

Dear Owner,
(If you are a tenant please pass this on to the landlord)

RE: STRATA MANGEMENT PROPOSAL – SP 52948

Some owners have contacted Ryan Strata Management in relation to the management of your scheme seeking a proposal. Complaints have been in relation to a lack of customer service, building maintenance and costs. A motion has been submitted to the committee for the next general meeting to vote on a change of management. We are writing so that you have the opportunity to review our proposal and make an informed decision as to whether you wish to change management.

We are offering your building two different fee options.

An all-inclusive fixed price \$32,500.00 which includes all disbursements (i.e. printing, postage, correspondence, meetings, administration, site visits, monthly financials and archive storage). This all-inclusive price provides a clear estimate of what you will be paying for the year, eliminating surprise charges; **Or**

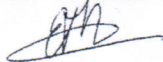
A lower base rate of \$25,000.00 with a schedule of reasonably priced disbursements.

This is significantly cheaper than your current strata management agreement which is a **base fee** of \$37,500.00 **plus** disbursements (\$12,500 more expensive). Their additional fees are also much higher. For example; Our hourly rates for a strata manager are \$100.00 whereas BCS charge \$165.00-\$275.00 depending on whether it is inside work hours; Additionally, they charge this hourly rate for all meetings, whereas in our fee your AGM and 3 ECMs are included and any additional meetings are a flat fee of \$100.00; Not to mention the many items which they charge for, which are included in our fees.

Not only are you getting a **significantly lower management fee**, which will reflect in **lower levies**, but you will have **two contactable, fully qualified strata managers** taking care of your building. We are contactable 7 days a week, and will always respond to your emails and calls **within 24 hours**. We travel to you for meetings and site visits **at no additional cost**.

We will walk you through the changeover process and assist you, so **changing over will not be a hassle** and there will be no disruption to the scheme. If you are interested in changing management, please **contact me on 0402488864 or at elise@ryanstrata.com.au**.

Yours Sincerely,



Elise Ryan
Managing Director
Ryan Strata Management