



## Managing Agent Communication and Reporting Requirements

A Managing Agent works under an Instrument of Delegation and an Appointment (Form 4). Copies of each of these for the current Managing Agent – Melbourne Inner City Management are attached for referral.

The Delegation does not specifically refer to protocols or procedures for the activities and communications relevant to day-to-day management of and between the Managing Agent, the Body Corporate Members, the Residents and the Committee of Management.

The current Committee of Management and Melbourne Inner City Management have determined the following Protocols for the Managing Agent of Willsmere when dealing with the nominated parties:

1. The General Membership:

- a) All enquiries are to be directed to the Willsmere Body Corporate P.S. 326519P, c/- Melbourne Inner City Management (MICM), 85 Queensbridge Street, Southbank, 3006;
- b) Enquiries will be dealt with within 48 hours of receipt either in the post or email to the Body Corporate Manager;
- c) Minutes and Notices of Meetings to be posted on Notice boards onsite at Willsmere and also on the Body Corporate website for access by all Members;
- d) Members will be provided 21 days Notice of the Annual General Meeting
- e) Managing Agent will convene the Annual General Meeting on-site

2. The Residents:

- a) All enquiries are to be directed to the Willsmere Body Corporate P.S. 326519P, c/- Melbourne Inner City Management (MICM), 85 Queensbridge Street, Southbank, 3006;
- b) Enquiries will be dealt with within 48 hours of receipt either in the post or email to the Body Corporate Manager;
- c) Minutes and Notices of Meetings to be posted on Notice boards onsite
- d) Routine Maintenance requests may be submitted to the onsite office for collection by the Body Corporate Manager once a week;
- e) Maintenance requests may also be lodged via email with the Body Corporate Manager or on the Body Corporate website if Resident is an Owner/Member;
- f) Managing Agent shall coordinate and oversee all on-site Maintenance except where outside consultant required, such as the Conservation Architect for specific areas of expertise;
- g) Notice of Bus Schedules to be prepared and distributed at least 14 (fourteen) days prior to the interruption/cessation of bus service to area schools;

3. The Committee of Management:

- a) The Managing Agent will attend 4 (four) quarterly meetings per annum wherein Financial Reports will be submitted for the Committee's review;
- b) Meeting dates will be set at the Annual General Meeting and will be scheduled for Tuesday evenings to be held onsite at Willsmere in the Library to start at 6:30pm;
- c) Notice of Meetings to be provided via email (hard copy in letterbox to follow) 21 days prior to the Meeting date with all attachments and quotes included for Committee review prior to the Meeting;
- d) Committee Members to report additional Agenda items through the Chairperson of the Committee not less than 22 days prior to the meeting for inclusion with the Managing Agent's Notice;

3. The Committee of Management (continued):
  - e) Committee Members to forward financial questions no later than 48 hours prior to any Meeting;
  - f) Committee Members to have read/reviewed all attachments prior to any Meeting;
  - g) Maintenance Reports of ongoing routine works, special projects, upcoming works, Essential Service inspections and insurance claims to be forwarded to the Committee on a monthly basis;
  - h) Managing Agent to communicate via email as often as required to seek Committee Members when asked for acceptance/rejection of quotations or proposed works;
  - i) Circulars and Notices for works to be prepared and distributed at least 7 (seven) days prior to the commencement of works;
  - j) At all times the Managing Agent will attempt to resolve maintenance requests within 7 (seven) days of receipt of the order and approval (if required) of the Committee;

These procedures and protocols are recommended and may be subject to alteration with the introduction of the new Owner's Corporation Act in late 2007.