









## INTRODUCING PREMIUM STRATA

Premium Strata is Sydney's leading premium quality strata management agency. We provide a comprehensive, best-in-class service for strata and building management - provided by Premium Building Management Pty Ltd for new developments as well as established premises. Located in Surry Hills, we have over 20 years experience partnering with clients throughout the Sydney Metropolitan area.

At Premium Strata our focus is on customer service. We are committed to providing all of our clients with a level of service which is redefining the strata management industry.



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## THE PREMIUM STRATA DIFFERENCE

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Not all strata management agencies are the same. At Premium Strata we understand that every client's situation is different and that individual needs are unique. That is why we serve our clients with a combination of utmost professionalism and a genuine personal touch:

- Our licensed managers have more time to take care of your needs, because they are 100% client focused and are assigned smaller portfolios that enable deeper engagement.
- Proactive management is a key pillar of our client management policy – we identify and tackle issues before they become a problem.
- Managers can share valuable advice and insights regarding establishment and management of your scheme, drawn from over 20 years of collective experience.

With Premium Strata as your trusted manager, you can rest assured that your property is well taken care of and your investment is in safe hands.







## DIAMOND CLASS SERVICE

We pride ourselves on the quality and level of service we provide all our clients. We call this our Diamond Class Service because it offers long term, enduring value. Our aim is to exceed expectations. As a Premium Strata partner you can expect us to;

- Return all phone calls by close of business
- Respond to all emails by close of business on the same day
- Reply to correspondence in a detailed and timely manner
- Raise work orders for properties under management within 24 hours (emergencies actioned immediately)
- Provide monthly financial reporting to the Strata Committee to assist in planning repairs and maintenance
- Process weekly payment of all creditor invoices to ensure strata plan contractors are paid on time and within the payment terms
- Offer 24-hour emergency assistance to all residents
- Inform owners via regular updates of all items resolved at meetings and any interim issues

**Premium Strata is truly committed to providing an industry leading level of service. That is why we introduced the Diamond Service - if you are not satisfied with our service arising from breach of duty within the initial six months of signing up, we will happily release you from our agreement and refund the set up fee paid on commencement of initial term, no questions asked.**



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## OUR SERVICES

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Premium Strata has gathered a wealth of experience and service expertise managing a range of property classes, from residential apartment blocks to mixed use and commercial / industrial facilities.

### DEVELOPMENT CONSULTING & SCHEME ESTABLISHMENT

Premium Strata provides consultancy services to developers, establishing strata management schemes that ensure the long-term success of your project. Our broad experience, in-depth knowledge of strata regulations and outstanding communication skills ensure a positive result for all parties.

We understand that happy owners are crucial to making a new development a long-term success. At Premium Strata we realise that prevention is the best cure. We resolve issues swiftly to avoid escalation and ultimately we help safeguard your reputation and promote the bottom line.





## STRATA & COMMUNITY MANAGEMENT

Premium Strata boasts an impressive list of strata and community management achievements, including major commercial, strata and community developments throughout Sydney.

Smaller, genuinely manageable portfolios allow our managers to respond to owner enquiries in a timely and personal manner. Their extensive knowledge and rich experience in a broad range of strata and community-related matters, means that your tenants will receive the best advice the industry has to offer.

## BUILDING MANAGEMENT

Your building is a significant asset that will benefit from proper supervisory care. Premium Building Management takes action to ensure the day-to-day running of your building is professionally managed by a skilled and experienced building supervisor. Our people are trained to partner with clients, acting at all times with integrity and personal initiative. Their skills in the three critical aspects of building management – reporting, maintenance & communication – are second to none. Building Management services are provided by Premium Building Management.

# DIAMOND CLASS DEVELOPMENT SOLUTION

At Premium Strata, we understand that the wrong choice of strata management could put your whole development at risk. With our Diamond Class Development Solution you can be sure your building and owners are well protected.

Premium Strata's Diamond Class Development solution is our service package designed to ensure that your building runs like clockwork from day one. As part of this you can rely on us to:

- Prepare, arrange and facilitate the first Annual General Meeting
- Prepare budgets
- Source quotes for building insurance
- Source quotes for services (cleaning, maintenance, lawn & garden)
- Arrange insurance cover according to the Strata Schemes Management Act 2015
- Advise on establishing a management committee
- Advise on duties and direction of management committee
- Implement regulatory requirements (ABN / GST registration)
- Arrange and attend the inaugural General Meeting
- Supply Section 184 Certificates (subject to statutory fee)

We are convinced that Premium Strata is the ideal management agency to safeguard your development and ensure the long term success of your projects. That is why we offer to set up our Diamond Class Development Solution **free of charge**.







## CAPPED ALL-INCLUSIVE STRATA MANAGEMENT FEES

Transparency is the policy and attitude Premium Strata takes in all its dealings with clients. You will find it in our capped, all-inclusive Strata Management fees that are structured to clearly inform owners which services they will receive from us. Capped fees contain the costs for new owners in your development, helping them to accurately budget for strata management expenses and keep levies down to a minimum.







## OUR DIRECTORS

### **Leanne Habib | CEO**

Leanne is the co-founder and CEO of Premium Strata, and a licensed strata and community manager and real estate managing agent. Her numerous and varied senior management roles include large strata and community agencies all over Sydney.

As diverse and expansive as her experience is, one thing above all else has been the focus of Leanne's professional life - her clients. Ensuring their best interests are served and their outcomes achieved, continues to be the driving force behind her latest management initiatives.

A member of Strata Community Australia, and a dynamic forward-thinking individual, Leanne is committed to offering her clients a level of service that is unmatched in the industry.

### **Inger Brettle | COO**

Inger is a licensed strata & real estate managing agent whose accomplishments include some of Sydney's most prestigious strata and community association schemes. She combines extensive knowledge of the legislation governing strata schemes with dynamic decision-making and people skills.

As the COO of Premium Strata, Inger shares with Leanne a determination to grow Premium Strata into an industry icon, with a reputation built on innovative practice and outstanding client service.



### Contact Us

We would welcome the opportunity to discuss how Premium Strata can be of service to you. Please feel free to call or email us, or visit our website to find out more information.

Connect with us on

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