

ASCENDCORP
ASCENDCORP.COM.AU



BUSINESS PROFILE
STRATA AND FACILITIES MANAGEMENT

AscendCorp strata is setting a new benchmark in the property industry, rising above the industry standard and making our client's individual goals the focal point of our business. Our mission is to create harmonious living, increase the value of your asset, and ultimately strive for your property to be the envy of your community.

CONTENTS

The Company	6
AscendCorp Team	7
Our Services	8
Strata Management	8
Key Features	9
What Sets Us Apart	10
Facilities Management	11
Developers	12
Snapshot of Our Experience	13
Developer Relationships	13
China Support	14
Contact Us	15

THE COMPANY

AscendCorp is an experienced premium property services company servicing all of New South Wales and specialising in both strata management and facilities management.

Founded by Managing Director, Ryan Walmsley, AscendCorp aims to deliver a unique service based upon extensive experience acquired over more than 15 years with one of Australia's premier property developers. With intricate knowledge of a vast number of industries such as strata management, facilities management, property management and development, Mr Walmsley has designed AscendCorp to bridge the gap between these industries.

With a view of combining top tier relationship management with all stakeholders and uniquely diverse knowledge, AscendCorp is perfectly positioned to set itself apart at the top of the Property Services sector.

"We at AscendCorp understand all buildings are different, and all stakeholders are unique in their wants and needs.

We endeavour to work closely with owners and occupants to ensure their vision for their building, and community, is realised and maintained into the future.

We specialise in assisting at any stage of an assets life. From the planning phase where we offer advice and assistance to the developer, to the ongoing management and refurbishment of existing and older assets. Our suite of available services can cater for all requirements to ensure your asset is managed to the highest standard."

Ryan Walmsley
Managing Director AscendCorp



RYAN WALMSLEY
Managing Director
AscendCorp

- Established and operated Meriton Strata Management for over 8 years
- Established and operated Meriton's facilities management company for over 10 years
- Asset Operations Manager for Meriton Apartments, reporting to the Managing Director, Harry Triguboff AO
- Intricate knowledge of strata, facilities and property management
- Extensive knowledge and full exposure to the set-up, initial period and management of complex buildings

Ryan's career is highlighted by an extended tenure with one of Australia's largest developers. Reporting as Operations Manager and setting up management divisions providing both facilities management and strata management services, Ryan has developed a deep insight into the development process and post completion management.

Ryan founded and operated Meriton Strata Management for over 8 years until it's eventual sale due to legislative changes. In doing so, he developed a keen understanding of the benefits of fostering a professional working relationship between the strata manager, developer and owners corporation in ensuring all requirements are fulfilled and managed at the various stages of the development cycle. As the development process overlaps from one stage to the next, it is imperative that the transitions are managed effectively, and communication remains at the forefront to ensure all stakeholders are satisfied with the end result.

ASCENDCORP TEAM



SARAH MACAULAY
Managing Director & Licensee in Charge
AscendCorp Strata

- Licensed strata managing agent
- Licensed real estate agent
- Diploma of Events Management: Torrens University
- Bachelor of Business: Torrens University (current)
- Awarded 'Highly Commended' recognition for Young Strata Manager of the Year at the Whitbread 2014 Strata Community Awards
- Young Strata Network Committee Member for SCA NSW (elected for 2020)

Sarah has over 12 years' experience in strata management and a reputation as one of the best strata managers in the industry. Known for her meticulous attention to detail and high level of property industry education, Sarah continues to lead from the front in taking strata management into its next evolution.

Retaining licenses in both strata management and real estate, as well as degrees in both events management and business, Sarah is the backbone of the AscendCorp delivery promise. Driven to provide unparalleled quality, exceptional turnaround times and astute advice, Sarah sets and maintains the highest of standards for AscendCorp strata management.

OUR SERVICES

STRATA MANAGEMENT

With well over 25 years of combined strata management experience, the team at AscendCorp Strata is strategically placed to offer unique high-end quality service to owners corporations in establishing and managing strata schemes.

Our goal at AscendCorp Strata is to forge long term partnerships with our owners corporations. We believe that the successful operation of a strata scheme is built and maintained over time via a consistent application of quality preparation, advice and decision making.

This process cannot be achieved without the understanding that not only are all strata schemes unique, the owner's corporations within them also have their own specific wants and needs, as well as a vision for the future.

At AscendCorp Strata, our mission is to ascertain what the owners corporation desires to achieve with the assistance of their strata manager. An owners corporation has the potential to create their own standard and character for their building, and with continuity and intelligent action establish a stable and economical plan for its ongoing management.



ASCEND
CORP

Strata

In managing your strata scheme, we envisage an active and inclusive owners group complemented by a management team that supports, offers advice and carries the administrative load. Our goal is to maintain the enjoyment of managing your scheme for all parties involved, whilst reducing the burden of work involved for our strata committees.

We pride ourselves on maintaining impeccable service as the standard. With industry leading turnaround times, astute advice and an unparalleled depth of experience, AscendCorp Strata delivers the pinnacle in strata scheme management.

We look forward to guiding you into the next phase of your strata scheme's evolution.

- High end level of service with proactive management and communication
- Simplifying strata legislative requirements so your home and/or investment is a positive experience
- Cost savings on insurance, utilities and review of all current contracts
- High level strata accounting and reporting
- Cutting edge software that allows owners and tenants to access all documentation through an app installed on their smart phone
- In-depth developer experience with the largest developers in Australia
- Monthly reporting giving committee members transparency and updates on all current and outstanding matters
- Industry leading response times using the latest technology to create simple and effective communication
- Vast network of quality contractors ready to respond
- All strata meetings held within office hours will incur no additional charge
- Ability to request work orders and quote requests directly to your strata manager through an app installed on your phone
- Strata meetings run more efficiently with electronic voting through all attendees' phones
- We are a fun dynamic team who like to work in the 21st century with technology, which means we work faster and less of your time is wasted

KEY FEATURES

WHAT SETS US APART

WE VALUE STRONG RELATIONSHIPS

Trusting that your strata manager will work in your best interest and take care of your strata requirements efficiently is the first step to a positive relationship. At AscendCorp Strata we value our client relationships and work tirelessly to ensure that our clients' needs are met at all times by forging long lasting relationships.

WE BELIEVE IN TRANSPARENCY

Your strata records are our records and we treat them with the upmost respect. We involve our clients in every step of the process as well as having an app available for clients to install on their mobile device. This allows owners and committee members to access their strata records at any time as well as allows for direct communication. This ensures transparency and gives our clients the peace of mind that they are looking for.

WE USE THE LATEST TECHNOLOGY

We recognise that to keep up with the accelerating pace of life, technology plays an integral role. We use our smartphones for almost everything while demanding quick responses and instant engagement. What sets AscendCorp Strata apart is that we have identified this trend and partnered our services with technology to take strata management into the 21st century. For the first time providing real time analytic dashboards, meeting managers, mobile voting, instantaneous maintenance requests, and accounting and invoicing 'on the run', all from the simplicity of a single App on your smartphone.

WE'RE UP TO DATE WITH LEGISLATION

The strata legislation can be complicated at the best of times however here at AscendCorp Strata we do our best to make it is as easy as possible all whilst still ensuring that all legislative requirements are met. We understand that time is precious to you and this is why we do all of the hard work. You can choose to be involved in as little or as much as you like when it comes to the management of your scheme. All while resting assured that we will ensure that you are always up to date with any new legislation that is passed that may effect your strata scheme.

WE MAKE IT SEAMLESS

Engaging the services of a new strata manager can be a daunting and complicated process, this is the reason many strata schemes do not change even when the level of service they are receiving is less than acceptable. We believe you deserve the best and are here on hand, ready to guide through the process and ensure the transition is smooth and uncomplicated. We can facilitate the process by providing motions to terminate your existing manager as well as assisting step by step until all of the books and records are integrated into our system, and every single owner and agent within your scheme is warmly welcomed to the AscendCorp team.

FACILITIES MANAGEMENT

Using a wealth of experience managing properties ranging in size from small four lot schemes to sprawling mixed use communities Ascend FM is perfectly positioned to provide industry leading management for all types of assets including:

- Residential
- Retail
- Hotel
- Medical Facilities
- Commercial
- Industrial
- Aged Care

Working with in depth software and specialised staff, Ascend FM aspires to provide a cutting-edge service assisting owners corporations with not only the regular upkeep of their asset but also offering a vision towards future proofing and ongoing improvements with a view to adding value and reducing costs. Ascend FM prides itself on reducing the workload placed on strata committees by providing the following features:

- Sound guidance based on experience, providing recommendations that work
- A strong desire to remain pro-active in achieving a client's goals
- Employing well trained and enthusiastic staff
- Retaining cleaning and landscaping services inhouse
- Professional real estate services aimed at keeping property values and occupants' standards high
- A genuine belief in sustainability and the value of strong environmental awareness
- Direct focus on relationship building and long-term rapport with all stakeholders



One of the great strengths of AscendCorp Strata is our experience on both sides of the development spectrum. With in-house staff having worked for some of Australia's largest development companies we have a unique perspective on exactly what a developer wants and needs, and an understanding of the precision and speed required to navigate the final stages of the completion of a project.

With critical insight into the development process and high level management experience of all types of strata schemes, AscendCorp Strata offers a truly unique service that provides ultimate peace of mind to developers. AscendCorp is well positioned to add value by providing advice and consultancy services as early as the planning and construction phase when critical decisions are being made.

AscendCorp will provide complimentary consulting services during the setup of your scheme that will include the following:

- Initial budget preparation, from "off the plan" estimates through to final proposed budget at first AGM
- Assist with marketing material, estimated levies and by-law 'cheat sheets' to provide support to project sales team
- Attend all launch events and pre-settlement inspection events where required
- Preparing strata welcome packs to be included in settlement packs
- Review of draft strata plan & strata management statement
- Review of draft by-laws

DEVELOPERS

- Assist with the developers statutory obligations such as handover of preventative maintenance plans
- Creating scopes and obtaining quotations for all ongoing services required at the development post completion
- Obtain building insurance quotations
- Set up bank accounts and ABN/GST registration for all relevant schemes
- Prepare our cutting-edge management software and phone application for immediate implementation upon completion of development
- Prepare and send agendas, and conduct both the inaugural and first annual general meetings
- Ensure all relevant developer centric motions are included for approval within meeting agendas i.e.: embedded network, easements, council requirements
- Ensure precise navigation of the defect resolution process to achieve high quality results for all stakeholders
- Field all strata related enquiries from the moment the developers proposal has been executed, providing the developer and their staff as well as the sales team with an additional resource to ensure the smooth completion of the project, and high-level service to the clients

SNAPSHOT OF OUR EXPERIENCE



INFINITY, BRISBANE

- Brisbane's tallest tower, 81 storeys
- 549 Lots
- Strata & facilities management tenure



OCEANVALE, WARRIEWOOD

- Pool, spa, sauna & gymnasium
- 448 Lots
- Strata & facilities management tenure



MASCOT CENTRAL, MASCOT

- 4 strata plans, retail precinct & BMC
- 942 Lots
- Strata & facilities management tenure



MONARCO ESTATE, WESTMEAD

- 4 strata plans & community association
- 400 Lots
- Facilities management tenure



EPPING PARK, EPPING

- 761 Lots, 3 strata plans, community & neighbourhood association
- Strata & facilities management tenure



VSQ NORTH, ZETLAND

- Award winning tallest tower in Zetland
- 299 Lots
- Strata & facilities management tenure

DEVELOPER RELATIONSHIPS

VITALE

MOMO
PROPERTY GROUP

M
MERITON

DEICORP

ULTRA
BUILDING CO

CHINA SUPPORT

At AscendCorp Strata, we understand that our clients should have access to all of the important information that they are entitled to, and we have an obligation to ensure that our clients receive that information in a confident and comfortable manner.

We understand that the number of apartment owners of Chinese heritage is growing quickly, and that in order for us to truly provide an exemplary service to our Chinese speaking clientele we need to offer additional services to ensure that the level of communication between all parties remains at the very highest level.

Due to these needs, we have built a team of specialist Chinese speaking professionals, to ensure that our valued clients are comfortable in the knowledge that they can provide and receive information in their preferred language, without confusion or fear of making an error.

Our China Support team is lead by Andrew Cheng who is fluent in both Cantonese and Mandarin, and ready to take your enquiry now.

AscendCorp Strata, 我们了解我们的客户有权收到所有的重要资讯。我们也有义务确保我们的客户以简明的以及可信赖的方式获取这些信息。

目前公寓业主的华人数量正在迅速增长, 为了使我们能够真正为华语客户提供一流的服务, 我们了解到我们需要提供额外的服务, 以确保各方之间的沟通水平保持在最高水平。

基于这些需求, 我们建立了一支由讲中文的专业人士所组成的团队, 以确保我们可以满足我们尊贵的客户, 以他们知悉的语言, 表达, 提供和接收信息, 而不会感到困惑或害怕犯错误。

我们的支持华人的团队由Andrew Cheng领导, 他精通广东话和普通话, 并准备接受您的询问。



ANDREW CHENG
AscendCorp China Specialist
AGSM UNSW EMBA

Fluent in English,
Mandarin and Cantonese

CONTACT US

ASCENDCORP STRATA

8/50 Victoria Road,
Drummoyne, NSW 2047

PO BOX 378,
Rozelle, NSW 2039

P 02 9799 1111

E info@ascendcorpstrata.com.au

W ascendcorp.com.au

ASCEND FACILITIES MANAGEMENT

8/50 Victoria Road,
Drummoyne, NSW 2047

PO BOX 378,
Rozelle, NSW 2039

P 02 9799 1111

E admin@ascendfm.com.au

W ascendcorp.com.au