Owners Union Community Manager was specifically created by long time strata specialist to service clients by and facilities. Our professional staff expertise, supported by our corporate tried and tested system, procedures and software delivers tangible benefits to our existing Clients and will do the same for the Building.

VISION
To value and be valued by our stakeholders

MISSION
- Achieve the highest levels of customer satisfaction
- Attain optimum levels of operational efficiency
- Create a positive work environment for our employees
- Be a socially responsible company

OUR VALUES
- We value people
- We value integrity
- We value innovative
- We are diligent
- We are transparent

OUR METHODOLOGY
- Need assessment: Assessment for each asset\client, customized SOW as per client requirement
- Procurement: Float tenders as per scope of work, bid evaluation, negotiation and award as per approval from client
- Mobilization & Operation: Closely monitor mobilization as per schedule agreed with service providers (interim milestones), manage service provider’s day to day work
- Performance Management: Monitor service delivery against SLA and KPI through stringent regime of inspections and audits, monthly and quarterly performance measurement
- Management by Information System & Continuous Improvement: Proactive reporting to client to enable informed decision making, continuous improvement with an aim to optimize quality and price and enhance life cycle of assets

BUILDING OBJECTIVES
Owners Union believes the Stakeholders and Owners require the following objectives for the project:
- Need to comply with the JOP Laws
- To register the Owners Association with RERA
- To manage the collection, cash flow and budget of the service charges
- To maintain the quality and safety of the building environment
- To provide a transparent reporting framework to the Board and Owners
SCOPE OF SERVICES

OWNERS UNION confirms its provision, competence and compliance to fulfilling the following scope of services, for t, and that the OA manager is to be engaged to carry out all specific tasks are required to ensure the Owners Association (OA) of the JOP, is administered in accordance with the JOP Legislation and RERA Directions 2010.

As appointed OA Manager, Owners Union will perform the following agreed Services as a minimum:

OWNERS ASSOCIATION MANAGEMENT SERVICES
- SECRETARIAL

- Establish and maintain owners roll and minute book
- Establish and maintain record system of all correspondence between owners, residents/occupiers and other relevant parties, and records to be kept pursuant to law (registration documents, etc.)
- Establish and maintain a roll of assets and facilities within the Development as well warranties
- Record and retain required notices under the Strata Legislation
- Prepare, distribute and collect all correspondence and records related to the general assembly meeting, which includes but not limited to, items for discussion, nomination of board member, agenda, invitations, motions, minutes of meeting, etc.
- Prepare, distribute and collect all correspondence and records for all other meetings which are required while the financial year by the board members
- Maintain the schedule of exclusive use parking allocations and storage areas
- Attend and record all meetings

- OWNERS ASSOCIATION MEETINGS

- Prepare Association Meetings, including preparation of notices of General Meeting for the Owners Association, proxies, voting papers, budget information and reports
- Prepare and distribute the General Meeting Agenda for the HOA
- Prepare and accept the correspondence on behalf of the HOA
- Convene and run the Association meeting (one per year)
- Prepare, record and distribute Minutes of the General Meetings

- OWNERS ASSOCIATION BOARD AND BOARD MEETINGS

- Assist the Board with understanding its responsibilities and restrictions and provide advice as requested
- Prepare and distribute notices of Board meetings
- Convene and run Board meetings (ever quarter one meeting)
- Prepare, record and distribute minutes of board meetings

- FINANCIAL & ACCOUNTING SERVICES

- Set up, manage & maintain bank accounts(s) in the name of the HOA as required by RERA
- Prepare the budget for the following financial year and provide general advice on General and Reserve Fund requirements to the HOA
- Load financials Owner information onto the Manager’s software system with existing data from the existing OA Manager
- Issue Service Charge notices quarterly or as otherwise required
- Prepare and distribute utility invoices for chilled water
- Received service charge & utility payments and issue receipts
- Do debt collection and the recovery of outstanding Service and Utility Charges to assure sufficient cash flow of the building
- Follow up on collections of arrears using instruments given under the law to the OA
- Approve payment of invoices on a weekly basis and present to HOA for payment
- Approve payment of disbursements and expenses incurred in connection with management duties
- Provide monthly income and expenditure reports, budget target reports arrears report to the HOA
- Maintain books of accounts
- Prepare reports as balance sheet, statement of income and expenditures and collection reports
- Assist the external auditor in providing accounts and records for the required audit(s) and reconciliation of funds
- Advise and assist the HOA if legal action is needed to recover outstanding Service Charges

- INSURANCE

- Recommend insurances that may be appropriate for the building, board or owners association
- Obtain quotes for insurance required under the law prior the date of renewal
- Submit quotes to Owners association board, provide advice and renew insurances (according to instructions)
- Prepare, lodge and follow up on insurance claims on behalf of the owners association
- Arrange insurance valuations as and when required

- OTHER GENERAL FEES TO BE INCLUDED ARE

- Photocopying
- Postal Charges
- Printing Stationery, Cheques and Service Charge Invoices
- Notices, Notices of Meetings, Minutes of Meeting
- Telephone Banking and Telephone Charges
- FACILITIES AND BUILDING MANAGEMENT CONTRACT SUPERVISION

- Review existing supply agreements and where necessary assist the client in awarding and additional supply agreements subject to ratification by the Interim Owners Association.
- Manage day to day operation on site.
- Maintain a schedule of contracts detailing the Key Performance Indicators, due dates for service delivery, scheduled service calls and dates of attendance, and make the schedule available to a Board representative on request.
- Arrange for the proper procurement of Facilities Management, Maintenance and Service contracts as required by the Owners Association and ensure that such contracts are carried out in accordance with their terms.
- Provide advice and guidance to the Board on the provision of FM services to the Owners Association and implementing short and long term plans to manage and sustain common areas and common facilities.
- Keep itself fully appraised of the layout, construction, location, characteristics, plan and operation of any lighting, irrigation, drainage, sewerage, power, communication, security and other systems and equipment installed on the Common Areas and common facilities, inform the Owners Association Board generally about their condition from time to time and recommend to the Owners Association any changes or modifications the Manager considers should be made.
- Assist the Board in preparing FM tender documents and reviewing of proposed contracts.
- Point of contact for all occupants in regards to services, operation and maintenance of the building.

ASSET & FACILITIES MANAGEMENT SERVICES
- PROPERTY SERVICES SUPERVISION, REPAIRS AND MAINTENANCE

- Carry out regular inspections of the Common Areas and common facilities and Owners Association Assets to:
  - Supervise and monitor the performance of contracted services providers.
  - Ensure that no unauthorised use is occurring and, so far as is possible, ensure compliance with the proper standards for use.
  - Be aware of general conditions of the Common Area and common facilities and Owners Association Assets.
  - Arrange for appropriately qualified contractors to undertake unscheduled repairs to and routine monitoring of the Owners Association common areas and common facilities and/or specified areas and common facilities as when required.
  - Through proper supervision of the Facilities Services agreement between the OA and service providers, cause the Common Areas and common Facilities to be: managed, maintained and repaired so as to ensure that they are kept in good order and repair;
  - Report promptly to the Owners Association Board on all things requiring repair or creating a hazard or danger and take remedial action where practicable.
  - Obtain quotations for repair, maintenance and replacement of common areas and common facilities or specified personal areas and common facilities vested in the Owners Association.
  - When required, liaise with suppliers about work to be carried out on Common Areas and common facilities or when works carried out on private areas and common facilities will impact upon the Common Areas and common facilities;
  - Advise the Owners Association Board in relation to any correspondence, reports, enquiries and complaints received relating to the Common Areas and the Owners Association assets and their management.
  - During the first year after completion: indentify and defect of building construction as they may relate to the common areas and common facilities of the building.

Record and report the same to the contractor and copy to relevant parties by the HOA specified; also ensure the construction contractor completes its Defects Liability Period obligations.

SOFTWARE
- PROPERTY OWNERS

- Update contact details.
- Pay your levies/service charges online.
- View levy/service charge payment history.
- View and download reports such as minutes, by-laws & building manuals.
- View and download individual unit documents such as user manuals and warranties.
- View basic information such as insurance details, owners association details and bank balance.
- Submit and track maintenance requests (both for your unit and the common areas).
- Communicate with other owners & tenants on the Community Wall.
- Create and RSVP to community events.
- Search for local attractions via the community’s interactive Google Map.
- Upload documents relating to your unit such as lease agreements, floor plans, warranties and appliance manuals.
- View details of suppliers including comments from other owners and tenants.

- BOARD MEMBERS

Board members get access to all the functionality of a normal property owner.

Additional features including:
  - View financial reports such as the Profit & Loss, Balance Sheet, General Ledger transactions and Annual Budget.
  - View service charge / levy arrears details.
  - Communicate just with other board members and the community manager.

SOFTWARE
- PROPERTY OWNERS

- Update contact details.
- Pay your levies/service charges online.
- View levy/service charge payment history.
- View and download reports such as minutes, by-laws & building manuals.
- View and download individual unit documents such as user manuals and warranties.
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- Submit and track maintenance requests (both for your unit and the common areas).
- Communicate with other owners & tenants on the Community Wall.
- Create and RSVP to community events.
- Search for local attractions via the community’s interactive Google Map.
- Upload documents relating to your unit such as lease agreements, floor plans, warranties and appliance manuals.
- View details of suppliers including comments from other owners and tenants.

- TENANTS

Tenants get access to great features including:
  - View and download some association reports such as the community rules or building manual (controlled by the manager).
  - View and download some individual unit documents such as user manuals and warranties (controlled by the owner and/or manager).
  - Submit and track maintenance request relating to your unit.
  - Communicate with other owners & tenants on the community wall.
  - Create and RSVP to community events.
  - Search for local attractions via the community’s interactive Google Map.
  - View details of suppliers including comments from other owners and tenants.

Understanding of the Jointly Owned Property law NO 27 of 2007 Directions for Association Constitution