

Seminar for owners



Capitol
BODY CORPORATE ADMINISTRATION

Disclaimer



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This presentation provides general information only. It should not be relied upon or be a substitute for legal or other professional advice.

Introduction



- Capitol was established by Josephine Falco in 1995
- This year marks our 21st year in business
- We have grown from a small home-based business to now having offices in 3 locations:
Alderley, Redcliffe and Gold Coast
- Capitol now manages over 1,200 schemes and over 15,000 lots

Introduction



How are we unique from other firms?

- Direct contact details for directors and managers
- Ongoing training for managers
- Monthly status reports
- 6 monthly reviews
- Each Community Relationship Manager (CRM) is supported by a Community Relationship Assistant (CRA)
- Dedicated in-house support teams
 - Accounts
 - Insurance
 - Systems (owner login)

Introduction



Act for Kids

- We have been supporting Act for Kids as our chosen charity for a number of years
- Our current goal is \$17K in 2017
- Thank you if you have already donated and please kindly make a donation at the door if you haven't already



Introduction



Topics

- Repairs and maintenance of common property
- Committee responsibilities
- Review of property law in Queensland
- Capitol website and Owner login
- Invoice approval hub for committees and invoice policy



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Repairs & Maintenance
CLICK HERE FOR NOTES

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ACTIVE LAW
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Review of property law in Queensland



<http://www.justice.qld.gov.au/corporate/community-consultation/community-consultation-activities/current-activities/review-of-property-law-in-queensland>

Levy payment methods

Christine Murray

Accounts Manager, Capitol



Levy payment methods



- Pay by due date
 - Avoid penalties and interest
 - Due date appear next to each line item on your notice
- Payment methods listed at the bottom of your notice

Levy payment methods



Payment methods that DO incur additional fees

These fees are charged by a third party and are not charged by Capitol. We do not receive any portion of these fees.

- Credit card
 - Financial institution fees apply
- Australia Post
- Online portal
 - Percentage surcharge depending what type of credit card you use for payment
 - Capitol does not recommend using the portal for paying levies

Levy payment methods



Payment methods that DO NOT incur additional fees

- BPay
- Cheque
- Direct debit
 - Automatically deduct levy amount on due date
 - Instalments, e.g. \$50 per week in advance of due date
 - Phone banking (phone number on your levy notice)

Website and owner login

Click here for video demonstration

Matthew Savage

Community Relationship Manager, Capitol

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Invoice approval hub

Christine Murray

Accounts Manager, Capitol

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BODY CORPORATE ADMINISTRATION

Invoice approval hub

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Benefits for your body corporate

- See all supplier invoices prior to payment
- Centrally located
- Any committee member can be appointed as the approver
- Multiple approval layers, if required
- Online access 24/7 without having to contact Capitol
- No additional cost to use the hub
 - Email approvals will incur a fee for those not using hub

Invoice approval hub



Testimonial

"We have been using the Invoice Hub System since its launch and have found it to be an excellent addition to the online reporting tools provided by Capitol. The system provides visibility to supplier invoices, account details of where costs are to be charged to and an ability to raise queries or request changes to account codes to which items have been allocated to.

Along with the other online financial reports available it assists us to manage our expenditures and cash flow requirements."

Brian, Calm Redcliffe

Invoice approval hub



How the hub works

- Invoice is uploaded by Capitol
- Automated email sent to the nominated approver
- If invoice not approved within 7 days, a reminder is automatically generated and sent to nominated approver
- Once approved, invoice is included in the next payment run

[CLICK HERE FOR VIDEO DEMONSTRATION](#)

Invoice policy

Matthew Savage

Community Relationship Manager, Capitol

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Invoice policy

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Payment timeframe

- Within ten (10) business days after invoice received in approved format.
- This allows time for a committee member to approve and for Capitol to process the invoice

Invoice policy



Invoice approval by committee

- By the end of 2017 all invoices will need to be approved by at least one committee member
- Approval can be done either using the invoice approval hub (no cost) or by manual email (fees apply)
- Invoice approval hub is being introduced progressively, however we welcome your committee to start immediately

Invoice policy



Submitting invoices to Capitol – **PREFERRED**

- By mail to: PO Box 326, Alderley Qld 4051
- Delivered in person at any Capitol office (Brisbane, Redcliffe, Gold Coast)
- By email attachment to creditors@capitolbca.com.au in the following format:
 - Attached PDF
 - Attached Microsoft Word

Invoice policy



Submitting invoices to Capitol – **DISCOURAGED**

Invoices in these formats will be paid (if legible), but may experience delay in payment due to increased time taken to process

- Microsoft Excel files
- Photographs of invoices

Invoice policy



Submitting invoices to Capitol – **REJECTED**

The following invoices cannot be accepted, and therefore cannot be paid.

- Illegible – if we can't read it, we can't process it.
- Zip files (.zip)
 - due to email security parameters
- Web links to download/save an invoice
 - To protect your personal information stored on our servers, we follow the Australian Government manual for information security.
 - Our team is trained to not click external links, as this is the most common method of transmitting computer viruses.

Invoice policy



Australian Taxation Office (ATO) requirements

- The invoice must be addressed to:
 - 'Body corporate for **BUILDING NAME CTS NUMBER**'
- The invoice must include:
 - The words 'INVOICE' or 'TAX INVOICE'
 - Supplier business name
 - Supplier ABN
 - The date the invoice was issued
 - Description of the work or goods supplied
 - Price (correctly totalled)
 - GST amount, or that the amount is GST inclusive, or GST exempt
 - For invoices over \$1,000 – the body corporate's street address.
 - Creditor payment details (bank account details, BPAY etc.)

Invoice policy



What happens if an invoice is **rejected**?

- The invoice will **not** be paid
- We notify the supplier and tell them what the problem is (e.g. illegible, or ABN missing, or total does not add up)
- We advise the supplier to send a new invoice with the mistakes corrected
- We notify the committee at the same time, so that if the supplier contacts the committee, you know the reason for the rejection.

Example of **REJECTED** invoice

25133

Jim's Mowing

Date: 2-4-16

Quote Invoice Receipt

Client: CASADRS
Address: SHORE ST EAST

Regular Mow (2-3 weeks) \$
 ("Call when you need us", service extra)
 First Mow \$
 Garden Cleaned \$
 Garden Clean-up \$
 Garden Maintenance \$
 Plants Watered \$
 Aerialy Done \$

Total Inc. GST \$35
 Total of GST \$

We will return in weeks ()

Please post within 7 days by AEM:

IF NO ANSWER: 131 546 www.jims-mowing.net

Reasons for rejection

- Wrong body corporate name.
 - 'Cascades By The Bay'
 - CTS number is missing
- No description of work done
- Not clear whether total is GST inclusive
- No ABN
- No business name (Jim's Mowing is a franchise – not the business name)
- No contact information
- No payment details

In this case, we notified the committee and they contacted the mowing man directly, as we could not contact him.

Questions?



Capitol's invoice policy: [click here](#)

Invoices: creditors@capitolbca.com.au

Levies: levies@capitolbca.com.au

Website: team@capitolbca.com.au

Owner login: team@capitolbca.com.au

General enquiries: team@capitolbca.com.au

Direct details for your manager: [click here](#)