



CAPABILITY STATEMENT

Your *Complete*
Strata Partner

Sydney CBD

Level 35

100 Barangaroo Avenue
BARANGAROO NSW 2000

Sydney Inner West

Level 1

224 Victoria Road
DRUMMOYNE NSW 2047

Western Sydney

Level 3

81 Flushcombe Road
BLACKTOWN NSW 2148

Central Coast NSW

Suite 3

8 Chambers Place
WOY WOY NSW 2256

Melbourne CBD

Level 2

1 Southbank Boulevard
SOUTHBANK VIC 3006

Phone:

1300 173 553

Email:

hello@tsmstrata.com.au

Website:

tsmstrata.com.au

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TSM is the premium, people-first strata partner for clients who want clarity, confidence and care, backed by 50+ years of trusted experience. Operating across Sydney, Melbourne, and Central Coast, we integrate three specialised service divisions – Strata Management, Developer Services, and Facilities Management – to deliver seamless coordination from development through ongoing operations.

Serving residential, commercial, and mixed-use developments, our core client base includes owners corporations managing buildings of 33+ lots, property developers delivering premium projects, and commercial strata groups requiring sophisticated management.

We look beyond simply managing properties to integrating comprehensive services that connect you with the right support and contractors precisely when you need them.

*Established
Proven
Trusted*





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 TSM. 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 TSM, 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 TSM 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 TSM's success and expansion.





Our Story

Established in 1973, TSM 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 TSM was honoured by Canada Bay Council NSW for 25 years of dedicated business service.

John Koprivnjak, a seasoned Strata Manager, joined TSM 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, TSM ventured into Melbourne, VIC in 2019 and the Central Coast NSW in 2022, solidifying our presence across multiple regions.

Throughout this journey, TSM operated under the name Titles Strata Management, serving the market with dedication before evolving to better reflect our comprehensive service offering. In 2025, we launched our refreshed TSM brand identity, unifying our three service divisions under one cohesive brand that truly represents our integrated approach to strata solutions.

Today, TSM 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.

Choosing to partner with TSM 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 *Purpose*

To provide property owners with complete confidence in their investments through transparent, proactive and expert strata management that puts people first.



Our *People*

At TSM, 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 developed 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 TSM, 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.

TSM 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.





Integrated *Service Divisions*

TSM operates through three specialised service divisions that function as an integrated organisation rather than separate business units. This structure addresses the coordination challenges that typically arise when property owners must manage relationships with multiple disconnected service providers across different phases of building management.

This approach delivers measurable benefits in service consistency, communication efficiency, and accountability. Property owners work with specialists who operate under unified standards and shared systems, creating natural coordination advantages that benefit building communities throughout the complete property lifecycle.




*Your Complete
Strata Partner*



*Foundations You
Can Build On*



*Maintenance to
Management*

A photograph of a modern, multi-story apartment building. The building has a light-colored facade and numerous balconies. Each balcony is enclosed with a white wall and a blue metal railing. Some balconies have red plastic chairs or other items on them. The text is overlaid on the left side of the image.

**YOU'LL ALWAYS
KNOW WHO TO
CALL, AND THEY'LL
ALREADY KNOW
YOUR BUILDING.**

OUR MANAGEMENT TEAM



BRANDON KOPRIVNJAK

Senior Strata Manager & National Operations Manager

Brandon has spent over 12 years building the operational backbone that allows TSM to deliver proactive, integrated strata solutions across NSW and VIC. His deep understanding of every aspect of the business has shaped the streamlined policies and procedures that set TSM apart from reactive competitors.

His leadership drives the operational consistency that helps TSM maintain long-standing client relationships and strong staff retention. He champions the proactive philosophy that defines TSM's approach, implementing the quality controls and communication standards that prevent small issues from becoming costly problems. Brandon's operational expertise translates directly into the client experience: transparent processes, reliable outcomes, and the integrated service delivery that makes TSM different.



OUR LEADERSHIP TEAM



DANI ZARADOSH

Senior Strata Manager & Operations
Manager (NSW)

As Operations Manager for NSW, Dani Zaradosh leads the state's strata management team with a focus on efficiency, client satisfaction, and operational excellence.

With a deep understanding of strata processes and team leadership, he ensures seamless service delivery and continuous improvement. Dani is committed to fostering strong client relationships, refining internal operations, and driving the success of Titles Strata Management in NSW.



NICOLE YOUSIF

Head of Growth

As Head of Growth at Titles Strata Management, Nicole Yousif is responsible for driving business development and expanding the company's presence across key markets. She also oversees client onboarding, ensuring a seamless transition and exceptional service from the outset.

With a strategic focus on relationship management and industry expertise, Nicole is committed to fostering long-term client partnerships and strengthening the company's market position.

Facilities *Management*

To alleviate the complexities and stress associated with property management TSM 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 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 Facilities Management Services 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.

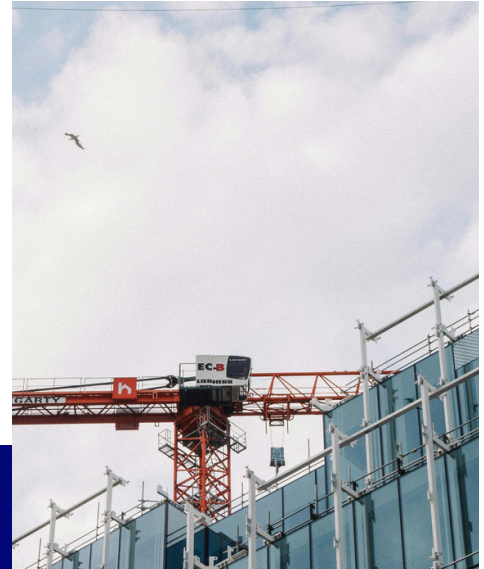
4 | Tailored Strategies for Every Stakeholder:

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.

Developer 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.



Dedicated Team of Experts

1 | Comprehensive Guidance:

- Insightful advice for newly registered commercial, residential, community, and mixed-use complexes across various developmental areas.
- 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 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 the inaugural general meeting and the first AGM.

4 | Post Development Support:

- Guidance and counsel during the swift formation of 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.

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



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.



PEACE OF MIND IN EVERY DECISION

Your property value stays protected through expert oversight that anticipates issues before they become expensive problems. You sleep better knowing experienced professionals are monitoring every aspect of your building's performance, from structural maintenance to financial health.

With your dedicated manager who remembers every conversation and understands your building's unique character, you never waste time explaining the same issues twice. Complex strata decisions become straightforward when you have trusted guidance from someone who genuinely cares about your community's success.

ENJOY EFFORTLESS FACILITIES MANAGEMENT

Your property value stays protected through expert oversight that anticipates issues before they become expensive problems. You sleep better knowing experienced professionals are monitoring every aspect of your building's performance.

With your dedicated manager who remembers every conversation and understands your building's unique character, you never waste time explaining the same issues twice. Complex strata decisions become straightforward when you have trusted guidance from someone who genuinely cares.

YOU GET NO LAYERS, NO RUNAROUND

You work directly with the same experienced strata manager who knows your building inside out, and your relationship stays personal and consistent.

You receive transparent pricing with no hidden fees, proven expertise backed by 50+ years of success, and service quality that makes the investment worthwhile. Every interaction shows why choosing the right strata partner makes all the difference.

That's strata, the TSM way.



EXPERIENCE MEASURABLE VALUE

- Immediate access to knowledgeable professionals who understand your specific situation and provide clear, actionable guidance without delay.
- Early identification of maintenance needs, strategic planning that extends asset life, and expert coordination that prevents costly emergency repairs.
- Transparent budget oversight, competitive contractor relationships, and strategic financial planning that stretches every levy dollar whilst building strong reserves.
- Automatic updates on legislative changes, proactive implementation of new requirements, and expert guidance that keeps your building compliant without unnecessary complexity.

INTEGRATED SERVICES THAT MAKE SENSE

Cross-Disciplinary expertise under one roof

Strata management, facilities services, and developer advisory working together seamlessly, eliminating communication gaps and ensuring faster, more responsive service delivery.

Commercially pragmatic approach

Realistic advice and action that blends compliance expertise with an operator's mindset, keeping your building ahead of requirements without unnecessary complexity.

Proactive philosophy that prevents problems

Swift action, fast response times, and proactive decision making that keeps small issues from becoming costly problems whilst ensuring your community stays ahead of maintenance and compliance requirements.

Regional presence when it counts

Teams based across Sydney, Melbourne, and Central Coast who understand your local market, regulatory environment, and community expectations.

FEATURED PROJECTS

"...I have to admit you are the best strata manager that I have encountered in this strata since 2007. You handle our meetings well, which is not an easy feat, considering the unusual make-up of our residents"

– T. Tokura, Gladesville, Secretary



ASTON APARTMENTS ASTON, MASCOT

DEVELOPER:
MERITON

ADDRESS:
551 GARDENERS RD,
MASCOT NSW 2020

ATTRIBUTES:
111 RESIDENTIAL & 2
COMMERCIAL LOTS

STRUCTURE:
STRATA SCHEME

Meriton's premium mixed-use design creates a sophisticated urban sanctuary that seamlessly blends luxury residential living with modern commercial convenience.

ONE LAMOND TURRAMURRA

DEVELOPER:
ALAND

ADDRESS:
1 LAMOND DR,
TURRAMURRA NSW 2074

ATTRIBUTES:
70 RESIDENTIAL LOTS

STRUCTURE:
STRATA SCHEME
FACILITIES MANAGEMENT
DEVELOPER SERVICES

Nestled within Sydney's prestigious Upper North Shore, One Lamond offers boutique luxury living where contemporary open-plan design meets the charm of village convenience.



CAPABILITY STATEMENT

STRATA MANAGEMENT FOR DEVELOPERS

"TSM have been excellent in managing our property from the word go.. Luckily, we found them just in time to provide us with the correct knowledge and expertise to get our building on the right track."

– N. Kaye, Treasurer



THE GALLERIA, PARRAMATTA

DEVELOPER:
NUCORP PROPERTY GROUP

ADDRESS:
23 HASSALL STREET, PARRAMATTA NSW 2150

ATTRIBUTES:
140 RESIDENTIAL APARTMENTS, 3 RETAIL SPACES, AND 4 HERITAGE-LISTED COMMERCIAL COTTAGES.

STRUCTURE:
STRATA SCHEME
FACILITIES MANAGEMENT
DEVELOPER SERVICES

TSM collaborated with Nucorp Construction from the project's beginning, providing complete development support and construction guidance to create a thoughtfully integrated design.

THE HALSTON NORTH STRATHFIELD

DEVELOPER:
URBAN PROPERTY GROUP

ADDRESS:
25 GEORGE STREET, NORTH STRATHFIELD, NSW 2137

ATTRIBUTES:
7 STOREYS
172 APARTMENTS

ARCHITECTURE:
FUSE ARCHITECTS

STRUCTURE:
STRATA SCHEME

"Our strata manager is the best in the business. I have owned and had investment properties for over 30 years and our manager knows her stuff. She is a delight to deal with, suffers no fools, gets things done fast every time."

– P. Chapman, Petersham, Chairperson



FEATURED PROJECTS

PINNACLE ROZELLE



ADDRESS:
5-11 YARA AVENUE,
ROZELLE NSW 2039

ATTRIBUTES:
58 RESIDENTIAL LOTS

STRUCTURE:
STRATA SCHEME

This prestigious harbourfront address seamlessly blends heritage architecture with resort-style amenities, creating vibrant community living where Sydney's industrial heritage meets contemporary luxury.

BILLYARD AVENUE ELIZABETH BAY

ADDRESS:
28 BILLYARD AVENUE,
ELIZABETH BAY NSW 2011

ATTRIBUTES:
6 RESIDENTIAL LOTS

STRUCTURE:
STRATA SCHEME

TSM provides comprehensive strata management with tailored stewardship that honours the historical significance whilst delivering exceptional service standards befitting this landmark Elizabeth Bay address.



TRUSTED
STRATA
SOLUTIONS

Your *Complete* Strata Partner



9th May 2019

To whom it may concern,

Re: TSM Testimonial

We've had the pleasure of working with Building Manager Michelle Yousif for a few months now, and the experience has been excellent. As a strata manager for our building in Auburn, she consistently demonstrated professionalism, reliability, and an in-depth understanding of strata management.

Michelle is highly responsive and clear in her communication. Whether it's addressing resident concerns, coordinating with contractors, or explaining complex strata issues to the committee, Michelle ensure everyone is kept in the loop and informed at all times.

Michelle has handled maintenance requests and strata issues quickly and with great attention to detail. Problems are not just patched up but thoughtfully resolved to prevent future recurrence. Michelle knowledge of relevant legislation and strata by-laws has been invaluable, especially in navigating complex or contentious issues.

Thank you very much for everything Michelle!!!!

Yours faithfully,
I Sama
Committee Member

CAPABILITY STATEMENT
STRATA MANAGEMENT FOR EXISTING SCHEMES



CAPABILITY STATEMENT
STRATA MANAGEMENT FOR EXISTING SCHEMES



TOP TO BOTTOM
VICINITY APARTMENTS, CANTERBURY
BILLYARD AVENUE, ELIZABETH BAY
ASTON, MASCOT
NORTH STRATHFIELD



Your *Complete*
Strata Partner



Foundations You
Can *Build* On



Maintenance to
Management

tsmstrata.com.au
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