



SINGLE SOURCE LIFETIME MAINTENANCE PLATFORM

Developer & Builder

USER GUIDE

It's the law.

In the ACT Developers are responsible for creating a maintenance schedule for common property. This schedule provides the Owners Corporation with essential information for new developments, ensuring they have an early understanding of the regular servicing and upkeep required. This proactive approach helps keep systems, equipment, structures, and other assets on the common property in optimal condition and functioning as intended.

By using Arcsite, Developers and Builders are positioned as industry leaders, delivering a next-level handover experience with seamless documentation and maintenance insights that add lasting value for owners and managers.

Arcsite is a collaborative portal that enhances the relationship between Builders & Developers, Building Managers and the Owners Corporation.

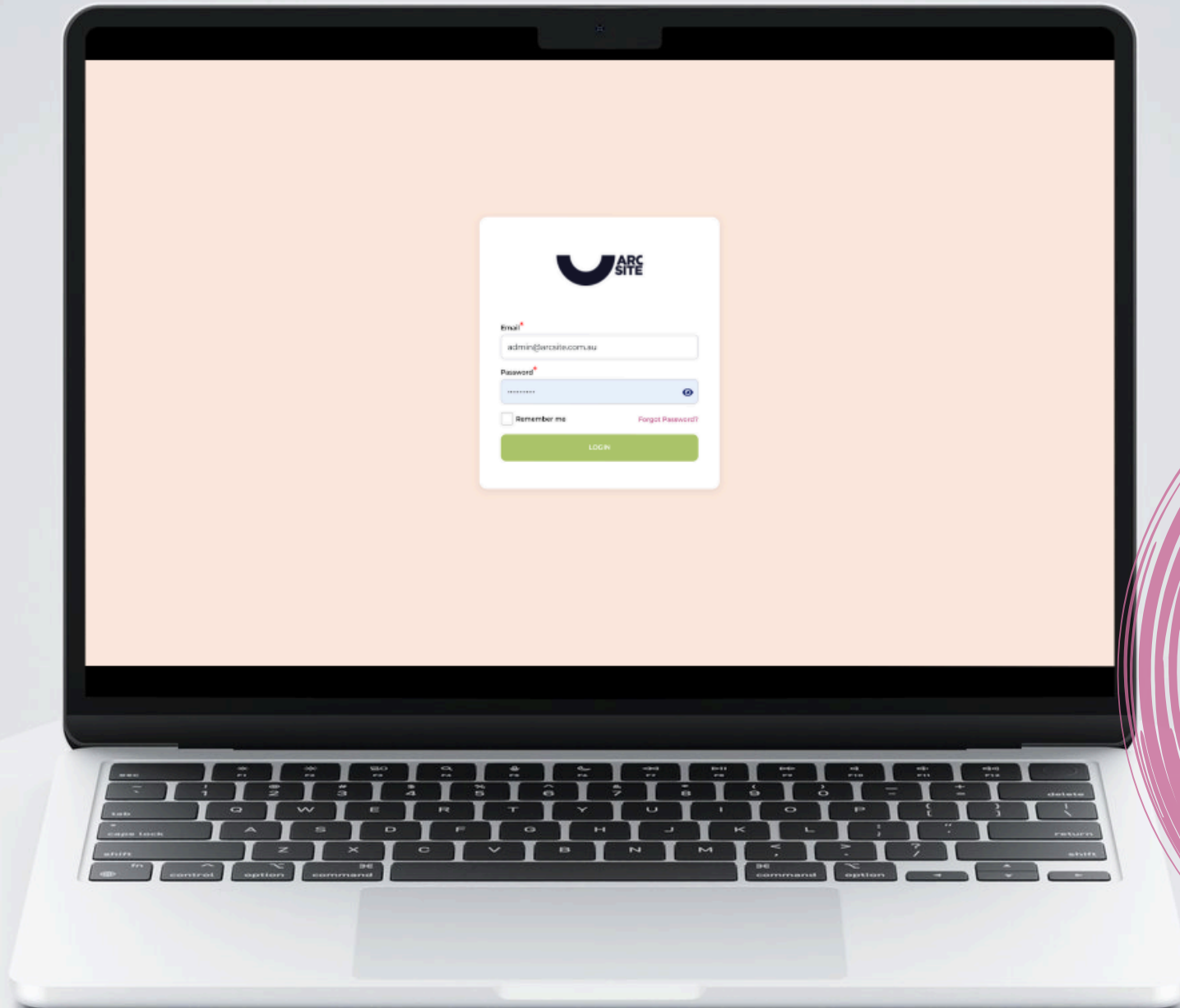
This user-friendly platform streamlines communication and documentation, helping owners meet the requirements for maintaining and updating a building's maintenance plan while reducing the high costs of reactive maintenance.

Built for Next Level Handover



let's get started...

A "group profile" has been created for your building, with your email linked as the 'Username' for that group...



Copy this link and bookmark me!
link also found at arcsite.com.au

portal.arcsite.com.au

YOUR LOGIN WILL TAKE YOU TO THE ARCSITE HOME SCREEN.

- All buildings associated with your group will be instantly accessible to you.
- You can click to expand the list to 'all buildings' in your Group's portfolio if you have permission to view other buildings.
- The Home screen gives you a quick snap shot of your Portfolio Activity and the Defects Register.

The screenshot displays the ARCSITE Home Screen. On the left is a sidebar with navigation links: Buildings, Address Book, Report Builder, Management Data, Administration, and About Us + Support. The main content area features a top row of six summary cards: '22 Buildings in this portfolio', '0 Today's Next Actions', '25 Upcoming inspections / expiring contracts', '22 Insurance renewals pending or overdue', '6 Defects Register', and '8 Open maintenance requests'. Below these is a 'Buildings' section with a filter form containing fields for Units Plan No., Building Name, Street No., Street Name, Suburb, Manager, Group, and Builder. It also includes a 'Records' dropdown set to 50, a status indicator for 'Buildings with overdue action!' (20), and radio buttons for 'My Buildings' and 'All Buildings'. A 'FILTER' button is located at the bottom right of the filter section. On the right side, there is a 'Next Action List' section showing a table of upcoming actions, including dates, assignees, addresses, and categories. Two black curved arrows are overlaid on the image: one points from the 'Defects Register' card to the 'Next Action List' section, and the other points from the 'All Buildings' radio button to the 'Buildings' filter section.

Once you're in a building, the left-hand menu items allow you to navigate all aspects of the portal for this location. Typically for a new site, Developers & Builders will have system access for 24 months or as agreed with the Owners Corporation.



- Arcsite User Access is provided to:**
- Developer & Builder
 - Strata/Facilities Manager
 - Executive Committee (on behalf of the OC)

The Maheno - 40 Constitution Avenue Acton

BUILDING FOOTPRINT65

RESIDENT MAINTENANCE REQUESTS2

COMMON AREA DEFECT REGISTER

BUILDING INFORMATION

CONTACTS, GENERAL NOTES

NEXT ACTION

REPORTS

BUILDING FOLDERS

BUILDING MAINTENANCE DIARY

MAINTENANCE MANUAL REGISTER

UPCOMING PERIODIC INSPECTIONS15

BUILDING CONTRACTS5

MANAGEMENT SUMMARY

Building Information

Builder & Insurance



Compliance

Sinking Fund (Coming Soon)

Building Image*

Choose File

No file chosen



Subscription Renewal

31-Jan-2025

CANCEL

UPDATE

+ ADD

S.No.	Installed Location	Action
1	Fire Indicator Panel - Building One	<div><div></div><div></div></div>

BUILDING FOLDERS

The Owner's lifetime file and photo repository. Anything saved in these folders can be accessed by the Group. ***All O&M Material, Plans, Warranties and Owners Documentation provided by the Builder will be catalogued in Arcsite ready for handover.***

BUILDING FOOTPRINT65

RESIDENT MAINTENANCE REQUESTS2

COMMON AREA DEFECT REGISTER

Building Plans

Photos

Warranties

Receipts

Work Orders

Sinking Fund Reports

Meeting Minutes

Sundry

Insurance

Service Agreements

Maintenance Schedules

Defect Reports & Asset Reviews

Drainage Plans

BCA Certifier Documentation

QR Code Installation

Passive Fire

House Rules

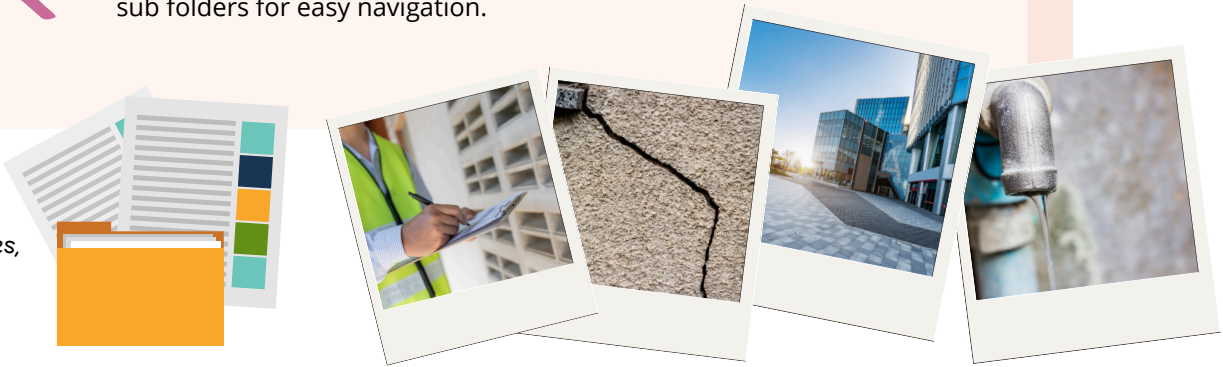
Arcsite User Guide

+

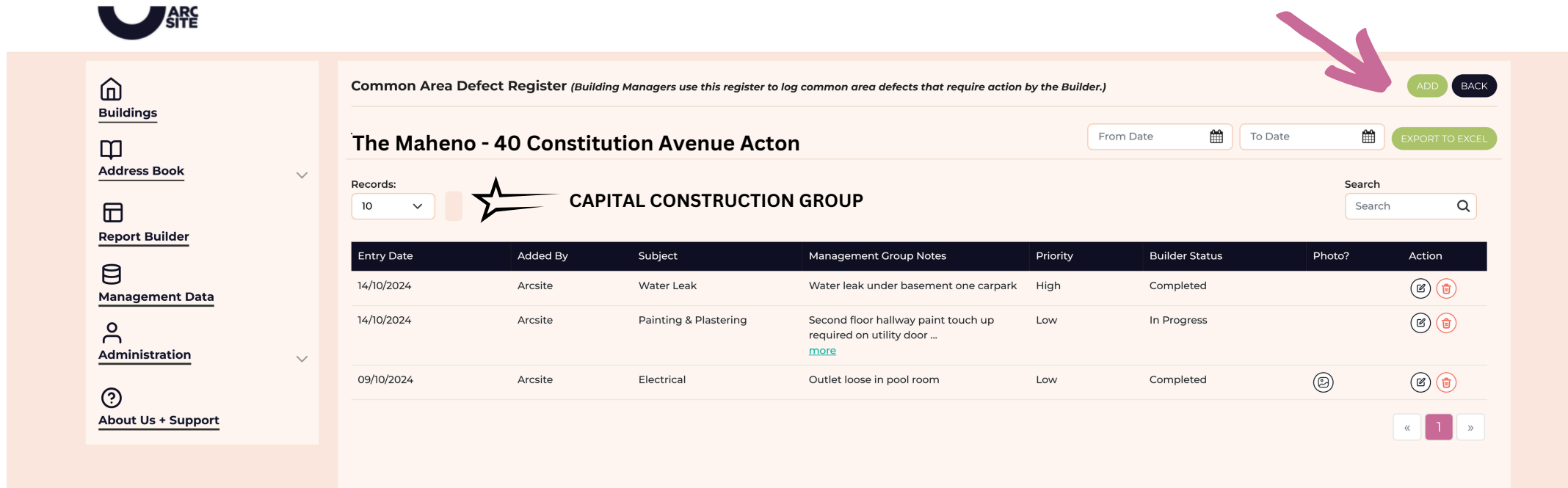
MAINTENANCE MANUAL REGISTER

The Executive Committee & Building Managers can create new folders and sub folders for easy navigation.

Finally! one place for files, photos, warranties, certificates, receipts and service history...






COMMON AREA DEFECT REGISTER












Common Area Defect Register (Building Managers use this register to log common area defects that require action by the Builder.)

The Maheno - 40 Constitution Avenue Acton

Records: 10  **CAPITAL CONSTRUCTION GROUP**

From Date  To Date  [EXPORT TO EXCEL](#)

Search

Entry Date	Added By	Subject	Management Group Notes	Priority	Builder Status	Photo?	Action
14/10/2024	Arcsite	Water Leak	Water leak under basement one carpark	High	Completed		 
14/10/2024	Arcsite	Painting & Plastering	Second floor hallway paint touch up required on utility door ... more	Low	In Progress		 
09/10/2024	Arcsite	Electrical	Outlet loose in pool room	Low	Completed		 

« 1 »

The most effective way to liaise with your Building Group during the common area defect period.

1. Building Managers will log Common Area Defects and the Builder/Developer will be alerted via email if new records are added or the status of an item changes. ***Note only one email sent from the system per day regardless of number of records added in a 24 hour period.**
2. All entries default to “**waiting**”
3. The Builder should change the status to “**in progress**” at the appropriate time to acknowledge receipt
4. All parties can post “feedback requested” to exchange information
5. The system allows photos to be uploaded by all parties
6. The Builder will marked “**closed**” on items following completion
7. The Builder can choose to “export to excel” if you wish to save an independent record of the defect register
8. If you have procured a formal Defect Report, the Arcsite Team are available to upload the individual report items into the defect register for streamlined management - ask us for more details!

Peninsula - 1-61/15 Kerridge Street
Kingston

BUILDING FOOTPRINT65

RESIDENT MAINTENANCE REQUESTS2

COMMON AREA DEFECT REGISTER

BUILDING INFORMATION

CONTACTS, GENERAL NOTES

Building Maintenance Diary

KEYDATA SNAPSHOT

Search by Asset ID or EM name here

KEY DATA SNAPSHOT

ARC SITE

Skyhaus - 136/181 Sutherland Crescent Taylor

Keydata Snapshot

--Select--

EXPORT TO EXCEL

SAVE

CANCEL

BACK

Area	Item	O&M Manuals	Manufacturer	Identifier	Relevant Standard	Install Date	Estimated Service Life (Years)	Forecast Date For Major Works	Completed
HYDRAULIC/PLUMBING SERVICES									
-	Cold and hot water		--Select--	Identifier	Water Heaters & Hot-Wate	01-Sep-2023	10	2033	--Sele
-	Fire hose reels		--Select--	Identifier	Fire Hydrant System(AS 2	01-Sep-2023	15	2038	--Sele
-	Stormwater pumps and drainage		--Select--	Identifier	Stormwater Pump/Pump C	01-Sep-2023	15	2038	--Sele
-	Natural gas		--Select--	Identifier	Gas Installations(AS/NZ 5	01-Sep-2023	25	2048	--Sele
-	Sanitary plumbing and drainage		--Select--	Identifier	Sanitary Plumbing & Drain	01-Sep-2023	25	2048	--Sele
LANDSCAPING & PEST MANAGEMENT									
-	Landscaping, garden, plants and trees		--Select--	Identifier	--Select--	01-Sep-2023	0	--Select--	--Sele
-	Pest inspections and internal baiting (common areas)		--Select--	Identifier	--Select--	01-Sep-2023	1	2024	--Sele
-	Irrigation system and controllers		--Select--	Identifier	--Select--	01-Sep-2023	15	2038	--Sele
LIFT SERVICES									
-	Elevator motors/brakes		--Select--	Identifier	Lifts, Escalators & Moving	01-Sep-2023	20	2043	--Sele
-	Elevators		--Select--	Identifier	Lifts, Escalators & Moving	01-Sep-2021	50	2073	--Sele
MISCELLANEOUS FILE NOTES									
-	General Notes		--Select--	Identifier	--Select--	01-Sep-2023	0	--Select--	--Sele
RECREATIONAL AREAS (pool, gym, tennis court, bbqs etc.)									
-	Gym equipment, flooring and safety signage		--Select--	Identifier	Other(NA)	01-Sep-2023	5	2028	--Sele
-	Recreation - public common areas		--Select--	Identifier	--Select--	01-Sep-2023	10	2033	--Sele
-	Sauna		--Select--	Identifier	--Select--	01-Sep-2023	15	2038	--Sele

Found in the **Building Maintenance Diary**, the Key Data Snapshot shows a list of all assets registered in Arcsite and offers quick access to associated Operation & Maintenance Manuals for new builds.

BUILDING MAINTENANCE DIARY

This is the central hub for tracking maintenance and building activity! Insurance companies increasingly request formal documentation to verify the monitoring and management of your maintenance plan. If any action is taken on an asset, the Building Managers and EC can log it in the system under the relevant item. This information feeds directly into real-time reports that provide a snapshot of building activity over any selected date range. *Updating an item takes seconds.*

Building Maintenance Diary

KEYDATA SNAPSHOT

Search AREA or ITEM name here

BASEMENT & INTERNAL CAR ACCOMODATION -1-61/15 Kerridge Street Kingston

BATHROOMS & TOILETS (public) -1-61/15 Kerridge Street Kingston

CLEANING & WASTE -1-61/15 Kerridge Street Kingston

DRIVEWAYS, PATHWAYS & EXTERNAL PARKING -1-61/15 Kerridge Street Kingston

ELECTRICAL/VENTILATION/HEAT/COOL -1-61/15 Kerridge Street Kingston

ELEVATOR -1-61/15 Kerridge Street Kingston

FIRE PROTECTION & EVACUATION -1-61/15 Kerridge Street Kingston

Inspection Type ⓘ

Inspection Frequency ⓘ

Company

Date Last Inspected/Maintained

Next Inspection

Routine

As determined by contractor

Building Manager

07-Feb-2024

07-May-2024

Bathroom joinery, fixtures and fittings

Toilet

SAVE

JUMP TO INSPECTION LOG

STEP 1.

User may either click on area drop downs to find the appropriate item. Or may choose to run a search

STEP 2.

Click on the plus button and add a note against the asset

Basement exit/entry door

Asset Details

Install Date

Estimated Service Life

Relevant Standard

Log asset inspection schedule

40 Years

2047

NA

Asset Notes

No Record Found

"Pool filter failed"
(record cost, technician
and outcome)

UPCOMING PERIODIC INSPECTIONS

This page does most of the work for building owners! By keeping dates and contractor information current, Arcsite will send reminders before periodic inspections are due. New dates automatically save the previous inspection in the history, which is essential for maintaining warranties and supporting insurance claims. Regular inspections help the Owners Corporation fulfill its responsibility to keep the building safe and functional.



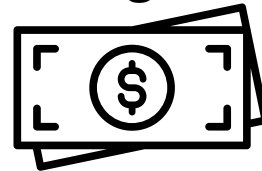


MAINTENANCE MANUAL REGISTER

Maintain a record of Service Technicians and contractors who have received manuals or onboarding documents for the building. This documentation is essential for effective long term record-keeping.

BUILDING CONTRACTS

A valuable record of contracted services for the building, including renewal frequency and ***annual spending***.



MANAGEMENT SUMMARY

Want a no fuss way of seeing what's been happening in Arcsite? Jump to this page to view every entry in the system for the last 180 days.



RESIDENT MAINTENANCE REQUESTS & BUILDING FOOTPRINT

QR codes are placed strategically throughout the building on key assets or common areas.

1. Residents can view Open Building Notifications posted by the Building Manager or deliver a common area maintenance request via the QR code.
2. Service contractors and technicians will check in, creating invaluable records of site visits. This history enhances security and allows easy cross-referencing with service agreements.





Can the entire Owners Corporation see Arcsite?

No Arcsite is available to the Builder/Developer, building management company and members of the Executive Committee.

Is the data in Arcsite safe and secure?

Our experienced highly qualified technicians house the Arcsite platform on Microsoft Azure Australia Central onshore facilities with secure cloud back ups that follow Australian best practice. We highly recommend that updated Maintenance Plans available to you in PDF are downloaded and stored externally to add an additional level of data protection.

How do we justify the investment in Arcsite to our Owners Corporation?

If used as designed Arcsite should **save** an Owners Corporation money! Unmonitored common area building assets fail faster over time if not adequately serviced and reviewed. Now that Maintenance Plans are a regulatory requirement there is significant pushback from insurance companies to obtain evidence that the OC is meeting the legislated obligation to hold a plan and that it is being periodically reviewed and properly implemented before claims are considered.... the same goes for warranties! The lack of specifics surrounding the new legislation does not protect against a relaxed approach, rather, an EC should be actively seeking to put the highest protocols in place instead of ticking the box by procuring a sub standard Maintenance Plan that gets filed 'for later'. A proactive way to assist in protectecting your Owners Corporation from failing to meet their obligations is to prepare, plan, forecast, follow up and document. Sure all of these things can be done manually, but the cost associated with an ad hoc approach and inconsistent record keeping may be (unfortunately) very confronting and costly in the future.

What happens if ECs, building managers or management groups change?

We are sure that everyone's performance and productivity is going to blow through the roof with this program, however, we also understand that relationships change and people move on. If your Arcsite portal is fully up to date, handover will be a breeze. When Executive Committee members or building managers change, it is simply a matter of logging users off and onboarding new team members to access Arcsite in real time.

What if I the OC decides they don't want to use the system anymore?

We're willing to bet you a lamington that you all won't look back, but that said we only want happy customers. We will always collaborate with you to do our best to deliver an outstanding customer experience, however, if an OC wishes to move on after contract expiry you will have access to download ALL your data before users are logged off and we will hold the file in archives for 90 days. After this time the information will be permanently deleted from the Arcsite system.