



Tower Transparency Comparison Checklist

Our mission at Tower Body Corporate is to deliver exceptional body corporate services that exceed the expectations of our strata community, building lasting relationships based on trust and satisfaction.

How to Use

To help you make 'Your Best Decision', we've created this checklist to demonstrate Tower's commitment to transparency, honesty and accountability. The checklist will make comparing service providers easier. Simply ask other strata management (SM) companies you are receiving quotes from and write their answers in the columns for SM1 and SM2. For transparency, we've completed this checklist for Tower Body Corporate.

ACCESS & FEES	TOWER	SM1	SM2
1. Does your company provide direct phone or online access (email or app) to the manager?	Y		
2. Are your total fixed fees for agreed services clearly stated in the contract or submission?	Y		
3. Are any additional professional service fees clearly listed and fair? Are examples of these costs given?	Y		
INSURANCE			
4. Do you allow the body corporate to arrange their own insurance?	Y		
5. Are your insurance management costs, and commission fees clearly listed?	Y		
AFFILIATIONS			
6. Are you affiliated with any other entity or person that offers services to strata schemes*, such as: building management, caretaking services, property repairs & maintenance, fire protection services, insurance & brokerage services and legal advice services? *Tower and LookUpStrata are sister companies under the same owner. They collaborate on sharing educational strata information. They operate independently and do not provide any of the above affiliated services.	N		
BENEFITS & REFERRAL FEES			
7. Do you receive referral fees often referred to as 'kickbacks' from any supplier of strata services?	N		
8. Do you provide free advice or free services to property developers?	N		
RECORDS			
9. Do you use software that grants all lot owners round-the-clock access to financial records, and other primary documents or provide the required documents at no cost if not available online?	Y		
REAPPOINTMENTS			
10. Will you commit to not initiating a motion for your reappointment, or an extension of term at our strata meeting, unless instructed by the strata committee or properly motioned by a lot owner?	Y		