



**NOBLE**  
MANAGEMENT GROUP

## Management Services



the right solution for your building

## OUR STAFF

At Noble Management Group we believe in building strong knowledgeable teams who provide our clients with proactive services.

We accomplish this by understanding and fostering the essential skills required to be an exemplary Facility Manager.

Skills such as:

**Financial insight** - Budgeting and financial planning is an important part of the job. We invest in critical thinkers who have an analytical approach and a commitment to results.

**Legal Knowledge** - An understanding and appreciation for the impact that Federal, State, and Local laws have on your facility to guarantee overall compliance. Of special note is our in-depth knowledge of Occupational Health and Safety that allows us to manage high-risk sites.

**Industry Insight** - Familiarising ourselves with your industry. Whether you belong to the retail, health, transport, communication or any other industry we know that by arming ourselves with an insider's insight we can help guide you along a strategically charted, goal-oriented path.

**Flexibility** - We understand that we are working in a dynamic profession. Not only is everyday different, but problems may arise without warning. Adapting to these situations quickly minimises the overall interruption to our clients.

**Emergency Planning** - All our staff are first-aid trained. We believe that planning is the key in ensuring that our staff are not only prepared to react appropriately but also remain calm in any emergency situation.

**Project Management** - Facilities are often faced with complex issues. During these periods our staff understand the importance of setting goals, monitoring performance, and measuring results.

**Technologically Savvy** - Technology is constantly changing. Keeping up-to-date with the latest advancements means we can assist our clients in running more efficiently and at lower costs.

**Cross Networking** - By networking with others involved in your facility we are able to ensure there are no oversight overlaps and that our work complements the work others are doing.

**People Skills** - Ultimately facility management is about our ability to connect with our clients and the people around us. Respect and communication as well as understanding the objectives of our clients enables us to have a productive working relationship.





## **OUR EXPERIENCE**

Our Experienced team has over 16 years' industry experience in managing residential buildings, government sites, mixed use schemes, commercial buildings, industrial sites, Building Management Committees, Strata Management Committees and Community Associations. No matter how big or small your property is our staff members will find a tailored solution to suit your needs.

## **FLEXIBILITY - PART TIME OR FULL TIME MANAGEMENT**

Not all buildings require a full time, on-site Manager. Noble creates individualised, flexible arrangements for buildings where a part time Manager is more appropriate, as well as solid full time agreements.

## **REMOTE MANAGEMENT**

To save on costs Noble Management Group also offers remote management services. This lowers fees by only paying for building management to be onsite when required whilst still utilising the benefit of having contact with the building manager full time to resolve issues as they arise. This option significantly decreases the cost of management whilst ensuring the building is well looked after.

Noble Management Group can discuss whether part time, full time or remote management options are best to ensure your building is expertly and efficiently managed.





## **BUDGETS**

It is essential that estimated running costs of a building are accurate. Investors take into consideration the levies and any other outgoings when purchasing or residing in a building. Our staff have had the benefit of working both as licensed Strata Managing Agents and Facilities Managers for over 13 years. This combined experience enables us to draft more realistic budgets.

## **OWNER'S MANUALS**

Committee Members can often be bombarded with questions that are not relevant to them. Noble Management Group can help direct questions regarding meter numbers, repairs, local transport information, by-laws etc. to the correct party so that Committee Members have more time to concentrate on issues that concern them, maximising their time and efficiency.

## **ASSET MANAGEMENT PLANS**

Failure to maintain equipment onsite often leads to unnecessary headaches and void warranties of new equipment. The creation of an Asset Management Plan ensures that the client is completely aware of their responsibilities and by maintaining it to the required specifications/standards ensures that the lifespan of the equipment is not jeopardised.

## **CLEANING**

Ensuring that the finished product looks presentable long after construction is complete is of utmost importance. Not cleaning a property can not only affect its value and but also diminish peoples opinion of the property.

## **REPORTING AND MANAGEMENT**

Consistent reports are provided to ensure that all parties are kept up-to-date, maximising the efficiency of each manager's day-to-day activities.

## **EMERGENCY SERVICES AND RESPONSE**

24/7 emergency response provides residents with confidence and provides assistance for common property problems. All Managers are first-aid certified and able to attend most urgent events.

- Preliminary Budgets
- Owners Manuals
- Asset Management Plans
- Cleaning
- Reporting and Management
- Emergency Services and Response
- Compliance
- Asset Management
- Fire Services
- Security
- Environmentally aware
- Resident friendly

## **COMPLIANCE**

To ensure that contractors meet licence and regulation requirements, all Managers are trained to understand the legal requirements of each industry and how to verify the contractor's qualifications.

## **ASSET MANAGEMENT**

Noble is there to ensure that your investment is always looking and operating at its best. This includes the reassessment of Insurances, Contractors agreements, and recommendations for cost-saving projects.

## **FIRE SERVICES**

Building Managers will ensure effective maintenance of all fire protection services, including the facilitation and management of each sites Annual Fire Safety Statement, a yearly council requirement.

## **CONCIERGE**

As customer service expert, our professional staff provide an exemplary service for all guests and residents while offering an element of reassurance and safety with keen observation of the surroundings.

## **SECURITY**

Our Building Managers are trained in the general use of CCTV, security monitoring, and access control systems; working within the guidelines of our strict security and privacy statements.

## **ENVIRONMENTALLY AWARE**

Noble aims to implement environmentally responsible practices and takes pride in maintaining a paper free office, where possible. Contracts and correspondence will be completed through Email.

## **RESIDENT FRIENDLY**

Noble is based on friendly, approachable service. Our Managers are on board to provide quality service with the benefits of a satisfying experience at all times.





## **Our Management Team**

### **Director—Samantha Repice**

Samantha Repice started her career in 2003 and has experience in managing residential buildings, government sites, mixed use schemes, commercial buildings, industrial sites, Building Management Committees, Strata Management Committees and Community Associations.

Calling upon her experience in facility management and industry insight across a broad range of sectors, Samantha established her own company in order to provide flexible options for fulltime and part time facilities management as well as cleaning services, to a portfolio of key clients.

She has a long track record of achievement in developing high quality, value-driven teams as well as building creative partnerships with a common commitment to delivering services that provide genuine public value.

Samantha enjoys travel, going to the gym and family time outside of work.

### **Experience**

- Licenced Real Estate Agent
- Licenced Strata Manager
- Facility Manager
- Experienced in Safety, Environmental and Quality Management Compliance to meet ISO9001, AS4801 and ISO 4001
- Proficient with compliance in accordance with relevant legislation, regulations, codes of practice, Australian standards, and industry best practice.
- Defect Management
- Drafting of Budgets
- Project Management
- Expense reduction initiatives
- Fire compliance

## **Director—Giorgio Repice**

Giorgio Repice started his property career in 2001. He worked in all areas of property management including managing, selling, leasing and valuing residential, commercial, office, retail, industrial, automotive, cold storage and bulky goods sites.

He has the tools to know about value, property types, building requirements, zoning as well as highest and best use.

In his spare time, Giorgio enjoys time with family, travel, scuba diving, snow boarding and is passionate about Martial Arts & Fitness.

### **Experience**

- Development site acquisitions
- Office, Retail & Industrial Sales and Leasing
- Managing a commercial portfolio of over 700 tenancies
- All property related accounting, repairs, arrears and legal correspondence
- Outgoing Reconciliations and Budgets
- Facility Management

### **Education**

- Post Graduate Diploma in Property Investment and Development
- Advanced Diploma in Property Valuation
- Diploma in Real Estate Business Management
- Licenced Real Estate Agent





**Susan Suliman**  
Property Manager



**Kylie Gerstenberg**  
Building Manager



**George Zachariadis**  
Building Manager



**Jonathan Sinesiou**  
Building Manager



**John Vergios**  
Building Manager



**Andrew Murphy**  
Landscaping Manager



**Rony Patel**  
Cleaning Manager



**Danee Allen**  
Administration



It is the Policy of Noble Management Group to ensure the highest level of quality is maintained on every contract through:

- Training and Motivation
- Adherence to Quality, Safety and Environmental Procedures
- Investigation of Services and System deficiencies
- Continuous Commitment for Improvement

Measurement, analysis and improvement of the quality system performance including:

- Measuring and monitoring customer satisfaction,
- Conducting internal audits,
- Converting data from processes to financial information,
- Evaluating process performance,
- Measuring and monitoring the requirements for Noble Management Group services,
- Measuring and monitoring the satisfaction of interested parties,
- Controlling non-conformities,
- Collecting and analysing data, and
- Implementing corrective actions as a tool for continual improvement

Communication with our customers is the key to successful service. Performing regular site Inspections enables us to monitor and maintain the Safety of all residents, visitors and their property. The integration of Weekly inspections, Maintenance, and Management reports ensure that the consistent superior services and standards are maintained, and if need be, appropriate action taken to rectify problems.

Noble Management Groups quality policy is to achieve a sustained level of quality which enhances our reputation for satisfying the needs and expectations of our customers, as well as meeting statutory and regulatory requirements.

This level of quality is achieved through implementing and maintaining a system of procedures that are aligned to the AS/ANZ ISO 9001 Quality Management system, which reflect the competence of the organisation to existing customers, potential customers and other interested parties.

Our commitment is to continually improve the effectiveness of the system. This will be achieved through senior management who will establish, review and revise the quality objectives on a yearly basis as part of the management review process. This will ensure that all opportunities to improve the system are captured and actioned.

The person nominated as Management Representative, with responsibility for the effective operation of the system, is the General Manager. All personnel have the responsibility and authority for quality and are required to conform to the procedures contained in the system. Personnel are required to inform their supervisor of any process which could jeopardise or improve quality.

Senior Management ensure the quality policy is communicated to all employees, and that steps are taken to implement Nobles wants to be recognised as the Best Provider of Facilities Management Services to Industry.

Our customer satisfaction survey process includes:

- Understanding our clients expectations
- Making viable assurances to our clients
- Executing those assurances
- Maintaining an ongoing dialogue with our clients; and
- Undertaking customer satisfaction surveys, event driven surveys, and monitoring out Key Performance indicators.

The results of our last survey demonstrated a 100% client retention over the past 3 years.

Reporting of relevant information is conducted to ensure the management system is monitored to allow improved performance. The procedures identified for reporting include:

- Performance levels including results of internal audits and reviews
- Monitoring of the complaints register
- Monitoring the outcomes of preventative and corrective actions

Our cloud based systems allows Noble Management Group to provide live information to the client from the comfort of their premises 24/7. Monthly reports also provide our clients with a summary of events which have occurred, so that trends can easily be recognised and measured e.g. noise complaints have increased by 10% this month. The reports also provides our clients with the peace of mind that our staff are always completing their duties.

## SOME OF OUR CLIENTS



**THE MILEPOST, RANDWICK**  
**POOL CLEANING & BUILDING MANAGEMENT**



**BEAUFORT COURT, DARLINGHURST**  
**BUILDING MANAGEMENT**



**ITHACA GARDENS, ELIZABETH BAY**  
**BUILDING MANGEMENT**



**PARK PLAZA, HURSTVILLE**  
**BUILDING MANGEMENT, CLEANING & POOL CLEANING**



**CUMBERLAND GREEN—BUILDING MANAGEMENT , CLEANING & LANDSCAPING**



**JADE GARDENS -BUILDING MANAGEMENT , CLEANING, & LANDSCAPING**



**SPECTRA APARTMENTS, LIVERPOOL— BUILDING MANAGEMENT , CLEANING, & LANDSCAPING**



**10 MOUNT STREET, NORTH SYDNEY**  
**BUILDING MANAGMENT**



**1 METTERS STREET, ERSKINVILLE**  
**BUILDING MANAGEMENT & CLEANING**

## Insurances

Insurance Type	Company	Policy Number
Public Liability (\$20,000,000)	Prorisk	PRP/UC/302389-PL
Workers Compensation	icare	120420401
Professional Indemnity (\$5,000,000 any one claim)	Prorisk	PRP/UC/302389-PI

### What Our Clients Say About Us

**Norm N-** *My partner and I have lived in Beaufort Court for six months and have only recently joined the Executive Committee. In that time, however, we have found Noble Management Group to be professional, knowledgeable, efficient and proactive."*

**Michael Harsanyi** - *Our building recently took the step to appoint Noble as our first building manager, specifically Samantha. I can safely say that we are delighted that we made this choice. She has allowed the committee to focus on our issues without having the need for us to deal with the numerous tedious things that crop up regularly in the building. She acts as a perfect intermediary with trades people, residents, strata manager and committee giving professional, structured, well considered and practical advice. I unreservedly would recommend her to any committee considering the appointment of a building manager."*

**Tina Trombetta** - *"This is a reliable building management company, their service is outstanding. I will highly recommend Noble Management Group."*

**James Theo** - *I was faced with the daunting task of dealing with a council fire order for my property after a new tenant moved in. I figured the best place to start was a good property manager and I have now found a great one. Noble Management Group have looked after everything right from the start, so professionally. I couldn't feel more confident moving forward. They liaised with the tenants, expertly handled matters and kept me up to date all the time. I highly recommend Noble Management to anyone looking for energetic, prompt, conclusive and honest property management.*

For further information on our services, please feel