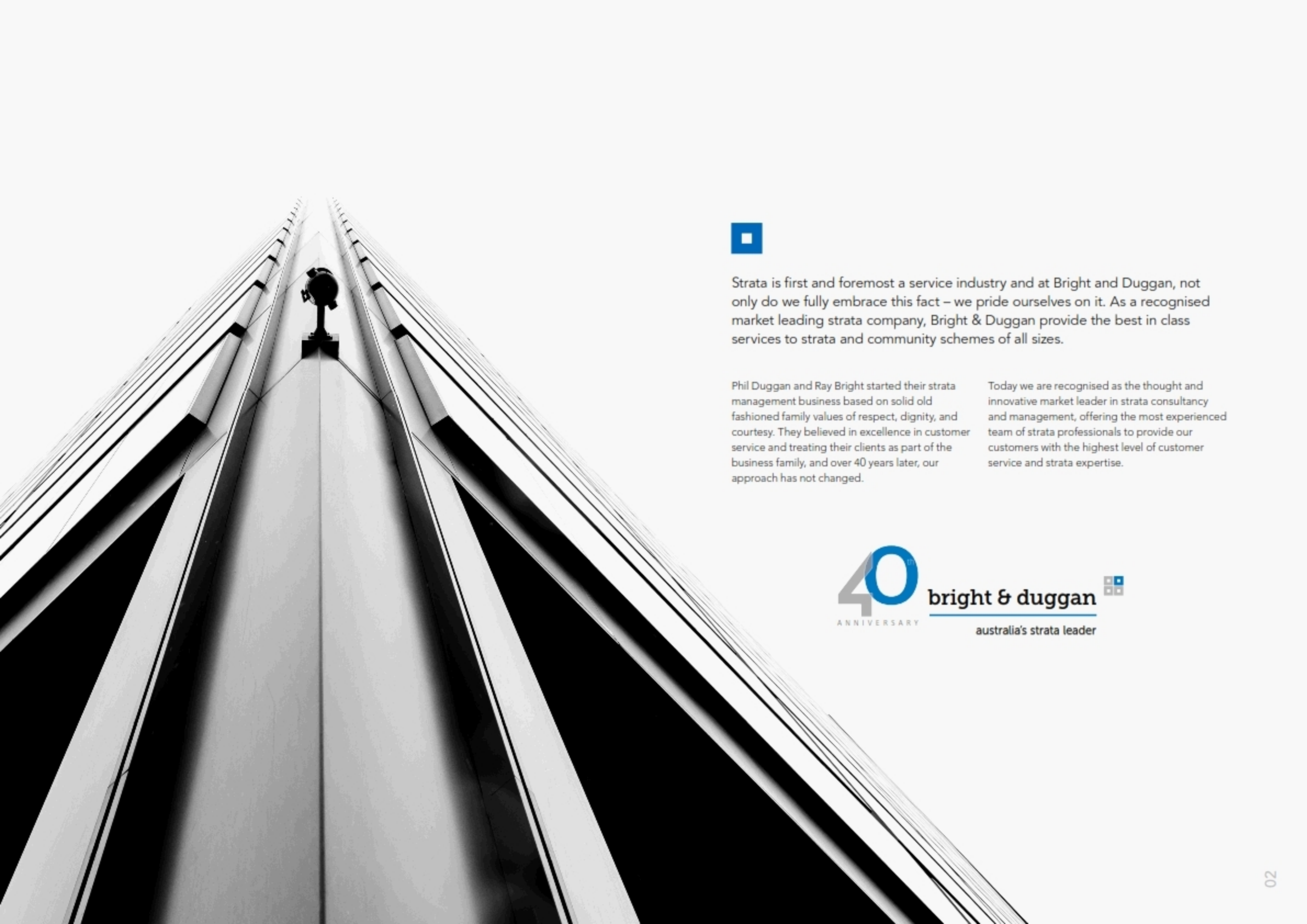


bright & duggan



australia's strata leader



Strata is first and foremost a service industry and at Bright and Duggan, not only do we fully embrace this fact – we pride ourselves on it. As a recognised market leading strata company, Bright & Duggan provide the best in class services to strata and community schemes of all sizes.

Phil Duggan and Ray Bright started their strata management business based on solid old fashioned family values of respect, dignity, and courtesy. They believed in excellence in customer service and treating their clients as part of the business family, and over 40 years later, our approach has not changed.

Today we are recognised as the thought and innovative market leader in strata consultancy and management, offering the most experienced team of strata professionals to provide our customers with the highest level of customer service and strata expertise.





Excellent guidance in all aspects of strata living and management. Attention to detail is clearly seen in every function exercised by Bright & Duggan."

Our National Network

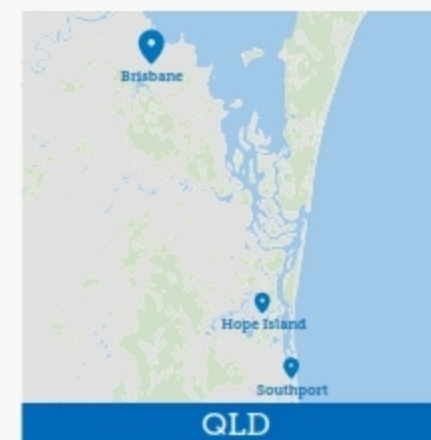
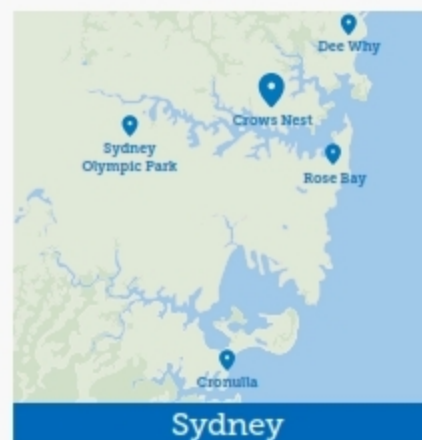
Established in 1977, Bright & Duggan started in Crows Nest NSW and has grown and expanded to a team of over 200 specialist staff that manage more than 50,000 strata and community title lots across Australia.

With this expansion, we now have office locations across the heartland of Sydney, Brisbane and the Gold Coast to better service and maintain easy face-to-face conversation, accessibility and local knowledge.

More Than A Manager

The biggest problem with strata management today is the reliance on one individual manager. We don't believe your most valuable asset should be reliant on any one person.

That's why we always have someone to answer the phone and a team of experts on hand. From insurance to repairs, fire compliance to finance there's always someone who can help. It means your issue's resolved without the usual challenging obstacles.





Scale That Pays

We're one of Australia's leading strata management companies managing over \$30 billion in property and as a market leader, we can exercise our scale to negotiate savings and implement initiatives across our national footprint.

Why not let Bright & Duggan use our scale to increase your bottom line?



Built To Fit

Some strata managers see their job as day to day management. Over 40 years managing strata across Australia has taught us it's anything but.

That's why we tailor all of our strata management agreements & services to fit our clients' specific needs. For new development, we offer our unique Collaborative Defects Management model which sets out defect management guidelines right from the start. It ensures nothing is left to chance; all parties know where they stand and it ensures expensive legal fees are avoided where possible.

It's our attention to detail and decades of experience at the highest level that you can be assured and confident that your asset is in the best possible hands because we believe close enough, simply isn't good enough.



Unparalleled Service

At its core strata management is a service business, which is why we're so proud to be the only strata management company in Australia to have previously achieved CSIA (Customer Service Institute of Australia) certification, in addition to having a dedicated customer relations team to ensure we deliver on our promises.

We always striving to set new benchmark to provide first class service and excel our client's needs- that's our guarantee.



Our Leading Team

We have one of the most stable workforces in strata and the secret to this success lies with our family values and unique corporate structure with teams dedicated to achieving the best solutions and results.

We take the view that no one person can successfully undertake all roles and have divested the strata manager of non essential clerical and administrative functions and have put into action elite teams specialised in differing fields of strata expertise to provide our clients best in class service every time.



Meet The Pioneers

Meet the thought leaders and innovators that are dedicated to guaranteeing the highest level of customer service and strata expertise to our clients.



The Founder

Phillip Duggan
Executive Chairman

Phil is our co-founding principal of Bright & Duggan having started the business in 1977 and is approaching 50 years experience as a licensed strata manager.

He is also a life member of Strata Community Australia (NSW) and a member of the Real Estate Institute of NSW. The depth of Phil's knowledge and experience in strata management is a stronghold for our highly skilled team of managers and our customers through the advice and expertise he can develop strata solutions that meet our clients every need.



The Knowledge Source

Trevor Bright
Joint Managing Director

A veteran of the industry, Trevor joined Bright & Duggan in 1982 and became a licensed Strata Manager in 1989 and a licensed Real Estate Agent the following year.

Trevor's fundamental knowledge and commitment to best practice have positioned him as one of our dedicated leaders to our elite strata team. Trevor oversees all financial management of the group ensuring best-fit solutions for our clients every time.



The Innovator

Chris Duggan
Joint Managing Director

Arguably one of the country's best-known strata leaders and innovator, Chris oversees all of our strategic direction and new business opportunities. Working in the property industry for over eighteen years has given Chris a passion for customer satisfaction and providing unparalleled service every time.

Chris is the President of Strata Community Australia (NSW), having served as a Director since 2010. He sits on the Griffith University Strata & Community Title in the 21st Century Conference Committee, UDIA (NSW) Strata Committee as well as being a presenter at numerous industry events and conventions. He holds a Bachelor of Land Economics from UTS.

Chris's expertise is in complex scheme consulting and establishment, having overseen the establishment of Australia's most complex strata, community, and BMC schemes.



The Groundbreaker

Melissa Truscott
Group Chief Operating Officer

A respected trailblazer in the industry, Melissa is at the forefront of innovation in strata and will always ensure an efficient, transparent and responsible partnership with our clients. Melissa has over nine years' strata experience, primarily in project management and compliance with a focus on business process improvement and re-engineering of various facets of business management. Melissa has been a Director of Strata Community Australia (NSW) since 2012. She is currently chairperson of the Education Committee for Strata Community Australia (NSW) and also participates in the Executive Risk & Finance Committee.

Melissa is a regular presenter for Strata Community Australia (NSW) and the City of Sydney in the Strata 101 program. Melissa holds a Bachelor of Business (BMgmt/IBMgmt) and is also a licensed strata manager.



The Pathfinder

Phillip Court
NSW Branch Network Director

Phil is one of our most enthusiastic and dedicated staff members and we can not think of anyone better to lead our NSW strata team. He joined Bright & Duggan in 1999 and has risen through the ranks to become the NSW Branch Network Director overseeing the day to day operations of our strata teams.

Phil is a licensed strata manager, a member of Strata Community Australia (NSW) and has received a level 3 accreditation as a Practising Strata Community manager. Accompanied this with his experience managing complex multi titled schemes and facilities management companies, Phil will always ensure his team provides the highest level of professionalism at all times.

Owners Corporation



Don't Take Our Word For It

At Bright & Duggan, we take our work seriously and strive for excellence, so we are proud to receive endorsements from our signature clients including Barangaroo, Hope Island, World Square and Royal Pines. But it's just not our customers who provide us benchmarking



feedback, our industry peak body, Strata Community Australia NSW, has judged us the Large Strata Management Company of the year two years running as well as Strata Manager of the year 2016. So we are justified when we say we're not just managing strata, we're leading it.



Bright & Duggan have provided great service over many years. The team have significant depth and talent and lead by sound management.*





Strong knowledge of strata laws as well as being very capable in regards to strata meeting management; financial, insurance and budget matters."



Our Guarantee

We're out to set new standards in strata management and that means complete transparency, delivering on what we promise and always being at your service. By choosing Bright & Duggan as your strata manager, you are guaranteed;



A Strata Community Australia (NSW) multi award winner



A strata management company that manages everything from a 2-unit block to Barangaroo



Access to a full strata team, not just a single manager



Service level guarantee that stakes our reputation on delivering service promises



Australia wide scale with local knowledge



The most stable workforce in strata

Our promise is to look after your property as if it were our own. With faster responses to issues, keeping you up to date with all legal and compliance requirements, ensuring your building is always maintained and providing you with discounts on insurance and utilities that only a truly Australia-wide company can deliver. So while it's true that anyone can manage a strata building, few can lead and at Bright & Duggan, we pride ourselves on being Australia's strata leader.



Corporate Social Responsibility

At Bright & Duggan, we do a lot more than just lead strata; we are a business which is passionate about giving back to the community. We're proud to be supporters of some fantastic charities and community programs such as Cystic Fibrosis Australia where we help raise funds and awareness for this life shortening genetic condition. Our partnership with Cystic Fibrosis Australia has helped them raise millions of dollars over our long standing involvement.

We also support our local community in the same way that Bright & Duggan support our clients. Look out for some of our dedicated staff each weekend involving themselves in community programs at St Ives Rugby Club, St Thomas Primary School and the Starlight Children's Foundation Tour De Kids.



We appreciate Bright & Duggan giving back to the Cystic Fibrosis community. With their support we are able to help people with cystic fibrosis live healthier lives."

