

# Schedule 3 Fee for Service Information

## Fee for Service

The following items are not services included in the standard fee, but they may be services required from time to time by the Owners Corporation and if performed they will be provided at the rates specified below. Where there is no rate specified then the charge will be calculated at the hourly rates, which are also set out below:

## Examples of Fee-for-Service

### Meetings

- Anything to do with any special general meetings.
- Including more than the statutory motions and attachments. Each additional page would be subject to photocopy charges and the meeting notice would be subject to additional postage charges to distribute.
- Anything to do with any committee meeting over and above the agreed number of meetings.
- Attending meetings or any other services required outside of business hours.
- Attending meetings that exceed the agreed duration in the agreement.

### Financial

- Preparation of Business Activity Statements/Income Activity Statements.
- Preparation of Audit Packs and resolution of audit queries.
- Annual reconciliation of payroll, superannuation and employee related expenses for Owners Corporation employees.
- Annual CPI calculation of building manager's fees
- Bulk utility accruals.
- Government Tax Audits.
- Investment of funds on committee instructions.
- Recoding and on-charging of expenses including on-charging to non lot owners.
- Re-Subdivision, system updates and consultancy
- Authorising and coding of invoices where a committee member has not undertaken this task on the invoice Hub Portal.

- Owners Corporation set up fees including TFN/ABN/GST registration.
- Opening and closing bank accounts including travel to branches.
- Distribute other Fee notices other than the nominated notices (e.g. utility on charging) and special Fee notices.

### Secretarial and Administrative

- International postage where an owner has not supplied an Australian address.
- Any time any service is specifically required by the Owners Corporation to be done outside of business hours.
- Dealing with individual owners on Owners Corporation matters relating to their lots.
- Attending to non-routine correspondence outside of a committee meeting or general meeting.
- Archiving of records.
- Lodgement of documents with VCAT, the land titles office, Consumer Affairs Victoria, or the Office of Fair Trading.
- Liaison with independent contractors and obtaining reports/quotations.
- Repairs and maintenance coordination.
- Liaising with lawyers or other professionals.
- Any matters to do with non-receipt of change of ownership or change of address details.
- Forwarding new owner information (rules, levies, minutes).
- Any matter related to the collecting of unpaid contributions and second debtor accounts including managing payment plans.
- Assisting the Owners Corporation in the application of the rules.
- Insurance renewals and claim processing if business placed outside of SSKB's nominated broker.
- Travel to and from meetings.

<b>Secretarial and Financial Fee for Service Hourly Rates Inc. GST</b>	
Consultants per hour	\$275
Owners Corporation Managers per hour	\$275
Accountant per hour	\$203.50
Assistant Accountant/ Assistant Owners Corporation Manager per hour	\$137.50
Administrative staff per hour	\$104.50
Arrears Staff	\$137.50
Local travel for meetings plus disbursement fees	\$66

<b>Financial Services – Fee-for-Service</b>	
Audit Pack Preparation fee	\$11/lot
Business Activity Statement (BAS)	\$330/return
Instalment Activity Statement Returns	\$165/return
Annual CPI Calculation /Managers Fees	\$82.50
Additional accrued periodic financial statements	\$440 per report
Attending to Payroll Processing	\$16.50/employee/ per pay period
Issuing notices and attending to queries in relation to second debtor non payments	\$33 1 <sup>st</sup> Notice \$198 L.O.D

<b>On-Charging</b>	
Recharges including on-charging to lot owners and related owners corporations	\$10.45/notice
On-Charging to Non-Lot Owners	Asst. Acct hourly rate

<b>Owners Corporation Set Up Fees</b>	
New Schemes	\$550–\$1,100
Existing schemes	Minimum of \$495 or by negotiation
Changing Banks – operating account (where both accounts remain open)	\$110

<b>Administrative Fee-for-Service</b>	
Change of ownership (welcome packs) plus disbursement fees	\$16.50
Attend to register of plant annual returns	\$66. Return

<b>Recovery Non Payment of Fees(on-charged to the lot owner)</b>	
Preparation/issue of the Reminder Notice	\$33/notice
Preparation /issue of the Final Fee Notice	\$66/notice
Preparation and issue of Letter of Demand (plus out of pocket expenses).	\$198/letter
Standard search fee	\$38.50
Any other matter related to recovery of fees	Admin staff hourly rate
VCAT Application to pursue unpaid fees	\$220 plus VCAT fees
VCAT preparation and appearances	Community Mgr hourly rate

Note the fees applicable will be as listed on the SSKB website at the time the service is rendered at [Victoria Notes to the Agreement](#)

Other unspecified items or duties as performed from time to time by SSKB at the cost nominated by SSKB

<b>Request for Services by Owners</b>	<b>On-C charged to Lot Owner</b>
On request Owner's Statement	\$33/statement
Restore copies of Contribution Notice for tax purposes	\$33 per financial year
On request Copies of Rules, Roll Lists, etc.	Admin Staff hourly rate plus disbursements
Supply of Keys/Keycards/Fobs/ Car Park Remote Control	Admin Staff hourly rate plus costs
On request Insurance Certificate of Currency	\$30
Managing payment plans	Arrears Staff hourly rate
Dishonoured Cheque	\$38.50 + bank charges
Refund of overpayments	\$35
Re-allocation of funds between multiple schemes	\$35 per refund

<b>Fee for Service Disbursements Incl GST</b>	
Telephone calls/SMS	Telstra current charge + 30%
EFT Remittance Transmission	\$0.55
Cheques including envelope and postage	\$1.76

<b>Photocopying</b>	
A4 Black and White	47c per page
A3 Black and White	77c per page
A4 colour	79c per page
A3 colour	1.89 per page
Special Levy Contribution Forms	55c per form
Additional Contribution Notices	55c per Form

<b>Envelopes and Labels:</b>	
Envelope - Small	\$0.33
Envelope – Large	\$0.55
Secret ballot/motion/coloured paper	\$1.65 + postage

<b>Postage</b>	
Domestic	Aust Post Charges + 30%
International	AustPost charges + 30%
Reply Paid	\$1.10 + postage

<b>Physical &amp; Electronic Storage</b>	<b>Archiving Fees</b>
Storage per week per box	\$6.82 per week 1 <sup>st</sup> box
Storage per week additional boxes	55c per week per add box
(Note: a box equals approx. 100 mb of storage)	
Retrieval/Re-File from storage	\$10.78/box

**Recovered Costs which include but are not limited to**

<b>Sundry</b>	
Courier (urgent/standard)	Cost + 30%
<b>Non Local Travel and Meetings</b>	
Travel expenses, teleconference	ATO Car Rates + 30%, At Cost + 15%
Airfares	Provider Cost + 30%
Teleconferences	
<b>PP&amp;s Costs</b>	
Additional Stationery and equipment	Cost + 30%
<b>Other</b>	
Tax Return Fee – as negotiated with external provider	\$375 <100 lots \$475 >\$100 lots
Software Licence Fee	As per service provider

# Schedule 4 – Notes for the interpretation of the SSKB Contract of Appointment

## Application of CPI/WPI Mechanism for increases

Where the term is greater than one (1) year, on the anniversary of the Agreement the fees in the Agreement will increase by 5% or CPI whichever is the greater. The formula for calculating the review will be as follows:

The CPI Index increase mechanism is calculated using the following formula:

$$\frac{A \times B}{C}$$

Where: A is the fee payable for the year immediately prior to the Review Date;

B is the CPI Index determined for the quarter ending immediately prior to the Review Date;

C is the CPI Index determined for the quarter ending immediately prior to commencement of the year last concluded.

## Insurance

The Owners Corporation specifically authorises the Manager to obtain quotations for insurance cover for the scheme as required under the Owners Corporation Act and Regulations, including any other policies that may be specified by the Owners Corporation. The Owners Corporation also authorise the Manager to pay insurance premiums from the Owners Corporation funds

Where the Owners Corporation has not placed the insurance through SSKB's nominated insurer, insurance claims management and processing forms part of the Fee for Service

An insurance claim form and information on submitting claims is available on the SSKB website:

<http://sskb.com.au/what-we-can-do-for-you/insurance/>

## Termination Provisions

Either party may terminate the Agreement in accordance with the Act.

The Manager may terminate the Agreement at any time and for any reason by giving 30 days written notice to the Owners Corporation.

For instance, if the Owners Corporation fails to pay the Manager any amount owing to it under the Agreement and the failure continues for a period of 14 days after notice of the failure is given to the Owners Corporation by the Manager, then the Manager may terminate the Agreement by giving 30 days written notice to the Owners Corporation; and the Owners Corporation will reimburse the Manager for the Manager's costs of recovering that amount from the Owners Corporation, including any legal costs on an indemnity basis.

## Assignment Provisions

As long as the requirements for a Manager, as specified in the Owners Corporation Act are recognised and adhered to, the Manager may assign this agreement to another party by providing 30 days notice to the Owners Corporation Committee.

## Handover Procedure

On expiry or earlier termination of the Agreement, the Manager must deliver to the Owners Corporation its seal and the records and other documents within 14 days after the expiry or termination in accordance with the Owners Corporation Act and Regulations. The SSKB Handover Process is located on the SSKB website

<http://sskb.com.au/policies/>.