

How Technology Can Transform the Role of Your Caretaker/Building Manager



The Role of a Building Manager

Overview:

- A Building Manager is responsible for the **day-to-day operations** of residential or commercial properties, ensuring everything runs smoothly and efficiently.
- They act as the **point of contact** between the Body Corporate/Committee, residents, contractors, and service providers.

Key Responsibilities:

- **Maintenance Coordination:** Oversee routine maintenance, manage repairs, and liaise with contractors to address issues like plumbing, electrical, and landscaping.
- **Compliance & Safety:** Ensure that the building complies with local regulations, fire safety standards, and conducts regular inspections.
- **Building Security:** Monitor and maintain security systems, respond to emergencies, and ensure the safety of residents and the property.
- **Resident Communication:** Address resident concerns and queries, manage move-ins and move-outs, and ensure smooth interactions between stakeholders.

Key Tasks Handled by a Building Manager

Operational Duties:

- **Routine Inspections:** Perform regular checks of common areas (e.g. hallways, lobbies, car parks) to ensure cleanliness and identify maintenance needs.
- **Contractor Management:** Schedule and oversee the work of service providers such as cleaners, plumbers, electricians, and security personnel.
- **Emergency Response:** Coordinate response to urgent situations like leaks, power outages, or security breaches.

Administrative Duties:

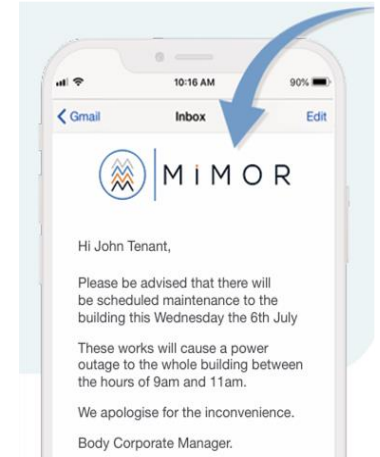
- **Reporting:** Provide regular updates and reports to the Body Corporate/Committee regarding building status, completed work, and issues that need attention.
- **Record Keeping:** Maintain accurate records of maintenance activities, resident details, and compliance documents.
- **Event Coordination:** Organise building-wide events like fire safety drills or fire alarm/ sprinkler inspections.

How Software Can Streamline & Enhance These Tasks!

1. COMMUNICATION VIA EMAIL/SMS/NOTICEBOARD

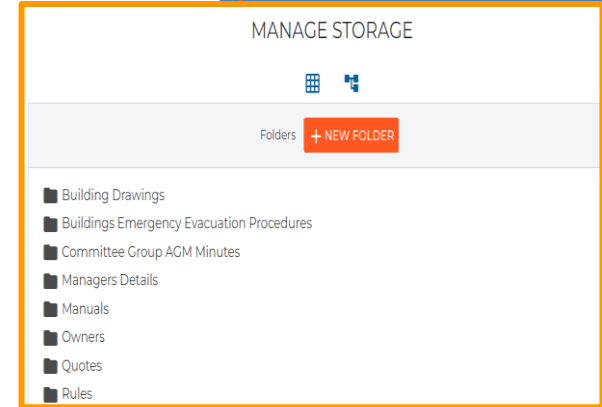
- **Real Time / Instant Notifications**
- **Email and/or SMS Notifications**
- **Register** and details of current residents
- **Digital Noticeboard**
- **Efficient / Saves Time**

Communication is one of the most important aspects from a building/management to its residents



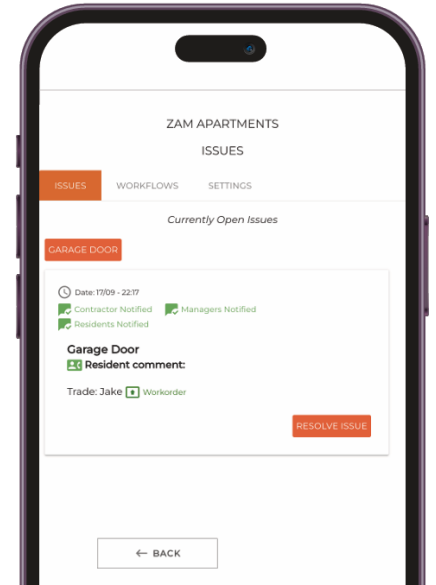
2. Central Online Hub For All The Building Information, Building Files and Resident Details

- **Buildings General Information** - E.g Additional Key/Fob/Swipe Forms, OC/Strata Rules, Utility Connection details and forms, Evacuation Plans and Procedures
- **Building Files/Library** - Architectural Drawings, Manuals, Contracts, Trades Warranties/Insurances/Police Checks/Compliance Certificates
- **A Resident Register** of all the Residents Details once they register including Tenants
- **Reports** - who's living in the building, email/sms history etc



3. Issues At The Building

- **Reporting of Issues** - Management
- **Submit Issues** - Resident
- **Traceability and Accountability**
- **Multiple people reporting** the same issue and hours after the issue was first reported and visibility/transparency
- **Resident Communication** via Email and/or SMS
- **Work Flow** of each issue
- **Instant Work Orders** emailed out - if required
- **Saves** management Time and Resident frustration



5. Parcel Management / Lockers

- **Parcel Management** - receive parcels on behalf of residents and notify residents by email and/or SMS
- **Residents Sign** - on collection
- **Reports** - Secure / Traceable / History / Visibility
- **Parcel Lockers**
 - Inside or Outside of the building
- **Couriers** - easily drop off parcels in a secure locker

ADD NEW PARCEL

Apartment # OR Resident Name:
James

James Jordon

Notify via: SMS Email

Carrier: Auspost

Parcel Type: Parcel Small

Parcel Location: Front Desk

[← BACK](#) [ADD MORE](#)

[NOTIFY AND SUBMIT](#)

6. Asset and Key/Fob Control / Integrations

- **Keys/Fobs/Remotes** - track, register and ordering new ones
- **Digital Fobs** - via the APP, moving towards this as an alternative
- **Fire Extinguisher/s, Defibrillators etc**
- **Notify/Alert** management when assets are being touched or serviced
- **Notify/Alert** management if and when there is a Gas or Water leak etc
- **Electric Bollards**
- **Digital Screens**



- **We can make building managers more efficient which makes the building smarter, safer and easier for people living in the complex.**
- **Embrace Technology to future proof your building and managers.**
- **Happy Building, Happy Management, Happy Residents!**