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Introduction

From Humble Beginnings

After having successful careers in the real estate and finance industries, Chris and Sharon Sayers decided to explore a new venture in the field of owners corporation management at the suggestion of a close friend.

Driven by their passions for property, finance, and customer service, Chris and Sharon took the leap and established Ardent Owners Corp Managers in 2009, operating the new business from their home. They embarked on a journey to build their portfolio by actively promoting their services, distributing flyers, and relentlessly networking with potential clients. Their first success story was managing a 12-lot townhouse development, which we continue to manage to this day.

Growth and Progression

Following years of steady growth through word-of-mouth referrals, Ardent had achieved critical mass. It was at this point, in 2017 that Chris' son, Ash Sayers, joined the family business. With Chris and Sharon's guidance and mentorship, Ash quickly made significant progress in managing his own portfolio and earning a nomination as a Strata Communities Association Rising Star.

In 2019, as Chris and Sharon were approaching retirement, Ash took over the reins and purchased the business. With his strong leadership skills and commitment to excellent service, Ash continued to build on the foundation that Chris and Sharon had established. In 2020, Chris and Sharon retired, confident in the knowledge that the business was in capable hands.

Keystone Strata Group

Thanks to strong investment in software, systems, and processes, Ardent was able to increase its management capacity and efficiency during the COVID-19 pandemic, which resulted in a doubling of the portfolio size. Recognising the strength and resilience of the industry, Ash decided to invest in and ultimately acquire another owners corporation management company, Priback Body Corporate Services.

In 2023, Ash united the Ardent and Priback portfolios under the new trading name, Keystone Strata Group. Today, Keystone is proud to offer its services to over 2,500 lots of various shapes and sizes, while continuing to prioritise high-quality customer service, transparency, and accountability. With a dedicated team of professionals and a commitment to innovation, Keystone Strata Group is poised to continue its growth and success in the years to come.



INTRODUCTION



DIRECTOR STATEMENT :

As the Director of Keystone Strata Group, I am pleased to share with you our unwavering commitment to providing exceptional customer service to all of our clients. We take pride in our ability to promptly respond to your needs, ensuring that your experience with us is always positive.

Our team at Keystone Strata Group is made up of dedicated professionals who are passionate about what they do. We believe that our success is not just measured by the number of clients we serve, but by the relationships we build and the level of trust we earn from our clients.

At Keystone Strata Group, we are big enough to deliver, with the resources and expertise to effectively manage owners corporations across Victoria. However, we are also small enough to care, ensuring that every client receives the personalised attention they deserve.

We understand that living in an owners corporation can be challenging, which is why we are here to help. Our goal is to provide you with peace of mind, knowing that your property is in the best possible hands.

Thank you for considering Keystone Strata Group as your trusted partner. We look forward to building a long and mutually beneficial relationship with you.

Sincerely,

Ash Sayers

Director, Keystone Strata Group



Chantelle Owens

Operations Manager



Erin Collins

Client Services
& Support



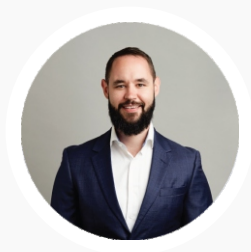
Janelle Parfett

Client Services
& Support



Sweta Bhandi

Accounts & Contractor
Compliance



Cayne Schultz

Owners Corporation
Manager



Scott Diggle

Owners Corporation
Manager

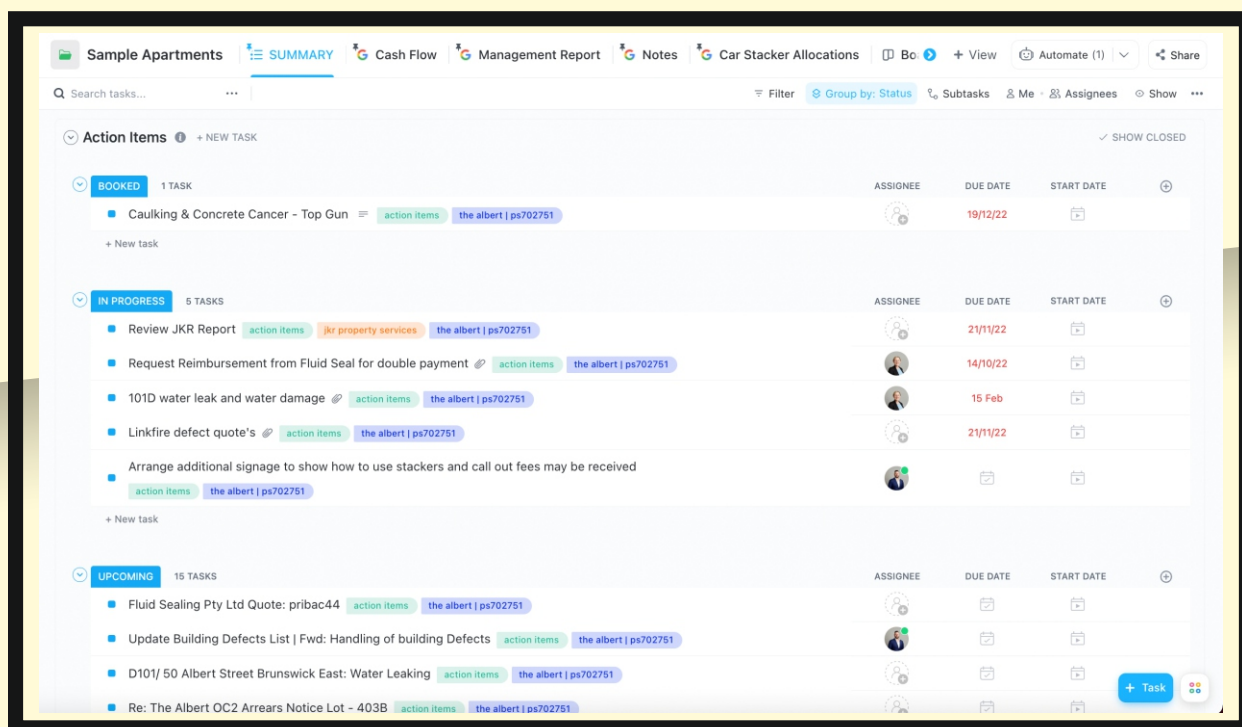
OUR TEAM

KEYSTONE APPROACH

At Keystone Strata Group, we are dedicated to upholding our core values of reliability, teamwork, education, respect, technology and service. We understand that delivering exceptional owners corporation management services requires a commitment to these values, and we strive to embody them in everything we do. We prioritise prompt responses, deliver on our promises, and are always punctual to ensure that our clients can rely on us.

We work collaboratively as a team to achieve our goals and carry out ongoing education and training to stay up to date with industry best practices. Respect and integrity are at the heart of all our actions, and we always act with the owners corporation's best interests in mind, own our mistakes, and find solutions. We embrace change and leverage technology to improve efficiency and streamline processes, and we document our operating procedures to ensure consistency.

Above all, we strive to provide clear, easy-to-read documentation, meet our clients' needs in a way they understand, and communicate regularly with a smile. Our commitment to these values is reflected in the exceptional owners corporation management services we deliver and our client retention.

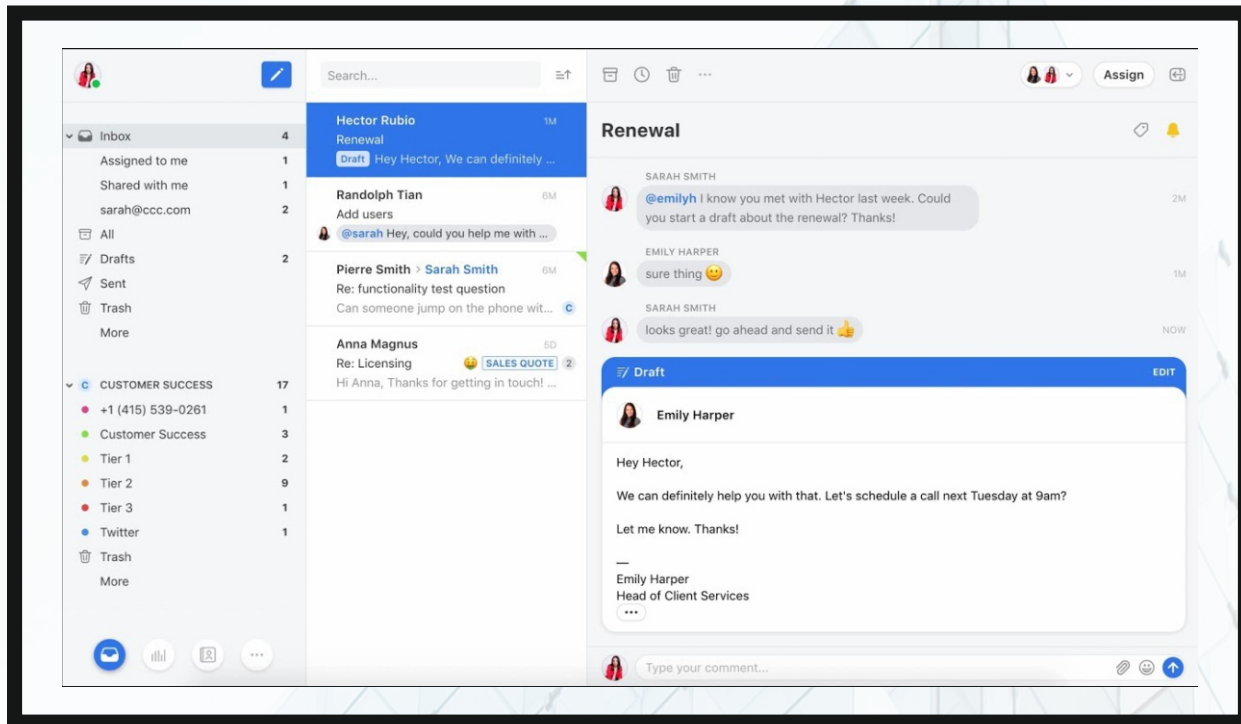


Task Management

ClickUp is a powerful project management tool that allows Keystone Strata Group to efficiently manage tasks for our owners corporation clients. With ClickUp, we can easily track tasks, deadlines, and progress, ensuring that we deliver high-quality services to our clients. In addition to helping us streamline our operations, ClickUp also provides an unprecedented level of transparency for our clients. By sharing a summary of tasks being undertaken via a share link, our clients can gain a better understanding of the work we are doing on their behalf. This level of transparency benefits our clients by giving them greater oversight and control over their properties, and ensuring that they are always informed and up-to-date.

Attached is a screenshot of the ClickUp dashboard, showcasing the clean and intuitive interface that allows us to manage tasks easily and effectively.

KEYSTONE APPROACH



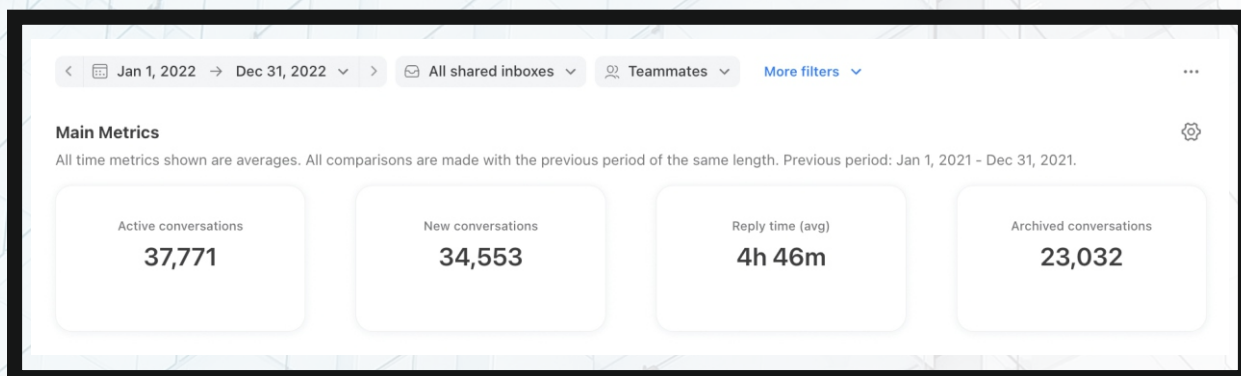
Email Management

At Keystone Strata Group, we take pride in providing our lot owners with exceptional customer service, which is why we use Front App to manage our emails. Front's collaborative features make it easier for our team to work together and respond to emails in a timely manner, which ultimately leads to faster response times for our clients. In fact, last year our average response time was 4h 46m from over 37,000 emails.

Front's shared inbox allows our team to see all incoming emails in one place, making it easier to prioritise and assign emails to team members. With features like comments and mentions, our team can collaborate on emails in real-time, ensuring that each email is handled efficiently and effectively internally without the need to forward emails back and forth.

Front's automation features also help us to manage our emails more efficiently. For example, we can create rules that automatically assign certain types of emails to specific team members, or create template responses for frequently asked questions. This not only saves time, but also ensures that our clients receive a consistent and timely response to their inquiries.

Overall, Front has been an essential tool in helping us to provide our clients with exceptional customer service. Its collaborative features, email management tools, and automation capabilities allow us to work more efficiently and respond to our clients' needs more quickly.



Portfolio

At Keystone Strata, we take pride in managing a diverse portfolio of over 150 owners corporations, ranging from small 3 lot owners corporations to large 100+ lot owners corporations, we manage over 2,500 lots in total. We understand that each owners corporation is unique, and our broad experience enables us to provide tailor-made solutions that meet our clients' specific requirements. We work closely with owners corporations to gain a deep understanding of their needs, allowing us to provide the highest level of service and support to all our clients, regardless of their size or complexity.



The Albert Apartments (3 photos to be provided)

Size: 160 Lots

Location: Brunswick East

Facilities: Communal Garden Area, Car stackers

Description: Set on leafy Albert St, the building is bound by Hutchinson St to the west and John St to the east. The distinct building blocks create a composition of different objects that sit side by side. Like a refined sculpture, the forms are united and unyielding. The buildings surround a serene communal garden. A landscaped area exclusive to residents with over-arching trees and sculptural timber benches.

Trilby Apartments (3 photos to be provided)

Size: 118 Lots

Location: Collingwood

Facilities: Rooftop Garden, Communal Kitchen, Dining & Games, Car Lifts Description: This building has been specifically designed to respect and enhance the important heritage values of Smith Street, with a fashionable collection of outstanding lifestyle apartments that have drawn inspiration from the very best of the old and new Collingwood; an evolving inner-city suburb which has grown from its early industrial heritage to now become one of the most Melbourne's most surprising, inspiring, appealingly unpredictable and vibrant cultural centres.



88 Tram Road Doncaster (3 photos to be provided)

Size: 60 Lots

Location: Doncaster

Facilities: Pool, gymnasium

Description: Sitting atop the coveted Doncaster Hill; strategically positioned in between the busy shopping and entertainment precinct of Westfield Doncaster and the tranquility of nearby parklands and direct highway access to Mornington Peninsula, 88 Tram Road is the perfect location to suit every lifestyle need.

PORTFOLIO