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**John Koprivnjak**  
Managing Director

## MEET OUR DIRECTOR

In the intricate world of strata management, John Koprivnjak stands as not just a leader but a guiding force at Titles Strata Management Pty Ltd. His journey in this dynamic field began in 1989 when he took his first steps into the largest strata title agency in Australia at the time. Little did he know that this would be the start of a lifelong commitment to the industry.

John's passion for the ins and outs of strata management quickly became evident, earning him recognition within the industry. His experiences in those early days became the cornerstone for his career, providing him with a deep understanding of the complexities that define strata management.

In 1997, John brought his expertise to Titles Strata Management, initially as a Strata Manager. His dedication to excellence shone brightly, leading him to take the reins and acquire the business in 1999. This pivotal moment marked a new chapter for Titles Strata Management under John's insightful leadership.

Over the years, John's journey has been characterised by a relentless pursuit of perfection, a trait deeply embedded in the company's core values. His ability to navigate the ever-changing landscape of strata management has been key to Titles Strata Management's success and expansion.



# OUR STORY



Established in 1973, Titles Strata Management emerged as a pioneering force in the strata management industry, founded by **Janet Smith**. With a firm commitment to perfection, Janet laid the foundation for what has become one of the first Strata Management Companies in Sydney, NSW.

In 1998, the journey of excellence reached a milestone when Titles Strata Management was honoured by Canada Bay Council NSW for 25 years of dedicated business service. This recognition underscored our enduring dedication to quality and service.

John Koprivnjak, a seasoned Strata Manager, joined Titles Strata Management in 1997 and took the helm as the business owner in 1999. Under John's leadership, the company continued to thrive and expand. The year 2013 marked another significant chapter with the inclusion of Brandon Koprivnjak, John's son, into the company. This family legacy added a new dimension to our commitment to excellence.

As part of our strategic growth, our Western Sydney NSW office was established in 2015, followed by the inception of the Building & Facilities Management Division in 2018. This division was born out of the need for a company that comprehensively understands the intricacies of strata management, showcasing our adaptability and forward-thinking approach. Expanding our footprint beyond New South Wales, Titles Strata Management ventured into Melbourne, VIC in 2019 and the Central Coast NSW in 2022, solidifying our presence across multiple regions.

Today, Titles Strata Management is guided by John Koprivnjak, upholding Janet's legacy of unwavering dedication to excellence. Co-managed by Brandon Koprivnjak, our commitment to quality and service continues to be at the forefront of our operations. Our remarkable client retention rate, with over 70% choosing our services for more than 50 years, is a testament to our commitment to transparent communication and excellence in service delivery. As leaders in the industry, we recognise the importance of continuous growth and development in fostering strong and harmonious communities.

We invest in our experienced and trusted strata management teams, ensuring they not only provide reliable services but also excel in communication. This commitment ensures our teams are readily available whenever our clients need them the most. With extensive experience, Titles Strata Management has curated a well-connected strata management team, establishing a network of trusted professionals across various fields, including engineering, property maintenance, legal services, and building defects.

Choosing to partner with Titles Strata Management means experiencing a service dedicated to the highest standards of communication and service. We persevere in maintaining a legacy of perfection in every interaction, offering you a strata management experience like no other.

## OUR MANAGEMENT TEAM

At Titles Strata Management, we believe in more than just managing properties; we believe in cultivating relationships, understanding your unique needs, and offering a personal touch to strata management. Forget about navigating automated systems or being greeted by voicemails – we're here with a dedicated team led by the seasoned veteran, John Koprivnjak, boasting over 30 years of hands-on experience.

We've crafted a diverse network of specialised owners corporation managers who, together with John and his team, redefine industry standards. Whether it's overseeing building rectification work, ensuring fire safety compliance, handling health and safety protocols, managing warranty claims, or facilitating owners corporations, we go beyond the ordinary to safeguard your assets with precision and care.

At Titles Strata Management, we pride ourselves on transparent communication and sound management strategies. We know that each building is unique, and that's why we assign an expert owners corporation manager and assistant to every property under our care. We're here, ready to respond to your queries with a human touch.

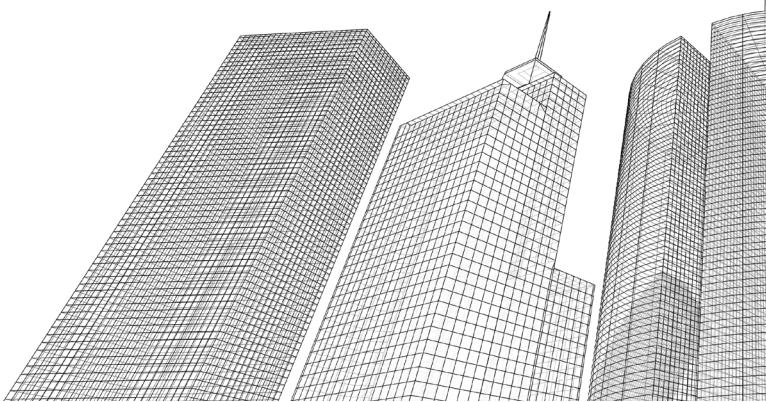
What sets us apart is our commitment to you. John and his team have implemented a robust task management system to track every interaction, ensuring that no detail is overlooked. From minor inquiries to complex requests, our team is armed with the knowledge and expertise to handle all matters, providing you with a tailored and responsive service every time.

Titles Strata Management isn't just about managing properties; it's about building lasting connections, understanding your community, and delivering a level of service that reflects the human side of strata management. Choose a team that transcends the standard, offering a personalised and agile response to your committee's needs at every turn.

## OUR QUALIFIED TRADES

We've meticulously handpicked a crew of qualified craftsmen, known for exhibiting superior professionalism and delivering the highest calibre of work in each of their fields. All of our tradespeople, including building maintenance, cleaning, gardening, landscape design, painting, builders, fire safety auditing and engineering consultants, are bound by rigid guidelines to comply with our all-encompassing mission of providing exemplary customer service.

Our renowned network is praised for their timely arrival and completion of requested maintenance, photographing their work before and after they perform the task at hand, and making arrangements with the appropriate party prior to commencing work.



# FINANCIAL SECURITY

## 1 | Financials

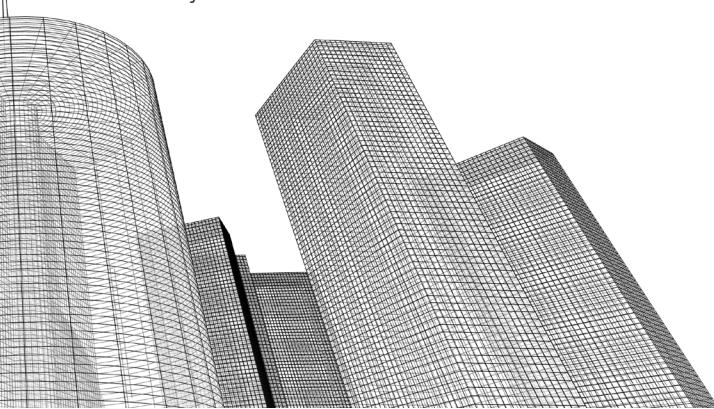
In our pursuit of bringing order to the sometimes overwhelming realm of financial management, we've partnered with industry-leading applications that aren't just tools; they're our allies in simplifying complexities and enhancing transparency.

Our goal is to not just meet but exceed your expectations. By leveraging these advanced systems, we aim to provide you with a financial management experience that is not only professional but also streamlined for your convenience. Welcome to a world where financial management is both sophisticated and user-friendly.

## 2 | Online Invoice Approval

We get it – managing finances can be a bit overwhelming. That's why we've designed something unique just for you, the Owners Corporation members. It's not just about transparency; it's about putting you in the driver's seat, making sure your voice is heard in the financial decisions that shape your community.

Our online invoice approval system is like your backstage pass. You get to take a peek, review, and give the thumbs up to invoices before any money changes hands. It's not just about numbers; it's about creating a system that works for you, personally. Your financial decisions, your way – that's what we're all about.



## 3 | Taxation

Your Owners Corporation obligations are in good hands. We've joined forces with industry experts to guide you through the ins and outs of tax preparation and lodgement with the Australian Taxation Office. Consider us your companions in this journey, ensuring that every detail is handled with care and expertise.

## 4 | Funds Security

To ensure the safeguarding of each Owners Corporation's funds, we have partnered with the respected financial institution, Macquarie Bank. Your funds are diligently held in individual bank accounts, reinforcing our commitment to financial transparency and accountability.

## 5 | 24/7 Online Financial Access

In our commitment to transparency and accessibility, we offer you 24/7 online access to meticulously detailed financial records for your Owners Corporations. From receipting to payments and invoices received from contractors, all pertinent financial information is readily available for your review at your convenience.

This streamlined access not only empowers you with real-time financial insights but also reflects our dedication to providing a seamless experience. Whether it's checking receipts, tracking payments, or reviewing contractor invoices, we've designed this platform with your ease and convenience in mind.

# OWNERS CORPORATION MANAGEMENT SERVICES

From budgetary planning and strategic initiatives to aligning your objectives with elected service providers, our industry experts manage every facet of the strata title picture. The below outlines our extensive scope of services, which include bespoke options where permissible.

## 1 | Administration

- Prepare and convene all meetings of the Owners Corporation and Committee.
- Production of Lot status certificates for settlement.
- Registration and establishment of Owners Corporation Entity.
- Enforcement of Owners Corporation rules and regulations.
- Maintain records of the Owners Corporation.
- Attending to in-going and outgoing correspondence on behalf of the Owners Corporation.
- Arranging repairs and maintenance on behalf of the Owners Corporation.

## 2 | Compliance

- Maintain adequate Essential Safety Measures installed at the property.
- Arranging Work Health and Safety assessments to safeguard common property and assist in eliminating identified risks.
- Implementing 10 year Maintenance/Capital Works Fund Plans.
- Ensuring building facilities are maintained as per their service requirements.
- Contractor compliance & verifications.

## 3 | Financial

- Construct budgetary recommendations for the successful management of the day to day operations of your property.
- Prepare and lodge annual tax returns and business activity statements.
- Preparation of annual financial statements.
- Bank account and funds management.
- Monthly financial reporting to Owners Corporation.
- Daily payment of invoices to verified suppliers.
- Levy collection and debt recovery.
- Arranging audit reports.
- Investing surplus Owners Corporation funds.

## 4 | Insurance Procurement

- Arranging insurance valuations for reinstatement & replacement value.
- Arranging insurance quotations & facilitating renewal process.
- Affecting insurances on behalf of the Owners Corporation.
- Lodging and handling claims on behalf of the Owners Corporation

# BUILDING & FACILITIES MANAGEMENT SERVICES

To alleviate the complexities and stress associated with property management, Titles Strata Management proudly presents our Building & Facilities Management division.

This specialised subsection, operating as a professional services company, is dedicated to overseeing and integrating the entire spectrum of your building, from residents to contractors, maintenance and processes within the built environment, with the purpose of promoting harmonious community living and high maintenance standards for your property.

## **Our Commitment:**

### **1 | Expert Guidance for Success:**

The Building & Facilities Management Service extends expert advice and guidance to owners corporation managers, building residents, and committees. Our focus is on not only facilitating seamless experience but also optimising return on investment and strategically reducing expenses over the building's lifespan.

### **2 | Close Partnership for Excellence:**

TSM Building Management Services (TSM) forms a close partnership with the owners corporation, aiming to continuously meet the fundamental requirements of the complex. Our commitment goes beyond meeting expectations; our intention is to surpass them while upholding the highest calibre of customer service.

### **3 | Economical Solutions for Your Success:**

We are dedicated to delivering economical solutions aimed at reducing costs and maximising profitability for property owners.

### **4 | Tailored Strategies for Every Stakeholder:**

At TSM, our approach involves proposing building management strategies that are finely tailored to the objectives of owners corporations, owners, tenants, and investors associated with the property. Our philosophy revolves around implementing management tactics that boost efficiency and satisfaction for all parties involved.

## **Our Vision:**

Our vision transcends mere property management; it's about transforming the entire property experience. TSM Building & Facilities Management Services is here to make your property journey smoother, more efficient, and ultimately more rewarding. Expect meticulous oversight, expert guidance, and a strong commitment to excellence in every aspect of property management. Your satisfaction is our priority, and we look forward to exceeding your expectations.

## Site Management

- Management of swipe/access card systems.
- Manage moving in and out of the property.
- Assistance with breaches to any rules or regulations.
- Access management for trades.
- Attendance to on-site and off-site needs where applicable.

## Meetings & Reports

- Assist in organising Committee Meetings.
- Provide monthly condition reports to execute quality control initiatives, mitigate risk, and establish transparency in our communication efforts.
- Conduct annual maintenance program in the pursuit of preserving the property.

## Contractor Management

- Ensure contractors adhere to compliance standards and meet all licensing obligations.
- Supervision of cleaning performance and gardening operations to conserve the aesthetic appeal of the complex.
- Conduct additional Repairs and Maintenance Performance checks as necessary.

## Maintenance

- Supervise maintenance and repairs to common property.
- Arrange quotations.
- Organise and subsequently monitor service contracts.

## Operation & Structure

- Supervise maintenance and repairs to common property.
- Arrange quotations.
- Organise and subsequently monitor service contracts.

# DEVELOPER ADVISORY SERVICES

Navigating the complexities of ever-evolving legislative requirements and the intricacies of the development process can be challenging. For developers looking to ensure a smooth journey from project inception, enlisting the expertise of an Owners Corporation management specialist is essential. As you embark on your development venture, collaborate with a seasoned team that not only simplifies complexities but also establishes a robust foundation for achieving your project goals.

## Why Choose Our Expertise?

With a legacy of 50 years in the industry, we stand as the trusted brand for navigating the intricacies of the strata space.

- Understanding the intricacies of new projects, providing the framework and governance for success.
- Insights into the best titling structures, optimal use of common property, resident facility requirements, and long-term enhancements for residents.
- Expert guidance on Management Statements, Rules/By-Laws, and levy guides, along with custom budgeting tools for accurate expenditure projections.

## Dedicated Team of Experts:

Our committed team of experts are confident to guide you through every phase of your development project. Equipped with the necessary resources and extensive experience, we ensure your project is set up for success. From advising on titling structures to enhancing resident experiences, our insights cover every aspect of well-managed strata or community titled schemes.

Here's why our expertise is your key to success:

## 1 | Comprehensive Guidance:

- Insightful advice for newly registered commercial, residential, community, and mixed-use complexes across various developmental areas.
- Guidance on applicable Owners Corporation rules best suited for your project.
- Collaboration with key specialists, including waste management, solicitors and surveyors.
- Assistance with drafting comprehensive management statements.

## 2 | Financial Oversight:

- Supervision of financial aspects through budgetary recommendations and proposed levy schedules.
- Procurement of appropriate insurance coverage as per legislative requirements.
- Issuance of lot status certificates on settlement.

## 3 | Meeting Facilitation:

- Organisation of pre-settlement events to welcome new home owners to your project
- Organisation and convening of both the inaugural general meeting and the first annual general meeting.

## 4 | Post-Development Support:

- Guidance and counsel during the swift formation of your owners corporation within 72 hours.
- A dedicated support team to assist in coordinating any defects during the specified warranty period.
- Ability to retrieve electronic records concerning defects, ensuring you stay informed on relevant information and updates.

## 5 | Proven Success:

Successful establishment of large complexes, mixed residential and commercial properties, multi-owners corporations, and luxury waterfront developments.

Partner with us and embark on a development journey that is not only successful but meticulously managed at every step.

# OUR PORTFOLIO



## Aston

Developer: Meriton  
Lots: 113  
Type: Mixed-Use



## The Galleria

Developer: Nucorp  
Lots: 147  
Type: Mixed-Use



## One Lamond

Developer: ALAND  
Lots: 72  
Type: Residential



## Elizabeth Apartments

Developer: Binah Group  
Lots: 123  
Type: Mixed Use



## Vicinity Apartments

Developer: Toplace  
Lots: 276  
Type: Residential

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Level 35  
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