

Dear Members,

We, your appointed Owners Corporation Management welcome you to “Imperial Owner Corporation Management” with the strong hope of being in the long-lasting relation of trust and care. We are here to offer you the most reliable and quick accessed services for a better lifestyle. Our corporation has clear rules and regulations to follow only with the purpose of pure and well-designed codes of conduct. We at Imperial Owners Corporation Management, provide strata management services in Melbourne, Australia.

Our motto is to provide the immense satisfaction to the clients. We’re here to safeguard your investment and overcome the pitfalls that are the hurdles in managing and maintaining your investment. We help you in maintaining your property by documenting the accurate records of financials, maintaining the overall aesthetics of your building and attending to all common property repairs and maintenance.

Living in an Owners Corporation our managers are strictly trained in complying with the Owners Corporation rules and following all legislated requirements. We’re to provide you the full services that are extended to cover the wide range of clients from various areas as residential, industrial, retail, community level or neighbourhood.

We ensure you that all repairs and maintenance of your property and any strata related matters are attended to in a timely manner. Imperial owners are the illustrious providers of strata management services in Melbourne. We’ve decades of experience in the body corporation services with the modern demand of industry-property and people. It’s the name of quality and brand that’s getting the highest place in the society as well as among the competitors.

Our Services

- Licensed contractors who attend to all repairs and maintenance because of the integrity of every property.
- Strong financial services to make the financial statements of the OC transparent to its members well as keeping track record of all invoices and payments.
- Specialized insurance companies to ensure coverage suits the needs of strata owners in according to the liability and ensuring all insurance matters are dealt with in a timely manner.
- All the administrative staff of the Imperial organization is well trained and efficient in all their related tasks of documentation.
- Advanced Strata software to track Owners Corporation repairs and maintenance, Insurance renewal, ledger cards, contracts and Owner Information.
- All annual General Meetings for the Owners Corporation are held within 3 months after financial year end, the notice of meeting will be emailed 14 days prior to the meeting. Annual maintenance levies will also be discussed and set at the meeting.
- After hours emergency support for all common property related matters only.
(If the matter is related to private lot fees maybe on charged to lot owner)

- Please dial 1300 219 178.

- **Members Community Portal:**

Please visit our website www.imperialocm.com.au

Click on **Members Login to register**; for an up to date financial, review documents, levies, meetings and online discussions.

Members user name will be your nominated email address for registration;

- **Members Community Portal App:**

Members may also access our community portal by downloading our mobile app. Simply search for ["Community by Urbanise"](#) in your app store, user name and password will be the same as above.

Members Obligation

- A lot owner or occupier must not use the lot, or permit it to be used, so as to cause a hazard to the health, safety and security of an owner, occupier, or user of another lot.
- An owner or occupier must ensure that the disposal of garbage or waste does not adversely affect the health, hygiene or comfort of the occupiers or users of other lots.
- An owner or occupier of a lot must not obstruct the lawful use and enjoyment of the common property by any other person entitled to use the common property.
- An owner or occupier of a lot must not, without the written approval of the Owners Corporation, use for his or her own purposes as a garden any portion of the common property.
- If the Owners Corporation has resolved that an animal is a danger or is causing a nuisance to the common property, it must give reasonable notice of this resolution to the owner or occupier who is keeping the animal.
- An owner or occupier of a lot who is keeping an animal that is the subject of a notice must remove that animal, this does not apply to an animal that assists a person with an impairment or disability.
- An owner or occupier of a lot must not, unless in the case of an emergency, park or leave a motor vehicle or other vehicle or permit a motor vehicle or other vehicle –
 - (a) To be parked or left in parking spaces situated on common property and allocated for other lots; or
 - (b) On the common property to obstruct a driveway, pathway, entrance or exit to a lot; or
 - (c) In any place other than a parking area situated on common property specified for that purpose by the Owners Corporation.
 - (d) An owner or occupier of a lot must not damage or alter the common property, including the structure that forms part of the common property without the written approval of the Owners Corporation.
 - (e) An owner or occupier of a lot must give written notification to the Owners Corporation if the owner or occupier changes the existing use of the lot in a way that will affect the insurance premiums for the Owners Corporation.
 - (f) An owner or occupier of a lot must take all reasonable steps to ensure that guests of the owner or occupier do not behave in a manner likely to unreasonably interfere with the peaceful enjoyment of any other person entitled to use the common property.

Our managers are always here to assist you any time of your need. We hope to meet your needs and hope this helps you understand your obligation. Should you have any concern or recommendation, please feel free to contact us anytime.

Yours Faithfully

 **Imperial Owners Corporation Management Pty Ltd.**

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VIC member