



# STRATTON

PROPERTY MANAGEMENT

*Property Management with the Personal Touch*

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# INTRODUCTION

We would like to introduce Stratton Property Management, a facilities management company that specializes in providing expertise and advice in accordance with the Sectional Title's Act. Our team is dedicated to providing a personalized experience for our clients and we believe that communication is the key to building successful relationships. To keep residents informed of the advancement of the scheme, we send out quarterly newsletters.

Our range of services includes site inspections and facilities management, assisting trustees with the 10-year maintenance reserve plan, tracking guarantees and lifespan of itemized equipment and materials on site, advising on maintenance tasks and contractors, and assisting with all maintenance issues and submission of quotes to the Board of Trustees.

We also offer an online portal, WECONNECTU, where owners can access levy invoices and statements, AGM minutes, financial documents, sectional plans, and rules. Trustees will have full access to detailed financial information, and the online portal includes additional features such as logging of all maintenance, application requests, and 10-year maintenance plan recording.

We provide comprehensive financial management reports, including income statements, balance sheets, trial balance, levy roll reports, budget variance reports, and detailed ledgers. We also offer direct access to Sectional Title experts, including attorneys, CSOS regulators, council, auditors, and brokers.

Our secretarial and administration services include the preparation and distribution of monthly levy statements, collection of levies and other charges due to the Body Corporate/Homeowners' Association, preparation and distribution of financial reports, preparation and presentation of draft budgets to Trustees, and audit preparation on Pastel Accounting. We also provide assistance in opening trust accounts and attend annual general meetings, trustee meetings, and special general meetings. In addition, we assist trustees or directors with presentations at annual general meetings.

We can also assist and advise trustees and directors of schemes with regard to replacement values for insurance purposes, prepare insurance replacement value schedules, arrange insurance for the building(s), pay monthly premiums, arrange insurance certificates required by bond holders, and manage insurance claims.

Thank you for considering Stratton Property Management for your facilities management needs.



# WHY STRATTON PROPERTY MANAGEMENT

Stratton Property Management should be considered for several reasons that distinguish our services from others in the industry.

First and foremost, we take pride in offering personalized service to our clients. We understand that every scheme is unique and has specific requirements, and we tailor our approach to meet those needs. By taking the time to understand your goals and objectives, we can provide customized solutions that align with your vision for the scheme.

Our team is highly organized and client oriented. We prioritize clear communication, prompt responses, and proactive assistance. Whether you have questions, concerns, or specific requests, our team is dedicated to providing helpful and reliable support throughout the process.

Compliance is a top priority for us. We ensure that our schemes are fully compliant with all relevant regulations, laws, and industry standards. By staying up to date with changes in legislation and best practices, we can provide you with peace of mind knowing that your scheme is operating within the required legal framework.

Our team is driven and focused on delivering exceptional results. We are passionate about what we do and committed to exceeding expectations. With a proactive approach and attention to detail, we strive to achieve the best outcomes for our clients and their schemes.

Furthermore, we understand that flexibility is crucial in meeting the evolving needs of our clients. We can structure our agreements to accommodate the specific requirements of your scheme, ensuring that our services align with your unique circumstances. We are open to adapting our services to fit seamlessly within your operations, providing a truly personalized experience.

In summary, when you choose Stratton Property Management, you can expect personalized service, an organized and client-oriented approach, helpful assistance, full compliance with regulations, and a dedicated team focused on achieving your scheme's objectives. We are committed to tailoring our services to your needs and delivering exceptional results.



# OUR SERVICES

## **SITE INSPECTIONS AND FACILITIES MANAGEMENT:**

Assisting Trustees with the 10-year maintenance reserve plan, meeting with contractors for specifications and sign off of works. Tracking guarantees and lifespan of itemized equipment / materials on site. Advice and assistance in regard to maintenance tasks, contractors, service providers and staff. Assisting the trustees with all maintenance issues and submission of quotes to the Board of Trustees. Obtaining prior written approval for repairs of Common Property by Board of Trustees. Allocating approved repair work to approved sub-contractors. Analysing annual service contracts in line with workmanship for the financial year.

## **OWNER PORTAL:**

Owners are given access to their levy invoices and statements as well as all other important documents pertaining to the scheme such as AGM minutes, Financial Documents, Sectional Plans, Rules, etc. Trustees will have full access to detailed financial information. The online portal has added features which includes, logging of all maintenance, application requests, 10-year maintenance plan recording, etc.

## **SECRETARIAL/ADMINISTRATION SERVICES:**

Preparation and distribution of monthly levy statements. Collection of levies and other charges due to the Body Corporate/Home Owners' Association. Handing over of homeowners for non-payment of levies to attorneys and the following up thereof.

## **FINANCIAL:**

- ♦ Payments to all creditors and service providers.
- ♦ Preparation and distribution of financial reports.
- ♦ Preparation and presentation of draft budget to Trustees.
- ♦ Audit preparation on Pastel Accounting.
- ♦ Assistance in opening of Trust Accounts (for the Bodies Corporate and Homeowners Associations).



# OUR SERVICES

## **MEETINGS:**

- ◆ Annual General Meetings.
- ◆ Trustee Meetings.
- ◆ Special General Meetings.
- ◆ Preparation and distribution of Annual General and Special General Meeting documentation.
- ◆ Assisting Trustees or Directors with presentation at Annual General Meeting.

## **INSURANCE:**

- ◆ Assisting and advising Trustees and Directors of HOA's with regard to replacement values for insurance purposes.
- ◆ Preparation of insurance replacement value schedules.
- ◆ Arranging Insurance for the building(s).
- ◆ Payments of monthly premiums.
- ◆ Arrangement of insurance certificates required by bond holders.
- ◆ Management of insurance claims

## **RECRUITMENT SERVICES:**

Having protocols that adhere to the best practices of human resources is crucial in ensuring that we meet the HR requirements. Careful and systematic training together with the appropriate development of our operational employees provides us with a team able to secure the protection of the future of our contracts and maintain a competent, motivated and flexible workforce.

## **Our Monthly fees are inclusive of the below:**

- ◆ Statutory Obligations
- ◆ Annual Bonus Provision
- ◆ Annual leave pay
- ◆ Full Uniform
- ◆ Chemicals
- ◆ Equipment
- ◆ Operational and Contract Management
- ◆ Training and Skills Development



# FACILITIES AND ESTATE MANAGEMENT

As a facilities management provider, we specialize in the management and maintenance of small and large Estates, ensuring that the entire property functions smoothly and efficiently.

Our dedicated team is responsible for overseeing various aspects of your community's facilities, including property maintenance, security, landscaping, and other related services.

One of the key advantages of our facilities management services is that we take care of all the necessary tasks and coordination on behalf of the Estate. By managing the day-to-day operations, we alleviate the burden from the residents and committee members, allowing them to focus on other important matters related to the community.

We understand the importance of maintaining a well-functioning and visually appealing environment for all residents. Our team works proactively to identify and address any maintenance issues promptly, ensuring that common areas, facilities, and amenities are well-maintained and accessible. We also assist in implementing and enforcing community rules and regulations, contributing to the overall harmony and satisfaction of the residents.

In addition, we develop comprehensive maintenance plans and budgets that are tailored to the specific needs of the Estate. Through regular inspections and preventive maintenance, we help extend the lifespan of the property's infrastructure, reducing the likelihood of unexpected breakdowns and costly repairs. Our goal is to ensure the long-term sustainability and value appreciation of the community's assets.

Furthermore, our facilities management services bring cost efficiencies to the Estate. By leveraging our expertise and industry knowledge, we optimize operational expenses, explore energy-saving initiatives, and provide guidance on potential investments in facility upgrades or renovations. We work closely with the committee to develop strategic plans and budget forecasts that align with the community's goals and financial capabilities.

In summary, our facilities management services aim to streamline operations, enhance the living experience for residents, ensure compliance with rules and regulations, and deliver cost efficiencies. We are dedicated to providing excellent service and maintaining your community's facilities to the highest standards.



# MAINTENANCE AND 10 YEAR PLAN

We are committed to working closely with the Estate Manager and Trustees to gain a comprehensive understanding of the historical and current challenges facing the property. In addition to collaborating with the Estate Manager and Trustees, we will conduct our own assessment to ensure a thorough evaluation.

Our assessment process involves inspecting the building and capturing all building elements. We leverage our extensive knowledge of the industry and combine it with the gathered information to produce a comprehensive Condition Report of all building elements.

This document will solely focus on the condition of the building elements and will be distributed for financial information purposes only. This information will assist with the reinstatement or replacement of the building elements for the implementation of data into the 10-year maintenance plan.

To ensure the accuracy of the data collected and the integrity of our reporting, we work in close partnership with qualified building specialists, such as Civil Engineers, Quantity Surveyors, and Architects. Rest assured that our team is committed to delivering a thorough and professional assessment of your property.

The purpose of a Health and Safety Specification document is to provide information, guidance and assistance to contractors bidding for the work and enable them to achieve compliance with the Occupational Health and Safety Act 85/1993 (OHS Act), its Regulations and the Construction Regulations (Feb 2014) in order to reduce possible incidents and injuries.

We work closely with qualified building consultants to conduct this assessment and provide reports for our buildings at no additional cost to you.



# ADDITIONAL SERVICES

A comprehensive management agreement will be drawn up and will clearly outline the scope of management services, ensuring that roles and responsibilities are defined from the outset.

Upon taking over management of your Estate, our team will administer your property to ensure a seamless transition. The Property Admin Manager will ensure that all relevant handover information is available and uploaded onto our Portal, and that your property is fully compliant with all relevant regulations and legislation.

## **Our Services include the following at no additional cost:**

- ◆ To undertake an independent onsite visual inspection of all common areas and building exterior.
- ◆ To conduct drone footage of the entire roof areas.
- ◆ To provide a written photographic report on our findings and/or issues brought to our attention during this process.
- ◆ To complete a fire risk assessment of the property.
- ◆ To complete a health & safety risk assessment of the property.
- ◆ To complete an updated 10-year maintenance plan for the property.
- ◆ Compliance checks on all regulatory documents
- ◆ Financial year-end budget review
- ◆ Assessment of 10-year maintenance plan
- ◆ Assessment of Insurance Cover
- ◆ Assessment of Health & Safety & Fire Compliance
- ◆ Assessment of Creditors & Debtors
- ◆ Assessment of Compliance to Legislations





# CONCLUSION

In conclusion, choosing Stratton Property Management as your trusted partner in property management will bring numerous benefits to your scheme. With our personalized service, organized approach, client orientation, and proactive assistance, we are committed to exceeding your expectations and delivering exceptional results.

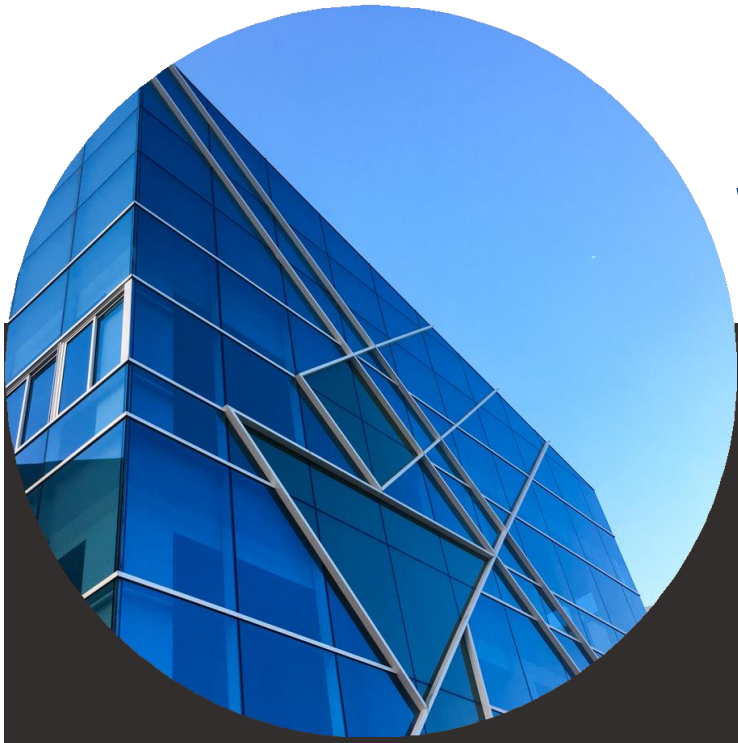
By ensuring compliance in every aspect, we provide you with peace of mind knowing that your scheme is operating within the required legal framework. Our dedicated and driven team will go above and beyond to assist you, leveraging their expertise and industry knowledge to optimize the management of your scheme.

Furthermore, we understand the importance of flexibility, and we can structure our agreements to fit the unique needs of your scheme. Whether it's account queries, administrative support, or after-hours emergencies, we have the necessary channels and dedicated staff to provide prompt and reliable assistance.

We invite you to visit our website at [www.strattonpm.co.za](http://www.strattonpm.co.za) and follow us on Facebook @strattonpm.co.za to stay updated on our exciting updates and posts.

Choose Stratton Property Management and let us take care of your property management needs with professionalism, expertise, and a personalized touch. Contact us today at 021 023 2856 or email us at [info@strattonpm.co.za](mailto:info@strattonpm.co.za)

We look forward to the opportunity of serving you and making a positive impact on your scheme.



# SOCIAL MEDIA



**FIND US ON FACEBOOK: @STRATTONPM**

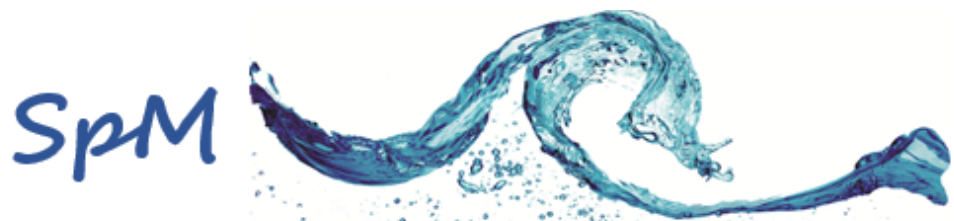


**WWW.STRATTONPM.CO.ZA**



*"It doesn't matter how many people do what you do.*

*What sets you apart is your authenticity"*



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