

REVOLUTIONISING BUILDING MANAGEMENT FOR PERTH'S LUXURY LIFESTYLES



C A P A B I L I T Y S T A T E M E N T



WABSM

WA Building Services Management



OUR MISSION

WA Building Services Management (WABSM) is a professional building facilities manager specialising in high rise residential and commercial premises throughout Perth.

Our goal is to combine outstanding lifestyle-oriented customer service with comprehensive facility, building and asset management - delivering an exceptional experience for all building users.

In one word – brilliant! I've found WABSM to be excellent at what they do. They are diligent and extremely easy to work with. Most importantly, they are highly proactive and onto any potential problems almost before they happen. WABSM go out of their way to answer all my questions in detail which is crucial to me in my role as a strata manager. My only hesitation in recommending them is that I want to keep their fantastic service all to myself!"

Karen Richardson, Executive Chair,
Richardson Strata Services

COMPREHENSIVE MANAGEMENT SERVICES

WABSM offers a one stop solution for all building maintenance and management needs by offering the following services:

Building Management

Taking care of the day to day operations of your building, including concierge services.

Facility Management

Overseeing and managing the smooth functioning of all aspects of your facility.

Asset Management

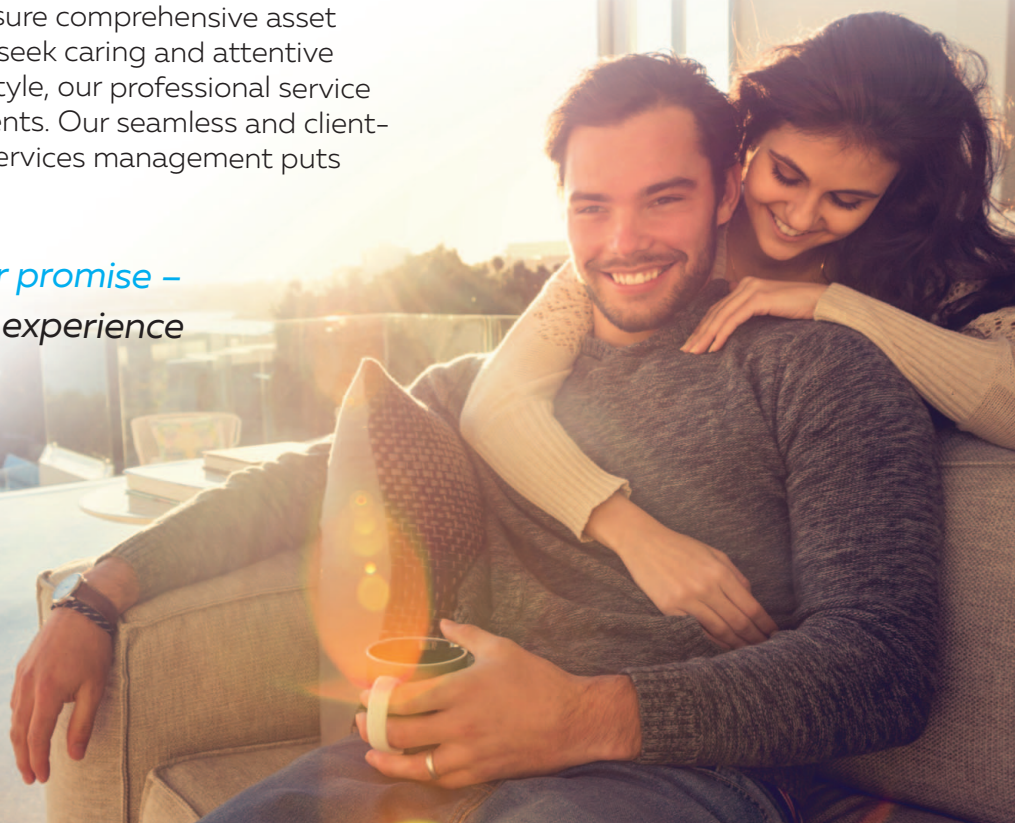
Budget management, consultancy and forward planning for your asset over its lifespan.

But we go further than taking care of practical matters. By offering continuity, quality and gold standard hospitality, WABSM makes your building a truly desirable and sought-after place to live and work, now and into the future.

Tailored Facility Solutions

Whether you are looking to protect your high-rise development's premium reputation, wish to ensure comprehensive asset management of your facility, or seek caring and attentive oversight of your residents' lifestyle, our professional service is tailored to suit your requirements. Our seamless and client-focussed provision of building services management puts your property in safe hands.

At WABSM, we live by our promise – delivering an exceptional experience for all building users.



ABOUT US

When **WABSM** first experienced apartment living in Perth, they realised that the superb amenities offered by high-rise inner-city apartments were not matched by the standard of customer care or sense of community he and other residents expected of their new homes. Instead of the resort style atmosphere they dreamed of, the lack of management oversight left them disappointed and disconnected from the new lifestyle they had envisioned.

Drawing on their vast experience in hospitality and business, they realised that the rapid development and growth of higher-end residential apartment dwellings in Perth required a new approach. A more innovative building management service. One that protected assets and community from the very beginning. A high-quality level of care that addressed the desires and needs of owners and residents with a revolutionary integrated facilities management approach.

In 2014, WABSM was created to meet this need.



REVOLUTIONARY MODEL

Our local team has created a brand new model of building services management for residential and mixed-use high-rise facilities. Built on a true understanding of client expectations and the flexibility to address individual needs, WABSM aims to:

- ❖ Meet international standards within a genuine local approach to customer care
- ❖ Protect our stakeholders' assets with proactive and compliant management
- ❖ Create a sense of community and unmatched lifestyle within our facilities
- ❖ Support a brand-new way of living for our building residents
- ❖ Revolutionise facility management in Western Australia through leadership and training

At WABSM we aim to create a new standard of facility management for our clients and the industry.

OUR CAPABILITIES

High-rise residential and mixed-use facilities have complex management and maintenance requirements. At WABSM, we streamline the ongoing management of high-rise developments with an integrated building, facility and asset management service. Our offer is tailored to meet client needs and expectations from the following capabilities:

- ❖ Creation of maintenance and asset registers
- ❖ Life-cycle capital maintenance strategies
- ❖ Full and detailed record-keeping and procedures, including pro-forma documentation to audit standard
- ❖ Supply of weekly, monthly and quarterly structured reports on plant, equipment and building services
- ❖ Advising Council of Owners' monthly meetings on asset registers
- ❖ Management of the facilities budget and forecasting in conjunction with strata managers
- ❖ Building commission and launch services
- ❖ Strata management liaison
- ❖ Development of briefs and tender process facilitation
- ❖ Negotiating contracts for best outcome
- ❖ Identifying breaches of regulations and by-laws
- ❖ Regulatory and building code compliance
- ❖ Overseeing OH&S
- ❖ Contractor management
- ❖ Defect resolution including assistance with identification and rectification, for internal and common areas
- ❖ Owner and tenant orientation and induction
- ❖ Regular external and internal surveillance
- ❖ Crisis management and emergency services liaison
- ❖ Key and remote safeguard services
- ❖ Online customer portal for service requests
- ❖ Event and social coordination and community building
- ❖ Concierge, reception, delivery and consignment management and other front of house services



CASE STUDY 1

FAIRLANES APARTMENTS

The facility

Fairlanes Apartments is Perth's most sought-after mixed residential and commercial address, located on the former Fairlanes Bowling site on Adelaide Terrace, East Perth.

The 27-storey residential and commercial tower developed by Finbar, Perth's premium apartment developer, comprises 128 apartments and 52 commercial and retail lots in a desirable central city location.

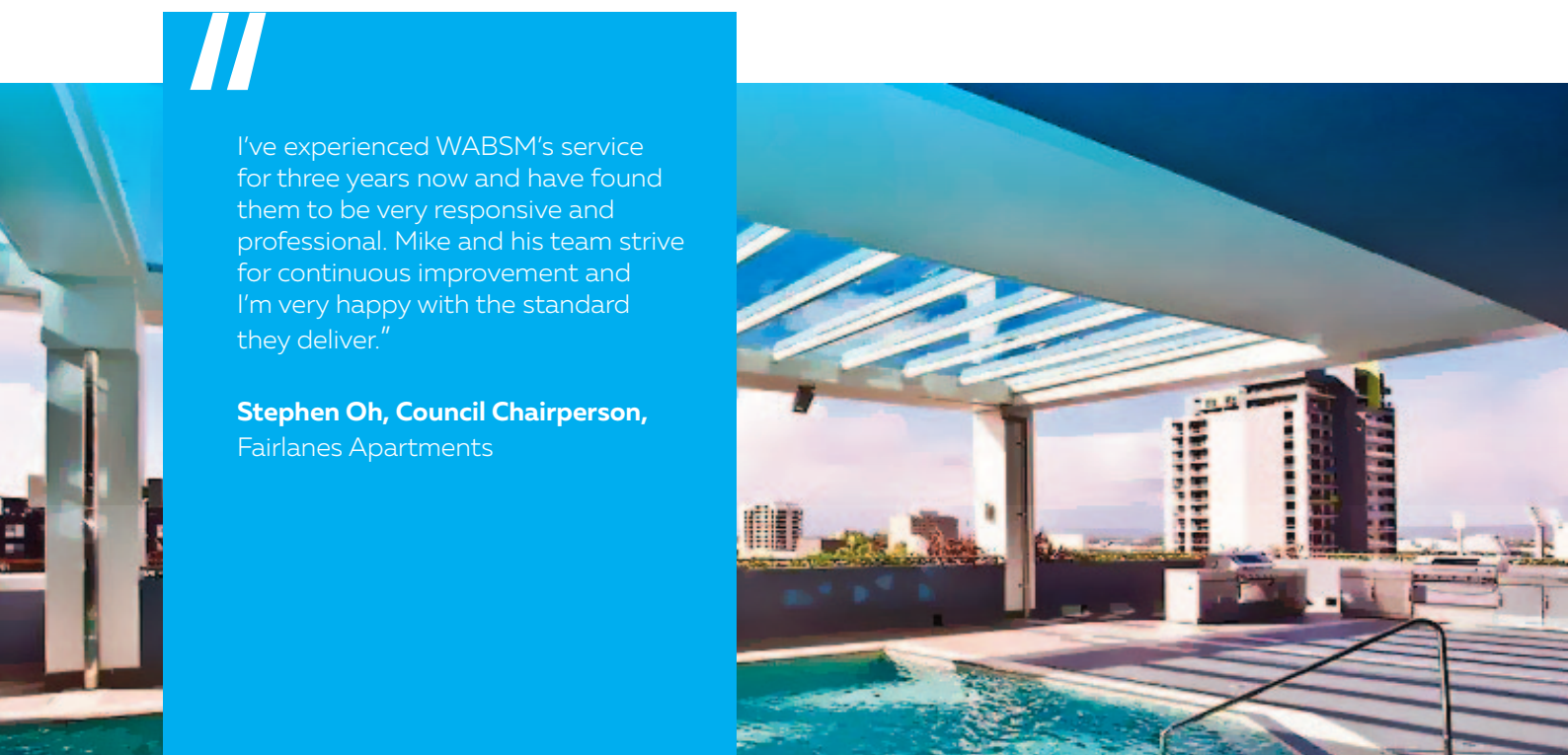
The private sky lounge on level 25 offers exceptional views across the Swan River while residents benefit from resort-style amenities including gymnasium, games room and entertaining areas. A landscaped amphitheatre provides a dramatic foreground to the impressive residential and commercial entrances to the facility. Combining history, location and luxury, Fairlanes Apartment offers a lifestyle choice that is second to none.

Our role

WABSM has provided integrated building, facility and asset management services at Fairlanes Apartments since 2015.

Our concierge services are delivered seven days a week from the residential and commercial foyers, providing a friendly and helpful professional presence for all building users. Resident deliveries and consignments are managed by our helpful team, who also assist with building inductions for new owners and contractor management. A sense of safety is promoted by our surveillance and incident response in common and outdoor areas. Innovations such as a safekeeping key and remote service, as well as emergency services planning, provide peace of mind for residents.

Our dedicated staff provides a familiar, welcoming presence and a sense of security and safety at this exceptional inner-city address.



I've experienced WABSM's service for three years now and have found them to be very responsive and professional. Mike and his team strive for continuous improvement and I'm very happy with the standard they deliver."

Stephen Oh, Council Chairperson,
Fairlanes Apartments

CASE STUDY 2

CONCERTO APARTMENTS

The facility

Built on the original site of the Australian Broadcasting Corporation (ABC) studios on Adelaide Terrace East Perth, Concerto Apartments combines rich mid-century history with the ultimate in modern standards in Perth's tallest residential apartment building.

The breathtaking apartment tower, which redefines Perth's skyline, offers 226 apartments over 38 levels, commanding sweeping views over Perth. The tower will soon be joined by Concerto Heritage, an exclusive adaptation of 17 New York style apartments within the original 1950s studio building.

Finbar's Concerto offers luxurious living in high specification apartments with access to superb onsite amenities including a heated pool, outdoor and indoor entertaining and relaxation areas, private dining and boardroom and theatre – the ultimate live, work and play combination.

Our role

On the back of our strong track record providing management of Finbar's Fairlanes Apartments, WABSM was contracted to commission Concerto Apartments and has delivered our integrated building, facility and asset management service since the building was completed in 2017.

As well as ensuring ongoing protection of the facility asset for owners and investors, we provide security oversight and incident response in common and outdoor areas and offer a strong hospitality focus that enables residents to enjoy the lifestyle they have been dreaming of.

With a strong desire to protect the assets and interests of building owners, WABSM has achieved cost savings through shared services with Fairlanes Apartments, while meeting the high expectations of all stakeholders.

WABSM's team are brilliant! Whether face to face or on the end of the phone, they are always available to help with any need, large or small. Mike and his young and diverse team have created a family atmosphere in our building which suits our varied residents, and they're just as passionate about the building as our owners, if not more so. WABSM manages delicate situations such as protecting our security competently and professionally, and we always feel in safe hands."

Raj Doshi, Council Chairperson,
Concerto Apartments



WHY US?

WABSM is proudly Western Australian, with service standards that meet both local requirements and international expectations. Specialising in building, facility and asset management for high-rise residential and mixed-use facilities, we welcome enquiries from parties seeking the ultimate in service within their high-rise buildings.

Our promise

By working with WABSM you can expect:

- ✓ **Financial responsibility** – we provide robust management and forecasting to ensure your asset is protected, seeking to save you money through shared services and careful oversight.
- ✓ **Reduced risk and increased safety** – we take responsibility for all regulatory and building code compliance, ensuring the safety of building users, staff and contractors by adhering to OH&S legislation.
- ✓ **Real-time reporting** – we offer a proprietary building management customer portal that allows all services requests to be monitored 24/7.
- ✓ **Customer care** – we strive to create a welcoming community atmosphere that residents and building users will love. Our team looks after all aspects of the facility, seamlessly. We care for our building users by planning maintenance work to avoid disruption and ensuring their security is a priority.
- ✓ **Longevity** – we are local, and we are here to stay. Our investment in comprehensive staff traineeships will help create the next generation of building and facilities leaders for Western Australia.

At WABSM, we are ready to transform and protect your facility

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