



OWNER'S MISSION

„our apartment house is our second home and therefore we need to have a professional property management that will take care of our property as its own“

Owners' objectives:

**COST OPTIMIZATION &
SERVICE IMPROVEMENTS**



TRANSPARENT COMMUNICATION



EASY ACCESS TO INFORMATION



OWNERS JOURNEY

MILESTONES WITH ALTMANN & PARTNER

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2019

Dissatisfaction with evidence of costs, services, communication and transparency. A plan was requested for Altmann & partner: www.hintermoos.at/plan

Since 2019, what we are calling for action. ➔ No plan has been created to optimize costs or improve services.

2020

Unexpected investment in the driveway to the parking lot. It hasn't been solved for 40 years.

➔ Investments outside the planned budget.

It was decided to invest in a fire door with an approved maximum investment limit.

➔ The project management and final cost were not transparent.

<https://www.hintermoos.at/investment>

2021

COVID 19 - a call to action for cost optimization and flexibility to make quick decisions that have a direct impact on operating costs and where majority owner approval is required.

➔ Unfortunately, without a constructive solution.

No plan to address rising costs or improve services was presented at the owners' meeting. AP does not allow for electronic communication per WEG 2022.

➔ The topics of rising cost and service improvements are postponed until 2024 !

2022

2 OPTIONS

➔ Vote for lower cost and change property management agency. If you want to cut the costs and improve services.

➔ Do nothing, pay higher costs, don't care ...

None of the investment projects complied with the rules of WEG § paragraph 20. last 4 sentences of WEG 2002 (at least 3 bids)

STAY WITH ALTMANN & PARTNER ?

STRENGTH

- Good relations with some owners
- Ability to manage administrative & accounting services, cost reallocation to owners
- Management of caretaker (some owners satisfied, some owners dissatisfied)

WEAKNESS

- There is no plan how to reduce costs and improve services.
- Annual spending of the financial reserve on projects that are not aimed at reducing costs and improving services.
- Bad communication & ability to advocate the provided services.
- Inability to moderate the discussion between owners and reach a compromise solution (ignoring the majority will of the owners).
- Inability to define and address and report important issues
- Insufficient record (meeting minutes) of the decision at the owners' meeting.
- There is no record of which apartment voted and how
- Unwillingness to address owners' demands

THREAT

- Costs are rising uncontrollably, without the possibility of any optimization – passive approach.
- Important issues will not be addressed in advance, but when they occur. The possibility of solving them will be limited, which will lead to high costs.
- We cannot expect any improvement in terms of costs, communications or services by 2024.
- Possible center of interest (doesn't apply WEG § par. 20. last 4 sentences of WEG 2002).

OPPORTUNITY

- Clear action plan for cost optimization & service improvement (include the return on investment, quantification of the benefits of what we will achieve with the proposed solution).
- Improving and simplifying communication. Set up the process so that important issues affecting costs or services can be resolved flexibly if needed
- Change approach from a non-systemic to a systemic
- Set the contractual terms of the provided services. Transparency of the voting system so that records are kept of which apartment voted.

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WHAT ARE THE OPTIONS ..

1) Do nothing, pay higher costs, don't care ...

2) Vote to change the agency, set the contractual conditions so that the company will work for us.

Change is not obvious at all



VOTE FOR CHANGE



The decision is not easy, but we believe that at a time of rising prices, we need to start looking for solutions to reduce costs and improve services in the house.

Please read carefully ARIS's offer and consider whether it is worth voting for a change that will allow us to reduce costs, improve services and communication between property management and owners.

PROCESS OF THE VOTE

Voting takes the form of a circular resolution.

Vote for by e-mail:



bachwinkl34@gmx.at



www.hintermoos.at/anderung

We count the votes and evaluate them according to § 24 WEG 2002. All owners is going to be contacted. We will inform you about the result.