.

Lydia N. - Newstead



All you need to know in one place, visit our resource page: [mercierbcs.com.au/resources](http://mercierbcs.com.au/resources)

**We listen**

*You will be recognised*





Organise a meeting time with  
one of our consultants at:  
[mercierbcs.com.au/appoint](http://mercierbcs.com.au/appoint)

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