



Strata Management

Strata management is one of the most regulated and neglected areas of the real estate industry. Left in the wrong hands, it can leave you and your valuable investment vulnerable.

The Strata Titles Act 1985 (WA) is very complicated and requires specialised knowledge and experience. Many strata owners are not aware of these complicated legal requirements or even the legal entitlements of their lot. It is therefore imperative to have a professional strata manager to avoid any future complications.

Although strata management is currently unregulated in WA, many real estate firms experiment by offering unqualified strata service at a cost to their clients which often results in poor client servicing, negligence of compliance requirements and lack of long term maintenance plans to name a few.

Contrary to this, we at Mark Hay Realty Group are committed to providing a high standard, compliant strata management service to our astute investor clients and home owners.

Mark Hay Realty Group also offer a specialist service setting up the appropriate documentation in relation to new strata developments. This can encompass the creation of the strata plan, form 3 and unit entitlement, special by-laws, disclosure statements, form 28, form 29, budget, reserve fund and any other points that are specifically required in relation to establishing a brand new strata company. The same diligence and professionalism that we are noted for as Perth's leading investment specialists is applied to the creation of new strata planning. We offer an all-encompassing service as well as advising on any other extraneous points that can benefit or enhance your development.

We are with you every step of the way.



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Simplifying strata
management and
maximising your
valuable asset



Testimonials



I first met [the team] at one our Council of Owners Committee meetings a few months ago when we had changed to Mark Hay Realty Group as our Strata Managers. It was immediately clear to see that we had engaged a professional team and I was impressed with the way both conducted themselves at the meeting (the ability to keep everyone on topic and keep the meeting moving) and the depth of knowledge they had regarding Strata matters. I was fortunate to have a one-on-one meeting with [them] to discuss committee requirements and queries a few weeks later and was pleased to be provided with time to sit and discuss matters and furthermore have those matters addressed very promptly. More recently, [they] assisted with the AGM and they also chaired it resulting in an effective and efficient meeting that was concluded in about 90mins. What was really good, was the fact that after that meeting, they took time to mingle with home owners and sought feedback. I would highly recommend the services of [the team] from Mark Hay Realty Group because they act in a professional but friendly manner and I personally feel confident that we have an impressive team experienced in Strata Management matters to rely on.

Susan Ward - February 2015
52 Wickham Street, East Perth

“Took time to mingle with home owners and take feedback”

“Issues are dealt with and attended to without delay”



Mark Hay Realty Group has managed the 62 apartment Strata complex at Horizon on Sixth, 49 Sixth Avenue, Maylands, since January 2013. The staff is professional in it's interaction with the Council of Owners and in corresponding with owners and property managers.

The budget is well managed, financial results are reconciled and provided in accordance with the Management Agreement. In addition, the Strata Manager is always able to provide a strong analysis of the prevailing budget situation when requested.

The complex is very well maintained. Reported issues are dealt with and where necessary contractors attend without delay. The gardens are looking delightful - following a quoting process and recommendation by the Strata Manager.

Overall, the Council of Owners is well satisfied with all aspects of Mark Hay's Strata Management and his professional staff.

I can recommend Mark Hay Realty Group and commend them for their service.

Margaret Allender - April 2015
49 Sixth Ave, Maylands

Customer Feedback Survey

Step 2 of 3 - Ratings

66%

In light of your recent dealings with Mark Hay Realty Group, how would you rate the following aspects:

Customer Service

Efficiency, enthusiasm, welcoming, proactiveness, thoroughness, flexibility etc.

- Well above average
- Above average
- Average
- Below average
- Poor

Professionalism

Appearance, reliability, organisational skills, integrity, attitude etc.

- Well above average
- Above average
- Average
- Below average
- Poor

Communication

Promptness, clarity, precision etc.

- Well above average
- Above average
- Average
- Below average
- Poor