

mosaic Dawn Building Services and Management Guide User Guide

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Mosaic Dawn Building Services and Management Guide



Specifications

- Product Name: Building Services & Management Guide
- Manufacturer: Mosaic Property Group
- Number of Pages: 32
- Language: English

Product Information

The Building Services & Management Guide is a comprehensive resource provided by Mosaic Property Group, one of Queensland's most trusted property developers. It covers key terms, roles, building management structure, service agreements, maintenance recommendations, facility management system, budget planning, compliance, safety procedures, and more. The guide aims to empower Body Corporate Committees in the stewardship of properties managed by Mosaic.

Product Usage Instructions

- **Overview of Building Management**

The guide outlines the roles and responsibilities within a building management structure, including definitions of common property, body corporate, body corporate committee, and strata manager.

- **Service Agreements and Duties**

Details Mosaic Caretaking & Letting Agreements, duties, reporting lines, and monitoring of by-laws. It also includes emergency contacts and after-hours procedures.

- **Annual Maintenance Recommendations**

Provides an overview of annual maintenance recommendations to ensure the upkeep of the property.

- **Facility Management System and Budget Planning**

Explains the facility management system, budget planning, including administrative & sinking funds, insurance contributions, owners' insurance, budgeting, and Mosaic Caretaking spend limit.

- **Building Compliance, Safety & Emergency Procedures**

Covers safety and emergency procedures, fire compliance services & audits, contractor health & safety, security measures including CCTV, master keys & incident reporting.

Thank you for your trust.

- At Mosaic, we pride ourselves on being one of Queensland's most trusted and unique property developers, dedicated to delivering design- and lifestyle-led homes where people love to live.
- Our commitment extends far beyond completion; we recognise the pivotal role we play in the optimal ongoing maintenance and management of our buildings and the well-being of its Owners and Residents, which is why we remain deeply involved for many years.
- With over forty buildings under our care and management, we strive to enhance the property's value while ensuring residents always feel proud to call our buildings home.
- As Dawn's developer, no one is better positioned or more dedicated to its continued care and enhancement than Mosaic.
- My team and I are excited to embark on this journey with Dawn's Body Corporate Committee, partnering hand in hand to uphold its standards of excellence and ensure the continued success of its community.
- From an on-the-ground presence to a dedicated team working tirelessly behind the scenes, we spare no effort in safeguarding the integrity and functionality of our developments.
- This manual serves as a resource to help empower Dawn's Body Corporate Committee in their stewardship of the property and to ensure the most successful, rewarding partnership between us.
- We understand that trust is earned and maintained through action, and we look forward to continuing to demonstrate our unwavering dedication to Dawn's community.

Our Commitment to Enduring Value

- As Dawn's developer, Mosaic stands uniquely positioned and fully devoted to its ongoing care and improvement.
- We understand our crucial responsibility in maintaining and managing our buildings to ensure their well-being for the benefit of Owners and Residents.
- We take this responsibility very seriously, as it is central to our legacy.
- Having Mosaic's involvement in the care and management of Dawn provides a range of benefits.

IN-DEPTH KNOWLEDGE

- No one else possesses intimate knowledge of Dawn's design, construction, and systems.
- This familiarity can streamline maintenance, troubleshooting, and repair processes, ensuring efficient operations.

QUALITY ASSURANCE

Mosaic is vested in maintaining Dawn for our reputation and brand value. We have a built-in incentive to uphold

high maintenance and service quality standards.

CONTINUITY AND STABILITY

Having Mosaic involved in ongoing management provides a sense of continuity and stability, especially during the transition period from development to occupancy and then through the lifecycle of the building.

COMMUNICATION & SUPPORT

Direct access to Mosaic as the developer means clear and transparent communication, leading to smoother resolution of issues that may arise.

Moreover, Mosaic's Client Services Team offers invaluable support and guidance to Dawn's Body Corporate, assisting with legislation compliance and providing general advice.



COST SAVINGS

By leveraging Mosaic's expertise and resources, Dawn's Body Corporate can benefit from cost savings in terms of maintenance, repairs, and operational efficiency.

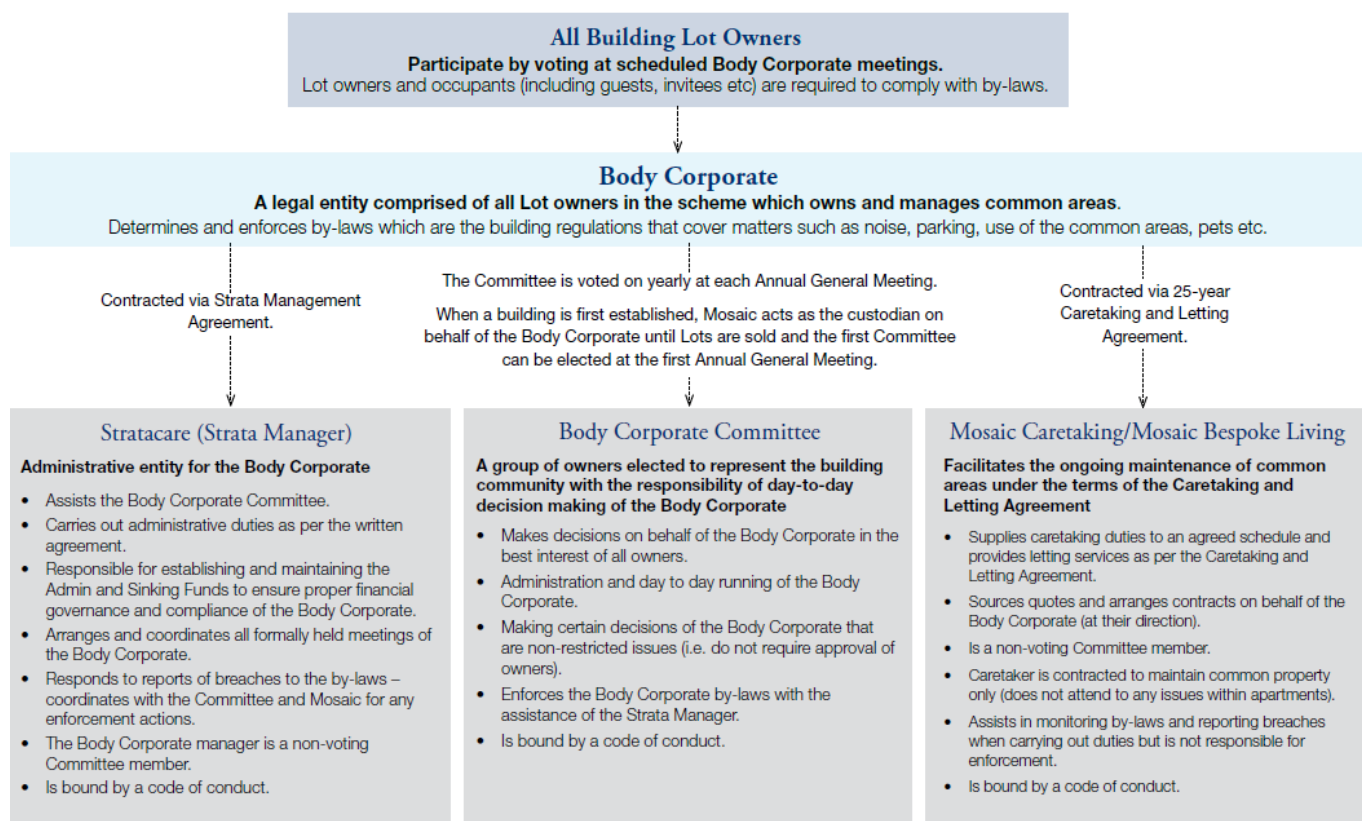
EFFICIENT RESPONSE

Having Dawn's developer/builder on-site can elicit more effective and timely responses to concerns or issues raised.

EXPERTISE IN LUXURY LIVING

Mosaic understands the specific needs and expectations of high-end clientele. We work hard to meet these expectations, enhancing the overall living experience and adding value to the property.

Building Management Overview



What is Common Property?

- In a strata scheme, “common property” encapsulates the areas and assets within a property development collectively owned by all individual lot owners within that scheme.
- In most high-rise buildings, these areas typically include windows external to balconies, the roof and rooftop, external building walls, as well as shared spaces like driveways, parking areas, entryways, lobbies, stairwells, gardens, swimming pools, gyms, steam rooms, saunas, barbecue/dining areas, and similar amenity.
- The concept of common property is defined and regulated in Queensland under the Body Corporate and Community Management Act 1997.
- This legal framework outlines the rights and responsibilities of individual lot owners and the obligations of the Body Corporate, which is tasked with managing and maintaining the common property on behalf of all lot owners.
- Within a strata scheme, individual owners hold exclusive ownership and control over their respective lots (typically apartments) while also sharing ownership of the common property with other owners.
- Effectively managing common property is crucial for preserving the overall condition, value, and livability within the strata scheme.

Decisions regarding the management, use, and maintenance of common property are typically made collectively by the Body Corporate, which consists of all the lot owners or their representatives.

What is a Body Corporate?

In Queensland, a Body Corporate owns and manages common property in a related strata-titled development, such as apartment buildings or townhouse complexes.

It is a legal entity made up of owners of individual lots within a complex, with its key responsibilities being to oversee shared facilities, maintain common areas, and enforce laws and regulations within the development.

The Body Corporate represents the collective interests of all lot owners in the development and makes decisions regarding its management and upkeep.

Understanding the role and duties of the Body Corporate is essential for lot owners to ensure effective management and maintenance of shared property.

KEY FEATURES OF A BODY CORPORATE

- **BODY CORPORATE COMMITTEE**

The Body Corporate usually elects a Committee comprising lot owners at its Annual General Meeting (AGM) each year. The role of the Committee is to handle day-to-day decisions on behalf of all lot owners, such as approving budgets, managing common property, and enforcing by laws, as stipulated in legislation.

- **BY-LAWS**

The Body Corporate has the authority to establish and enforce by-laws governing the conduct of lot owners and occupants, as well as the usage of Lots and common property. These regulations may address matters like noise levels, pet ownership, and architectural standards.

- **LEVIES**

The Body Corporate charges fees, termed levies or contributions, to lot owners to finance the maintenance and management of common property and other expenses. These fees support services such as insurance, maintenance, statutory compliance, and general administration.

- **LEGISLATION**

The Body Corporate is governed by the Body Corporate and Community Management Act 1997 (BCCM Act) and associated regulations. This legislation delineates the rights, duties, and authority of the Body Corporate, lot owners, and other stakeholders.

- **MEETINGS**

The Body Corporate is required to conduct regular general meetings to deliberate and decide on all matters affecting the scheme, encompassing financial matters, maintenance, and By-Laws. Lot owners are entitled to attend these meetings and engage in the decision-making process.

- **DISPUTE RESOLUTION**

The BCCM Act provides dispute resolution mechanisms within the Body Corporate. This includes applications to the Office of the Commissioner for Body Corporate Community Management or to the Queensland Civil and Administrative Tribunal (QCAT) for addressing more significant disputes.

What is a Body Corporate Committee?

A Body Corporate Committee comprises individuals elected by lot owners within a strata title or community titles scheme to oversee the Body Corporate's affairs.

Supported by the Strata Manager, the Body Corporate Committee plays an essential role in a property's management structure and represents the interests of all owners and residents.

Below are some of its key aspects.

ELECTION

Committee members are typically elected by lot owners during either the annual general meeting (AGM) or, if necessary, through an extraordinary general meeting (EGM). Each owner, regardless of residency or rental status, holds one vote per lot owned.

RESPONSIBILITIES

The Committee is responsible for managing common property, making decisions on behalf of the Body Corporate between general meetings, enforcing by-laws, facilitating meetings, approving budgets to be decided on at general meetings, and overseeing finances, among other duties.

They act as representatives of the collective interests of the property owners. The duties and responsibilities of the Committee are defined in the Body Corporate Legislation.

COMPOSITION

The composition of the Body Corporate Committee can vary depending on the size and complexity of the scheme, as well as any specific requirements outlined in the governing legislation or bylaws.

Typically, Committee members are owners or their appointed representatives, and there is a minimum of three (3) and maximum number of seven (7) members allowed. The Strata Manager and Caretaker (in this instance Mosaic Caretaking) are also non-voting Committee members.

MEETINGS

The Committee convenes regular meetings to discuss and make decisions on matters concerning the Body Corporate. These Committee meetings are held as needed and there are requirements outlined in the legislation or by-laws regarding frequency, notice period and types of decisions that can be made.

TERM

Committee members serve for a specified term of one year, with the possibility of re-election for consecutive terms by nomination before the AGM each year.

What is the Role of the Strata Manager?

The Strata Manager is appointed by the Body Corporate through a contract to provide administrative support services such as maintaining the owner roll, levy collection, and producing financial reports, keeping and maintaining the records of the Body Corporate and general legislative advice.

Put simply, the Strata Manager supports a building's administrative processes while the Body Corporate Committee focuses on governance and all decision making (including financial) while representing owners' collective interests.

A Strata Manager performs duties under instruction from the Committee and is not empowered to make decisions on behalf of the Body Corporate except in rare circumstances where it has authority to do so.

The decision-making process is governed by the Body Corporate and Community Management Act. (BCCMA), The Strata Manager offers guidance to ensure that the decisions made by the Committee and the Body Corporate align with the provisions of this legislation.

A Strata Manager's tasks encompass:

• COMPLIANCE WITH LEGISLATION

Offering expertise and guidance on matters such as bylaw enforcement. The Strata Manager must also keep up to date with changes in legislation to ensure they provide sound advice to the Body Corporate so that the scheme complies with all legal requirements.

• ADMINISTRATIVE REQUIREMENTS

Overseeing Annual General Meetings and issuing agendas and minutes of all formal meetings to owners by the legislation. They also manage record keeping, including maintaining owner roll details.

• FINANCIAL REPORTING

Preparing end of year financial documents and assisting the Committee with budget preparation for

consideration at the Annual General Meeting. Particularly, the Strata Manager provides advice to help ensure that sufficient funds are budgeted to cover all necessary expenses for the year, including upcoming projects.

The Strata Manager supports administrative functions and tasks, while the Body Corporate Committee oversees governance while representing owners' interests.

Service Agreements Overview

Mosaic Caretaking & Letting Agreements

Dawn's service agreements represent a formal contract between its Body Corporate and Mosaic Caretaking and Letting.

THE CARETAKING SERVICE AGREEMENT

The caretaking service agreement delineates Mosaic's obligations in assisting Dawn's Body Corporate in safeguarding its assets while ensuring it is well-managed, clean, and safe for Residents and visitors. It helps ensure that everyone clearly understands the role and responsibilities of our team.

- As outlined in this agreement, Mosaic's duties encompass the maintenance and management of Dawn's common property, including but not limited to gardens, hallways, and Resident lobbies, pool, gym, building exterior (where accessible), and other amenities.
- Caretaking also oversees the management of contractors around specialised work relating to maintenance and compliance of these areas, such as garage door repairs, building washdowns, lift servicing, and fire compliance. The agreement does not require Mosaic to perform any duties the responsibility of tradespeople or specialist contractors.
- Notably, the caretaking service agreement covers details like how often certain tasks need to be done and other generic duties and compliance obligations.

LETTING AGREEMENT

- The letting agreement is a roadmap for how Mosaic provides the rental services at Dawn.
- It gives Mosaic exclusive rights to offer letting and other services from the building and installation of appropriate signage in managing those services.
- Owners may utilise the services of other agents or let their lots themselves, and Mosaic does not interfere with these rights.



These agreements foster a mutual understanding of Mosaic's role and responsibilities, thus facilitating a well-kept and harmonious environment for all of Dawn's Residents.

Mosaic's Duties & Reporting Lines

In Dawn's daily operations and service delivery, Residents may frequently encounter familiar faces performing various duties on-site.

Dawn's caretaking service agreement's on-site duties include common area cleaning, gardening, and minor repairs and maintenance, where each activity:

- Will not exceed 30 minutes to complete;
- Do not require the services of a specialist contractor/tradesperson or involve specialist hand or power tools;
- It does not need to be undertaken from a ladder or elevated platform.
- Are not aesthetic (e.g., painting, plastering, rendering, etc) that affect the appearance of common areas or buildings not related to licensed services (e.g., hydraulic, mechanical, structural, chemical, electrical, or fire protection).
- They are not related to project management work (e.g., organising any major capital works that require a license to be held).
- For services outside the above, we will assist with sourcing quotes for Committee approval and facilitate completion through the chosen contractor.
- There may be times when we can tap into our resources to assist.
- Notably, our contractual agreements do not specify set times of the day for task completion, allowing for some variability in the timing of these activities.
- This ensures flexibility and efficient management of tasks while maintaining the quality of service provided.
- Any queries relating to the performance of duties outlined in the services agreements should be directed to the Client Services Manager in the first instance.

MOSAIC STAFF REPORTING LINES

- Mosaic's ground team are not considered employees of Dawn's Body Corporate and do not fall under its direct supervision or control.
- Instead, Mosaic's Head of Caretaking and Business Operations Manager for Mosaic Property Management provides oversight and guidance to our onsite team members regarding duties and objectives.
- This allows caretaking to work autonomously while focused on the shared goals and standards of all stakeholders.

COMMON MISCONCEPTIONS (WHAT WE DON'T DO...)

- **Governance and Authority**

While Mosaic Caretaking collaborates with the Committee to ensure the property functions smoothly per the Agreement with the Body Corporate and BCCMA regulations, decision-making authority is limited.

- **Fund Control**

Mosaic Caretaking provides input and recommendations, but all financial decisions are overseen by the Body Corporate Committee.

- **24/7 Availability**

Mosaic Caretaking is available during specific hours for maintenance and emergencies, but is not on-call 24/7.

For emergency building events outside business hours, please call the designated after-hours number 0455 346 452 for assistance.

Monitoring Dawn's Bylaws

While we actively collaborate with the Body Corporate Committee and serve as a non-voting Committee member, it's important to clarify that our primary responsibility does not involve enforcing bylaws.

That authority and responsibility remain with Dawn's Committee and the Strata Manager.

However, part of our service includes monitoring of by-laws when we are on site completing duties and reporting any observed breaches to Dawn's Committee and the Strata Manager for consideration. The legislation provides that the Body Corporate cannot unlawfully delegate its administrative duties to the caretaker.

This proactive approach allows Dawn's Committee to make informed decisions regarding any required further action.

HOW WE MONITOR DAWN'S BYLAWS

- Mosaic Caretaking monitors Dawn's bylaws through various methods, including regular walkthroughs of common property and investigation of incidents reported by Residents.
- We also actively communicate with Residents, predominantly via email, to help educate and remind them of bylaws and potential consequences of ongoing breaches.
- Critically, monitoring only occurs while Mosaic is on site completing its tasks as outlined in the service agreement. Our obligation to report any by-law breaches only takes effect when we become aware of such breaches.
- Practically, we cannot monitor any non-compliance if it occurs while our staff are not on site.
- We are unable to assist with disputes between Residents or police related matters, including late-night noise complaints.

Mosaic can provide additional support to the Body Corporate Committee by coordinating and issuing agreed communications to Residents on their behalf regarding by laws.

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Emergency Contacts & After-Hours Procedure

Genuine building emergencies are those that present safety or security concerns, such as a significant leak, burst pipe, gas leak, dangerous electrical fault, lift breakdown, garage door outage, and the like.

LIFE-THREATENING EMERGENCIES

In the event of a life-threatening emergency or major incident, always call the following in the first instance:

- General Emergencies Police, Fire, Ambulance 000
- Major Incidents State Emergency Services 132 500

Mosaic Caretaking is your first point of contact regarding genuine emergencies during business hours (Monday to Friday, 8:30 am to 5:00 pm).

AFTER-HOURS EMERGENCY MAINTENANCE ASSISTANCE

In the event of a genuine emergency after hours, please call 0455 346 452 for assistance. This number does not receive text message so must be called to receive assistance.

CONTRACTOR CONTACT DETAILS

Below are some key contractor contacts who may be able to help in the first instance with a genuine emergency.

- Locksmith: SPL Locksmiths 5588 8111
- Electrical: Copper Sunset Electrical (James) 0423 425 298
- Plumbing: Elevate Plumbing Contractors 0419 669 445
- Lift Service: OTIS Elevators 5585 1111
- Fire Services: Austcoast Fire Services 5596 1270
- Garage Roller Door: RetroTech industries 0417 990 683

Annual Maintenance Recommendations

Mosaic recommends that Dawn's Body Corporate consider implementing a structured maintenance schedule for several critical reasons.

MAXIMUM SAFETY

Maintenance plays a crucial role in ensuring the safety of residents and visitors.

Regular inspections and upkeep of fire safety systems, emergency exits, electrical wiring, and structural integrity help prevent accidents, injuries, and potentially catastrophic events.

Safety should always be a top priority in building maintenance planning.

OPTIMAL PERFORMANCE

- Regular maintenance ensures that building systems and components continue to perform at their optimum level.
- This includes HVAC systems, electrical systems, plumbing, lifts, and structural elements.
- Without proper maintenance, these systems can degrade over time, leading to inefficiencies, breakdowns, and costly repairs.

WARRANTY COMPLIANCE

- Many building components come with warranties that require regular maintenance to remain valid.
- Failure to adhere to maintenance schedules may void warranties, leaving building owners responsible for repair or replacement costs that could have been covered otherwise.
- Following manufacturer-recommended maintenance schedules ensures compliance with warranty requirements and protects the investment in the building.

EXTENDING ASSET LIFE

- A structured maintenance schedule helps extend the lifespan of building assets.
- By identifying and addressing issues early, maintenance can prevent minor problems from escalating into major failures that require costly repairs or replacements.
- Proactive maintenance also helps preserve the value of the building over time, ensuring that it remains a sound investment for its owners.

A structured maintenance schedule saves time, money, and resources while safeguarding the integrity and functionality of the building and ensuring the safety of its Residents.

MINIMUM MAINTENANCE RECOMMENDATIONS

- Beyond Mosaic's agreed day-to-day caretaking duties, the below are our minimum maintenance recommendations for Dawn's Body Corporate Committee to consider at the annual budget meeting before the Annual General Meeting.
- As these fall outside Mosaic Caretaking's scope, per the Agreement, we sources quotes from appropriate contractors and provides these to the Body Corporate Committee for consideration.
- Mosaic will coordinate and oversee the completion of any approved regular maintenance works.
- By budgeting for these tasks yearly, property owners can manage maintenance costs and preserve their building's long-term health and value.

Note: The following are recommendations only based on extensive experience.

- **BUILDING & INACCESSIBLE WINDOW WASH DOWN**

Regular cleaning of windows, especially those in inaccessible areas, helps preserve the building's exterior and enhances its overall appearance. We recommend an annual building wash and six monthly window clean as a minimum.

- **BACKFLOW DEVICE TESTING**

Ensures the proper functioning of backflow prevention systems, preventing contamination of the water supply and avoiding potential health hazards. Backflow testing is an annual requirement from Council to ensure compliance.

- **ANCHOR POINTS**

Inspection and maintenance of anchor points are essential for the safety of workers accessing heights, ensuring compliance with safety standards and regulations. This is an annual recommendation.

- **ROOF/MEMBRANE INSPECTIONS**

Inspections help identify and address potential issues early, preventing water leaks and structural damage, ultimately extending the life of the roof. This is an annual recommendation.

- **MULCHING**

Enhances landscaping aesthetics, retains soil moisture, and suppresses weed growth, contributing to the overall health of the property. This is an annual recommendation.

- **CAR PARK CLEANING**

Regular cleaning not only improves the appearance but also prevents the buildup of dirt, debris, and chemicals that can damage the parking area. We recommend a minimum of an annual deep clean with quarterly sweeps.

- **PEST CONTROL & TERMITE INSPECTION OF COMMON PROPERTY**

Protects the building from potential structural damage caused by pests, ensuring a safe and habitable environment for occupants. There is often the option for owners to also take advantage of this service for their units (at their own cost) while the contractor is onsite. This is an annual recommendation.

- **GARAGE DOOR SERVICING**

Regular maintenance of garage doors ensures their smooth operation, enhances security, and minimizes the risk of malfunctions. This is a quarterly recommendation.

- **TIMBER OILING/LACQUERING MAINTENANCE**

Preserves the quality of wooden elements in the building, protecting them from weathering and deterioration over time. This is an annual recommendation.

- **INTERIOR COMMON AREA PAINT TOUCH-UP (ON EVERY LEVEL):**

Setting aside funds to allow for refreshing interior paint in common areas maintains a pleasant environment, contributes to property value, and addresses wear and tear. This may form part of a rolling programme, so main areas and amenities are addressed each year, with residential floors forming a rolling programme over several years.

- **CARPET/SOFT FURNISHING CLEANING**

Regular cleaning not only improves indoor air quality but also extends the lifespan of carpets and soft furnishings, promoting a clean and welcoming atmosphere. This is a bi-annual recommendation.

- **BIN CHUTE CLEAN**

Ensures proper waste disposal and prevents unpleasant odors and potential hygiene issues within the building. This is a bi-annual recommendation.

- **PUMP SERVICING**

Servicing maintains optimal performance and longevity of the building's pumps, ensuring reliability and

efficiency. Regular servicing helps identify and address potential issues early, minimising downtime and costly repairs in the long run. This is a bi-annual recommendation.

- **MECHANICAL SERVICING**

Car park exhaust systems, common area air conditioning and other site systems are important for maintaining air quality and providing a comfortable environment for residents. Regular servicing is essential to ensure proper functioning and efficiency which reduces the risk of breakdown and prolongs the lifespan of equipment. This is an bi-annual recommendation.

Regular maintenance is crucial for ensuring the longevity, safety, and value of a building, as well as providing a positive experience for its occupants.

Facility Management System

- Mosaic Caretaking efficiently manages maintenance requirements at Dawn by utilizing MYBOS, a comprehensive facility management system.
- With MYBOS, we centralise, record, track, and report on all maintenance tasks, ensuring thorough oversight and timely resolution.
- The facility management system helps streamline operations, enabling effective task prioritisation and oversight, and transparent reporting to Dawn's Committee.
- In cases where tasks extend beyond our scheduled duties, we facilitate obtaining quotes for necessary repairs to submit to the Body Corporate Committee for approval and manage the chosen contractor to complete the agreed work.
- Moreover, we may utilise our internal resources, potentially completing repairs at a reduced cost for the Body Corporate.
- This approach delivers financial benefits and capitalises on our in-depth knowledge and understanding of the property.

Supporting Documents

- Maintenance Register
- Warranty Register



Budget Planning

Administrative & Sinking Funds

Under the BCCM Act, an administrative fund and a sinking fund are two important components of the financial management of the Body Corporate. Both funds are managed and administered by the Committee, overseen by the Strata Manager, with specific guidelines and regulations outlined in the Act to ensure transparency, accountability, and proper financial management.

Below is an overview of the purpose of each fund.

ADMINISTRATIVE FUND

The administrative fund is used for day-to-day administration expenses of the Body Corporate. This includes expenses such as insurance, maintenance, repairs, utility bills, management fees, and other operational costs necessary for the proper functioning and maintenance of the common property.

Contributions to the Administrative Fund are collected through levies paid by lot owners within the scheme, usually quarterly or as determined by the Body Corporate through passing of resolutions.

SINKING FUND

- The sinking fund is designated for the long-term maintenance and repair of common property and assets.
- It is intended to accumulate funds over time to cover major capital expenses and future liabilities, such as repainting, roof replacement, and other significant repairs or upgrades that are not part of regular maintenance.
- Contributions to the sinking fund are also collected from lot owners through regular levies, and the funds are then reserved and often invested to generate returns, ensuring that there are adequate funds available when major maintenance or replacement projects are required.
- The contributions to the sinking fund are usually determined based on a 10 year maintenance plan (sinking fund forecast).

It's important that owners understand their obligations regarding contributions to these funds and how they are utilised for the benefit of the scheme.

Insurance Contributions

- Insurance contributions are fees paid by each owner to collectively insure the common areas and structures of the property.
- These contributions are used to purchase insurance coverage for the entire property including things like building structure, common areas and liability coverage.
- The amount each member contributes towards insurance can vary based on factors such as the size of their unit, the value of their property, and the level of coverage required. These contributions are included as part of the overall levies.
- Each owner's contribution is calculated on the contribution schedule lot entitlement for their respective lot. This information can be found in the Community Management Statement for the scheme.

Owners Insurance

- Owners still require their insurance for personal property and items within their lot that may not be covered under the building policy.
- Owners' insurance providers may request a copy of the building policy (held by the Strata Manager) to help ensure adequate cover for owners.
- Having individual insurance provides peace of mind and financial protection against a range of risks that are not fully covered by the Strata Insurance Policy.

Budgeting

Annual budgeting for both routine maintenance and larger capital expenses is vital for maintaining the integrity, safety, and aesthetics of the building. Each year Mosaic Caretaking will assist with sourcing quotes and providing advice that helps ensure that the building is properly cared for.

Mosaic Caretaking Spend Limit

Dawn's Caretaking Agreement stipulates an allowance for Mosaic to perform duties and maintenance tasks at the expense of the Body Corporate.

- Dawn's Service Agreement stipulates that, regarding Body Corporate costs, Caretaking "can spend up to the Maximum Expenditure (\$2,000) for each item of expenditure from monies of the Body Corporate in carrying out the Caretaking duties."
- This enables Caretaking to engage a tradesperson or purchase supplies when required without needing prior approval from the Committee.

Mosaic Caretaking may also approve expenses incurred by Dawn's Body Corporate contractors within this limit, particularly for aspects related to livability, such as garage door or furnishing repairs, compliance-related tasks, or services that can be conveniently handled by a regular contractor already onsite, thereby minimising additional call-out charges.

We commit to promptly informing the Body Corporate of these expenditures as soon as practically possible.

We exercise prudence in utilising these funds, ensuring the property's standards and functionality are effectively maintained while adhering to the guidelines and procedures established by the Body Corporate Committee.



Building Compliance, Safety & Emergency Procedures

The primary responsibility for compliance and building safety lies solely with the Body Corporate, which must approve annual safety checks, inspections, and maintenance activities.

Additionally, any proposed safety measures or changes must receive approval from the Body Corporate before implementation. The Strata Manager assists the Body Corporate by guiding compliance with legislation, including areas such as Fire Safety, Work Health and Safety, Insurance Valuations, and Sinking Fund Forecasts.

FIRE SAFETY

Compliance necessitates regular inspections of fire prevention systems, including smoke detectors and fire extinguishers, keeping and updating records, alongside conducting annual fire drills to educate residents on evacuation procedures.

WORK HEALTH AND SAFETY

Ensure compliance by establishing protocols for incident reporting, identifying hazards, providing relevant training, and implementing risk management measures to maintain a safe work environment.

INSURANCE VALUATIONS

Compliance requirements encompass obtaining an insurance valuation for the property every five years, ensuring adequate coverage for potential risks, and regularly reviewing insurance policies to align them with current property values and replacement costs.

SINKING FUND FORECASTS

BCCMA guidelines mandate the preparation of sinking fund forecasts to estimate future maintenance and repair costs, conducting routine audits to ensure fund sufficiency, and obtaining approval from the Body Corporate for expenditure based on forecasted needs. A Body Corporate is required to maintain a 10-year Sinking Fund Forecast.

Mosaic Caretaking takes a proactive approach by conducting regular inspections to identify issues such as trip hazards and malfunctioning lighting, maintaining the property in good repair by overseeing necessary maintenance tasks, and collaborating with the Committee to ensure a safe environment within the property.

Additionally, Mosaic Caretaking supports the Body Corporate by facilitating communication with the selected contractor and obtaining quotes for inspections, services, and repairs.

Both the Strata Manager and Mosaic Caretaking operate strictly within the authority and guidelines set by the Body Corporate concerning building safety. They ensure that all actions and decisions are in line with the property's overarching safety objectives.

The safety of the building is ultimately the responsibility of the Body Corporate, encompassing oversight and implementation of necessary safety measures.

Safety & Emergency Procedures

Awareness of safety and emergency procedures is paramount to ensuring the well-being of individuals in any environment.

Understanding emergency evacuation plans is especially crucial as it facilitates swift and organised evacuation during crises. These plans are strategically located throughout Dawn, serving as essential guides during emergencies.

Furthermore, familiarity with fire and safety protocols provides individuals with the necessary knowledge to respond effectively to fire incidents and other emergencies.

Each year, Dawn's Body Corporate is required to conduct an evacuation drill, with all owners expected to participate if on-site at that time.

And as part of our handover, Mosaic has equipped Dawn with a life-saving defibrillator, highlighting our commitment to safety and preparedness. This device, now in Dawn's possession and located on level 3, stands ready to deliver assistance in critical moments, ensuring prompt medical intervention whenever needed. This initiative not only underscores Mosaic's dedication to Dawn's well-being but also exemplifies our proactive approach to creating a secure and supportive environment for all residents.

Supporting Documents

- Emergency Evacuation Plans
- De-Fib Training Module

It is imperative to emphasize that dialing 000 is the primary action in any emergency.



It is imperative to emphasize that dialing 000 is the primary action in any emergency situation.

Fire Compliance & Service Audits

Conducting an annual fire services audit is critical for several reasons, which are highlighted below.

• LEGAL COMPLIANCE

Queensland has stringent fire safety regulations outlined in the Building Fire Safety Regulation 2008.

Conducting annual fire services audits ensures compliance with these regulations, avoiding potential fines or legal penalties for non-compliance. The Body Corporate must have a fire service contractor engaged to perform routine maintenance, testing, and provide other advice. There are legislative obligations in place to ensure that the compliance requirements are met.

- **OCCUPANT SAFETY**

Regular fire services audits help identify potential fire hazards, ensuring the safety of building occupants, including residents, contractors, and visitors. By addressing fire safety deficiencies promptly, the risk of fire-related events is significantly reduced.

- **EARLY DETECTION OF ISSUES**

Annual audits allow for the early detection of issues with fire safety equipment, such as fire alarms, sprinkler systems, fire extinguishers, and emergency lighting. Timely identification of malfunctioning or outdated equipment enables prompt maintenance or replacement, ensuring optimal functionality during an emergency.

- **EMERGENCY PREPAREDNESS**

Regular audits contribute to better emergency preparedness by assessing the effectiveness of evacuation procedures, emergency exits, and communication systems. Identifying gaps in emergency preparedness enables the implementation of corrective measures to enhance response times and minimise chaos during evacuations.

Fire compliance audits are a proactive measure to ensure a safe environment for all occupants, meet legal and insurance requirements, protect property, and maintain a positive reputation.

INSURANCE REQUIREMENTS

Many insurance policies require proof of regular fire safety inspections and audits to maintain coverage. Failure to conduct annual audits may result in insurance coverage being voided or premiums being increased, leading to financial repercussions for the property owner or manager.

LIABILITY REDUCTION

Conducting annual fire services audits demonstrates a commitment to proactive risk management. In the event of a fire-related incident, having documented evidence of regular servicing and adherence to fire safety standards can help mitigate liability issues and potential legal claims.

COMMUNITY CONFIDENCE

Regular audits reassure Residents, tenants, employees, and visitors that the Body Corporate takes fire safety seriously. Maintaining a safe environment fosters trust and confidence in the property, enhancing its reputation and attractiveness to occupants and stakeholders.

Supporting Documents

- QFES Building Fire Safety Management Tool & Advisory Notes
- Compliance Building Fire Safety Regulation



Contractor Health & Safety

- Mosaic Caretaking and Letting's Workplace Health and Safety Policy is based on a belief that the well-being of people employed at work, or people affected by our work, is a major priority and must be considered in all aspects of the business.
- Mosaic, through its senior management, endeavours to comply with all legislative and other requirements, and as such, we have implemented stringent processes.
- Contractors engaged by Mosaic are required to demonstrate that they have identified hazards, assessed the associated risk, and have identified and selected appropriate controls to reduce the risk to as low as reasonably practicable.
- Mosaic Caretaking and Letting utilises software systems for managing compliance, and through this system, our contractors will be inducted, demonstrating training and licensing, acknowledging work instructions and rules, managing chemical use, inducting applicable equipment/plant, managing incidents and emergencies, and signing in/out of the work location daily.

CONTRACTORS ON SITE

- Maintaining a safe workplace involves the requirement of all contractors signing in when attending the site to work on common property.
- This sign-in process includes an induction to ensure that contractors are familiar with their responsibilities and the safety protocols in place.
- Contractors have the option to sign in via a QR code located near the contractor key box or through the Residential Services Manager, emphasising the commitment to upholding high standards of safety and accountability in the workplace.



Security Measures

CCTV, Master Keys & Incident Reporting

In a Body Corporate environment, where multiple individuals reside within a shared space, security becomes paramount. CCTV systems and master keys play crucial roles in ensuring the safety and protection of residents, contractors, and assets.

CLOSED-CIRCUIT TELEVISION (CCTV)

- CCTV serves as an extra set of eyes, monitoring activity and deterring potential threats.
- With the ability to capture footage in real-time, it provides valuable evidence in the event of incidents such as theft, vandalism, or unauthorised access.
- Additionally, CCTV systems can act as a preventive measure, dissuading individuals from engaging in illicit behavior, knowing they are under surveillance.
- Though not monitored full time, the ability to review and capture footage of reported incidents provides valuable evidence in the event of incidents such as theft, vandalism, or unauthorised access.

MASTER KEYS

- Master keys offer convenience and efficiency in accessing various areas within the Body Corporate premises.
- However, their importance lies in the responsible management and distribution.
- Mishandling or unauthorised duplication of master keys can compromise security, leading to unauthorised entry and potential breaches.

Maintaining a security-conscious environment entails implementing stringent protocols for the utilisation and oversight of CCTV systems and master keys.

This involves conducting regular maintenance and inspections on CCTV equipment, ensuring stringent access control measures for master keys, and providing best-practice security education to residents and contractors.

To streamline the reporting process for any onsite incidents, residents are encouraged to directly notify the Residential Services Manager. Any emergency events or other issues of a serious nature where the manager is unable to assist should be referred to the police.

Incidents can be promptly logged through an online incident report system, ensuring efficient and organised documentation of events.

Incident reports are communicated to Dawn's Committee as needed, promoting transparency and collaboration in addressing and resolving any community-related issues that may arise.

Supporting Documents

- CCTV Policy
- Master Key Process

Disclaimer:

The information in this guide is general advice only and not intended to offer any legal, financial, business, or other professional advice. Mosaic Caretaking & Letting Pty Ltd accepts no liability arising from any representations, whether express or implied, and disclaims reliance upon any representations made regarding the information or recommendations provided for in this document.

FAQs

- **What is the purpose of the Building Services & Management Guide?**

The guide serves as a resource to empower Dawn's Body Corporate Committee in managing the property effectively and ensuring a successful partnership with Mosaic Property Group.

- **How many buildings does Mosaic Property Group manage?**

Mosaic Property Group manages over forty buildings, striving to enhance their value and ensure residents feel proud to call them home.

Documents / Resources



[mosaic Dawn Building Services and Management Guide](#) [pdf] User Guide
Dawn Building Services and Management Guide, Services and Management Guide, and Management Guide

References

-  [Mosaic](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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