

# Schedule 2.2 Additional Services Information

The following items are not services included in the Annual 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 Additional Services

### Meetings

- Anything to do with any special general meetings
- Including more than the statutory motions and attachments (excluding the SSKB Agreement). Each additional page would be subject to per page charges and the meeting notice would be subject to additional Communications and Disbursement charges to distribute
- Prepare and review non-statutory motions
- Anything to do with any committee meetings over and above the agreed number of meetings
- Attending meetings or any other services required outside of business hours. (8:30 am – 5:00 pm)
- Attending meetings that exceed the agreed duration in the agreement (which is generally 2 hours)

### Accounting

- 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
- Owners Corporation set up fees including TFN/ABN/GST registration

- Authorising and coding of invoices where a committee member has not undertaken this task on the invoice Hub Portal
- 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
- Preparation of cash flow reports
- Preparation and issue of advice to owners re non-mutual income where this may be applicable

### Secretarial and Administrative

- International postage where an owner has not supplied an Australian address for Owners Corporation mail
- 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 other than by the Client Solutions team
- Responding to correspondence
- Archiving, storage and retrieval and destruction of records
- Lodgement of documents with VCAT, the Land Titles Office, Consumer Affairs Victoria, or the Office of Fair Trading
- Liaison with lawyers, other professionals or Government Departments
- Liaison with independent contractors and obtaining reports/quotations
- Repairs and maintenance coordination
- Any matters to do with non-receipt of change of ownership or change of address details
- Forwarding new owner information (Rules, Fee Notices, minutes)
- Any matter related to the collecting of unpaid owners fees 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

Hourly Rate for Additional Services	Inc. GST	Request for Services by Owners	On-Charged to Lot Owner
Consultants per hour	\$302.50	On request Owner's Statement	\$33.00/statement
Owners Corporation Managers per hour	\$302.50	Restore copies of Fee Notices for tax purposes	\$33.00 per financial year
Accountant per hour	\$236.50	On request copies of OC records, etc. (No cost via Owners Portal)	Website Fees
Assistant Accountant/ Assistant Owners Corporation Manager per hour	\$176.00	Supply of Keys/Keycards/Fobs/ Car Park Remote Control	Admin Staff hourly rate plus costs
Administrative staff per hour	\$104.50	On request Insurance Certificate of Currency	\$30.00
Arrears Staff	\$165.00	Dishonoured Cheque	\$38.50 + bank charges
Local travel for meetings plus disbursement fees	\$88.00	Refund of overpayments	\$35.00
		Re-allocation of funds between schemes	\$35.00
Financial Services – Additional-Services	Incl GST	Communications and Disbursements	Incl GST
Audit Pack Preparation fee (the greater of)	\$13.20/lot or \$605.00	Telephone calls and emails (in/out)	Included in Agreed Services
Qrtly Business Activity Statement (BAS)	\$330.00/return	EFT Remittance Transmission	\$1.20
Instalment Activity Statement Returns	\$165.00/return	Cheques incl envelope and postage	\$2.53
Annual CPI Calculation /Managers Fees	Acct Hourly Rate	SMS messages	\$33.00 setup fee + \$0.17c per SMS
Additional accrued periodic financial statements	\$440.00 per report	Per Contribution Period	
Cash Flow Reports	Acct Hourly Rate	<b>Photocopying</b>	
Attending to Payroll Processing	\$16.50/employee/ per pay period	A4 PrintB&W/Print Colour	\$0.55/\$0.88 per print
Issuing notices and attending to queries in relation to second debtor non payments	\$38.500 1 <sup>st</sup> Notice \$209.00 L.O.D	A3 Print B&W/Print Colour	\$0.88/\$1.98 per print
		A4 Electronic Image	\$0.44 per image per Lot
<b>On-Charging – Additional Services</b>		Special Fee Notice /Additional Fee	88c per form plus Comms/Disbursements
Recharges including on-charging to lot owners and related Owners Corporations	\$16.50/notice	<b>Envelopes Incl Labels:</b>	
On-Charging to Non-Lot Owners	Asst. Acct hourly rate	Envelope - Small	\$0.55
		Envelope – Large	\$0.77
		Communication Fee	\$1.10 ea
<b>Owners Corporation Set Up Fees Additional Services</b>		<b>Postage</b>	
New Schemes	\$550.00–\$1,100.00	Domestic	Aust Post Charges + 30%
Existing schemes	Min of \$522.50 or by negotiation	International	Aust Post charges + 30%
Changing Banks – operating account (where both accounts remain open)	\$115.50	<b>Physical &amp; Electronic Storage</b>	<b>Archiving Fees</b>
		Storage per box per week	\$7.15 per week,
		Storage per week per additional box	\$0.55 per week
		Storage per 100 mb per week	\$7.15 per 100 MB
		Storage per additional 100 MB	\$0.33 per additional 100MB per week
<b>Administrative Additional-Services</b>		Retrieve or Re-File to-from storage facility	\$13.20/box + courier fees
Change of ownership (welcome packs) plus disbursement fees	\$22.00	Permanent removal from facility	\$5.17 box
General Meeting Electronic Voting	\$55.00 per meeting	Archive work (destruction/sort)	Admin Hourly Rate
<b>Recovery Non Payment of Fees(on-charged to the lot owner)</b>		<b>Recovered Costs which include but are not limited to :</b>	
Preparation/issue of the Reminder Notice	\$38.50/notice	Catering, Couriers , Stationery	Cost + 30%
Preparation /issue of the Final Fee Notice	\$71.50/notice	Non Local Travel and Meetings	.TO car rates + 30%
Preparation and issue of Letter of Demand (plus out of pocket expenses).	\$209.00/letter	Airfares	At Cost + 15%
Standard search fee RP Data	\$38.50	Additional Stationery and equipment	Cost + 30%
Any other matter related to recovery of fees	Admin staff hrly rate	<b>Other</b>	
VCAT Application to pursue unpaid fees	\$220 plus VCAT fees	Tax Return Fee	\$440.00 schemes up to and incl 99 lots
VCAT preparation and appearances	Community Mgr hourly rate		550.00 schemes 100 lots and over
Setting up of Payment Plans per lot	\$38.50 per month	Software Licence Fee	As per service Provider
Monitoring of Payment Plans	Arrears Hourly rate	Teleconferencing for meetings	Cost + 30%
Additional Lot Ledger Statements	\$11.00 per statemnt	Upload of additional Portal Docs	Admin hourly rate
		<b>Note:</b> Other unspecified items or duties as performed by SSSKB from time to time. The fees for service will applicable as per the SSSKB website at the time the service is rendered.	