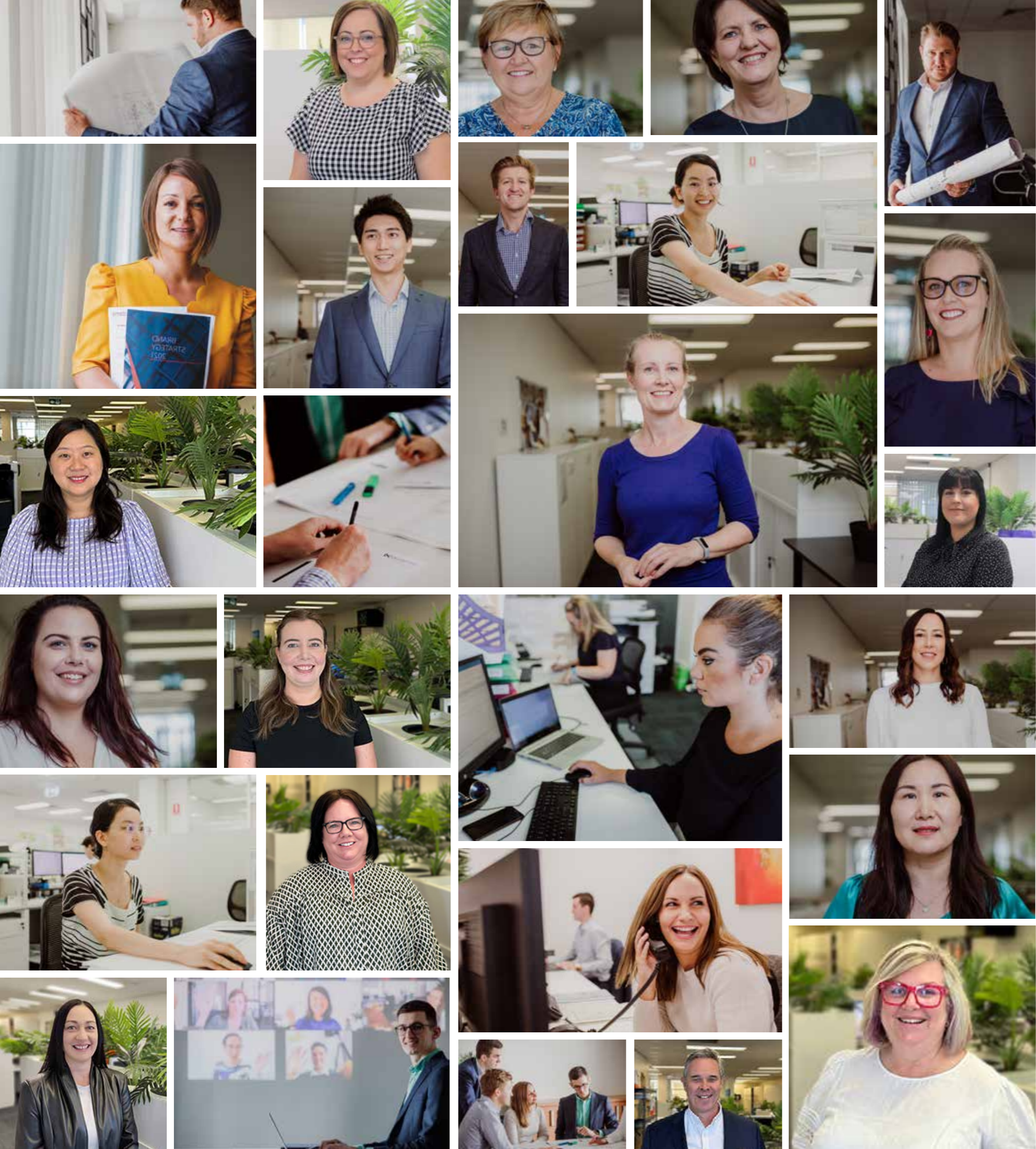




changing
BODY CORPORATE MANAGERS





about **THIS GUIDE**

Having the right manager in place is critical to the functioning and well-being of any body corporate community, yet changing can feel like an exhaustive and often overwhelming task.

To remove the uncertainty from this process, we've put together a suggested how-to guide on changing body corporate managers, complete with tips on finding the right one to suit the needs of your committee and scheme.



1

check your current **AGREEMENT**

The best place to begin is with your current management agreement. This document will clarify your contractual position before deciding to switch to a new provider.

The agreement will confirm:

- The duration of the contract and its expiry date
- The terms of the agreement and if it can be terminated early with notice

If you don't have a copy of your agreement, you can usually find it with your current body corporate manager or in the AGM minutes when it was last renewed.

By law, body corporate management agreements are limited to a maximum of three years and do not automatically renew. Typically, you cannot terminate the agreement before its expiry date unless the body corporate manager has breached the contract terms.

At each renewal your committee can review the current agreement and decide whether to continue with the existing body corporate manager or find a new one.



find a new BODY CORPORATE MANAGER

Choosing the right body corporate manager for your situation is critical and requires careful consideration and research. Each building and committee is unique, so it's important to keep a few key points in mind when making your decision.

Check reviews and retention rates: Online reviews provide honest insights into the quality and efficiency of potential managers. To get an even clearer picture, try speaking directly with current clients to hear about their experience firsthand.

Compare fees thoroughly: When evaluating fees, ensure you are making an 'apples with apples' comparison. Look beyond the base rate and check what's included. Are there additional charges for emails, phone calls, or copying? Some proposals may offer low initial rates but add up with ancillary costs.

Understand the on-boarding process: Clarify what is required to switch managers. For instance, at BCsystems, once approval is obtained, the transition is straightforward and handled mostly by our team. An experienced body corporate manager will have a streamlined process for handling documents, lot owners, and financials. If the process seems overly complex, it likely will be.

Verify meeting attendance: Prospective clients often ask if we attend AGM or EGM meetings, as many body corporate managers do not.

Of course we do, whether that's in person or via teams. Getting to know and understand our committees is an important part of the BCsystems' difference. The more we understand, the better we can assist.

Check how your body corporate manager is supported: Is your dedicated body corporate manager flying solo, or do they have a team to support them? This will impact not only their efficiency in managing issues and enquiries, but also their ability to understand the nuances of your scheme.

At BCsystems no person is an island. Our body corporate managers are supported by dedicated strata and administrative assistants, plus our experienced finance team. We're all based in Morningside, just outside of the Brisbane CBD, with no tasks outsourced offshore.



2

find a new **BODY CORPORATE MANAGER**

Ensure they offer online voting, forms and meeting options: We live in an online world and not providing the option for lot owners to vote, manage payments, submit applications, and conduct meetings is a red flag to the effectiveness of any potential body corporate manager.

Will you just be another building in their portfolio?: What are the unique needs of your building and committee? Are there any challenges or obstacles that should be considered? While it is essential a body corporate manager provide sound and accurate advice, we also believe it is just as important to show empathy and compassion and be flexible to the nuances of each scheme and committee.

After 30 years in the business, we've found this to be the best approach. Every property is as different as every individual, and we respect that.

Do they respond to enquiries?: Hard to fathom, but some body corporate managers pick and choose who and what they respond to. Our Service Level Agreement, not to mention our commitment to our clients, is responding to every enquiry



3

vote for a change **AT THE AGM OR EGM**

You've found a new manager that is a better fit for your scheme. The next step is for the body corporate vote through the change.

If you have an Annual General Meeting (AGM) coming up, the vote can take place at that meeting. You will need to submit a motion, usually up to 3 months prior to the meeting.

If your AGM is not on the horizon, you can hold an Extraordinary General Meeting (EGM) at any time throughout the year. Often, this is a better way for the committee to move forward quickly with a new and better suited body corporate manager.

Whether it's submitting motions or running an EGM, BCsystems is here to help.



4

sign **THE PAPERWORK**

Once the AGM or EGM formalities are complete, all you need to do is sign the contract, giving us the authority to begin the handover process.

