



**SINGLE SOURCE LIFETIME MAINTENANCE PLATFORM**  
*Built for owners.*

**USER GUIDE**



# It's the law.

The Unit Titles (Management) Act mandates that Owners Corporations maintain a formal Maintenance Plan. The Executive Committee and Building Manager are responsible for regularly referencing and updating this plan to ensure common property is safe, comfortable, and properly maintained. Arcsite is a collaborative portal that enhances the relationship between 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.

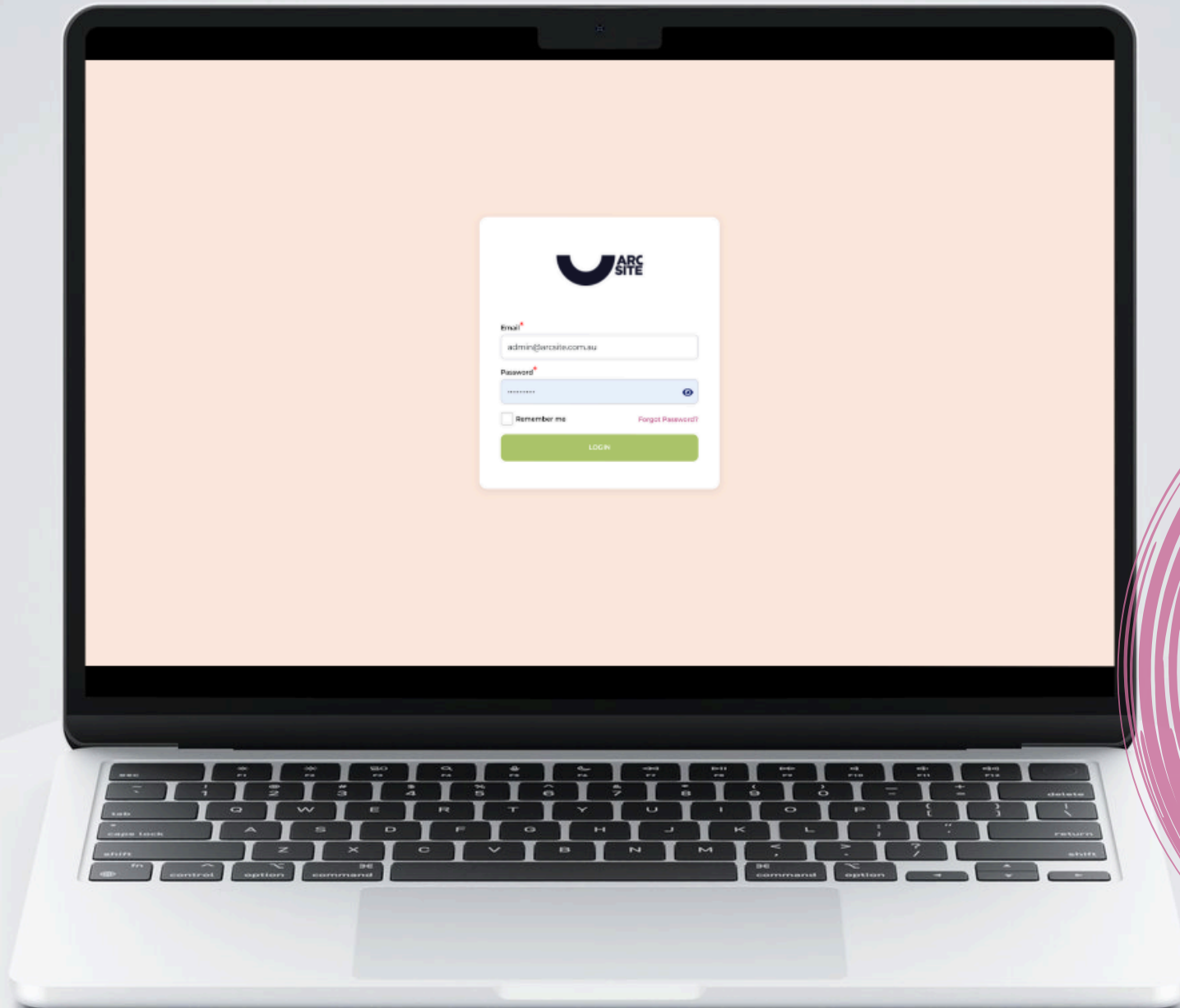
Arcsite offers a world class solution to the now legislated requirement for an Owners Corporation to hold and regularly review a Building Maintenance Plan. As the stakes get higher it is important that your management solutions are well considered and robust. The Executive Committee should be taking their lead from Building Managers who value collaboration, transparency and cost effective, comprehensive problem solving.

**Built for Next Level Management**



# let's get started...

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



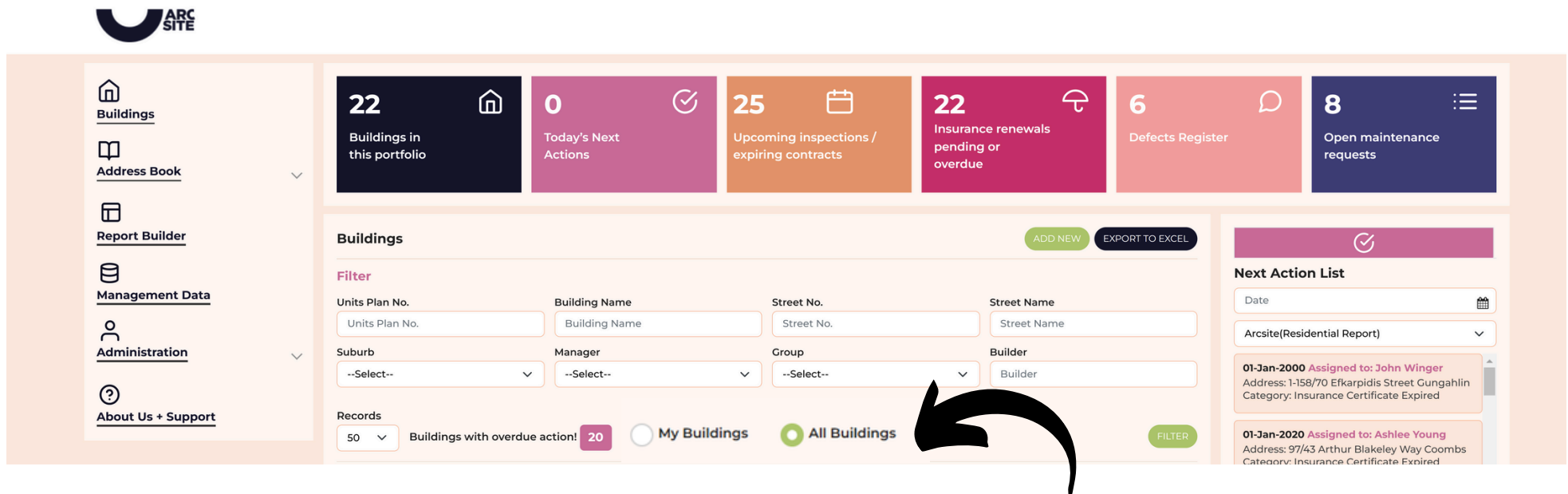
Copy this link and bookmark me!  
link also found at [arcsite.com.au](https://arcsite.com.au)

**[portal.arcsite.com.au](https://portal.arcsite.com.au)**



# YOUR LOGIN WILL TAKE YOU TO THE ARCSITE HOME SCREEN.

- Buildings where you are listed as the Building Manager, Builder/Developer, or Executive Committee member 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 Next Actions.





# ADDRESS BOOK

This is built and accessed by every team member in your Group. When you wish to make a comment against an Area or Item in the system or add contractors to your building you can select from the drop down list to associate a service provider. It is important that your team regularly adds service providers if they are not available in the address book to ensure lightening fast data entry and accurate record keeping.

The screenshot displays the ARC SITE Address Book interface. On the left, a navigation menu is overlaid, featuring icons and labels for 'Buildings', 'Address Book' (highlighted with a pink arrow), 'Report Builder', 'Management Data', 'Administration', and 'About Us + Support'. The main interface includes a header with the ARC SITE logo, a 'Group Filter' dropdown set to '--Select--', a 'Search' input field, and buttons for 'ADD NEW COMPANY' and 'EXPORT TO EXCEL'. A pink arrow points to the 'ADD NEW COMPANY' button. Below the header is a table with the following columns: Email, Contractor Type, Office State, Office Phone, Website, and Action. The table contains five rows of contractor data.

Email	Contractor Type	Office State	Office Phone	Website	Action
update@update.com	General Facilities Contractor	Australian Capital Territory	-	-	
hello@4site.team	General Facilities Contractor	Australian Capital Territory	0261472700	-	
enquiry@asijdmacdonald.com.au	General Facilities Contractor	Victoria	1800023441	<a href="https://www.jdmacdonald.com.au">https://www.jdmacdonald.com.au</a>	
service@canberraboilers.com.au	Air-Conditioning & Heating	Australian Capital Territory	0262555887	<a href="http://www.canberraboilers.com.au">www.canberraboilers.com.au</a>	
info@capitaldoorworks.com.au	Doors & Roller Shutters	Australian Capital Territory	0262602252	<a href="https://www.capitaldoorworks.com.au">https://www.capitaldoorworks.com.au</a>	

# MANAGEMENT DATA

If you are assigned to your group as a Building Administrator you will have access to the Management Data tab. Here you will find high level reports related to team productivity and portfolio data specifically tailored to support the leaders of your group.



Buildings



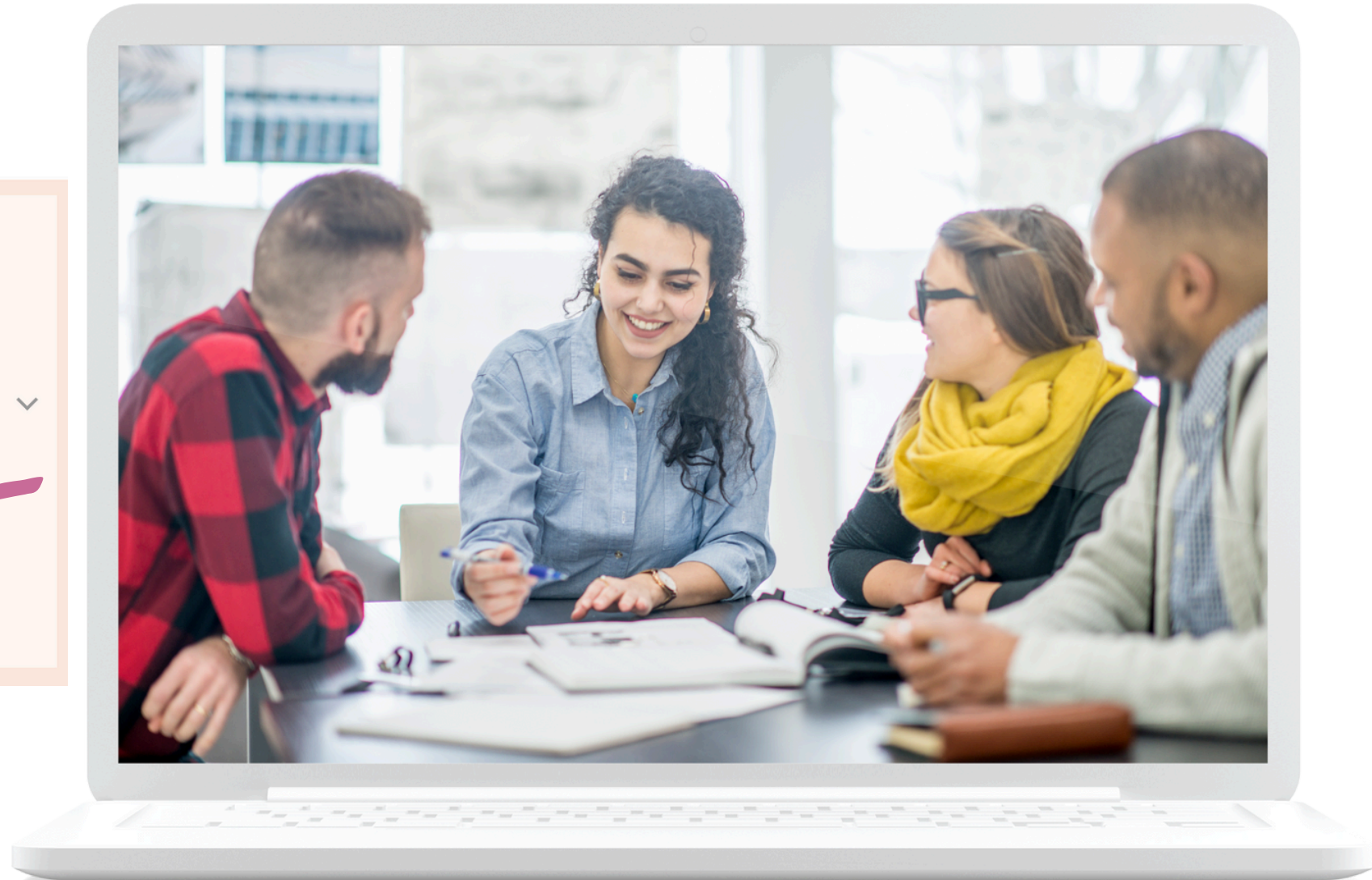
Address Book



Management Data



About Us + Support





Once you're in a building, the left-hand menu items allow you to navigate all aspects of the portal for this location

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>

# CONTACTS & GENERAL NOTES

- Here you will find the people associated with your building's team.
- And a place to add general notes against the building.



## Contacts, General Notes

### Group Admin

Name *	Mobile	Email
John Winger	9835273297	john@yopmail.com

### Group Manager

Name	Mobile	Email
David Robertson	5623524521	david@yopmail.com

### Executive Committee Members


Name	Mobile	Email
June Gordon	0438813738	junepegordon@gmail.com

### Builder/Developer

Name	Mobile	Email
Arcsite Developer	Mobile	arcsitedeveloper@gmail.com

### General Notes

Comment Date	User	Details	Action
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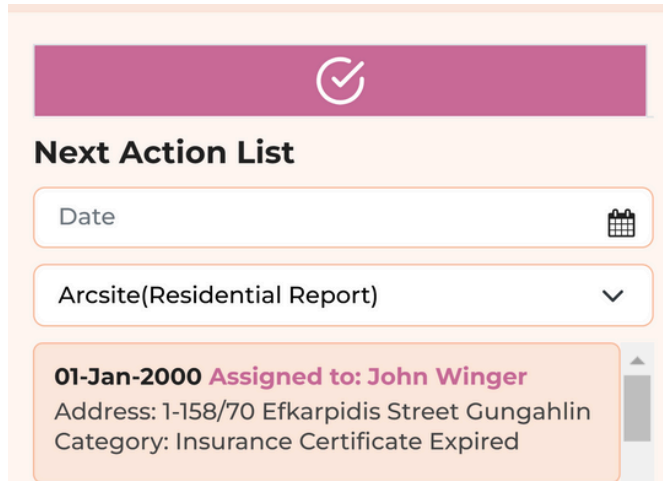
 *add notes here...*



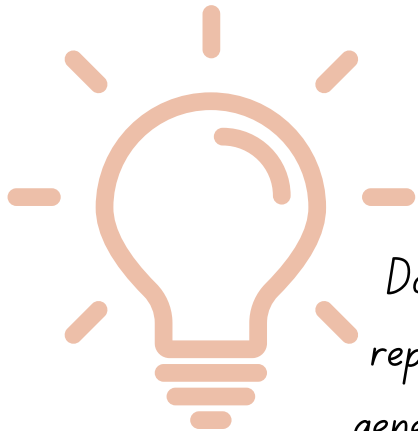


# NEXT ACTION

Your new go-to for reminders. No more sticky notes or email chains. Anytime you need a reminder for this building, just add it here. "Next Actions" will appear on your home screen, ready to prompt you on the day. All team members can view "Next Actions," so if someone's away or needs a hand, everyone stays in the loop.



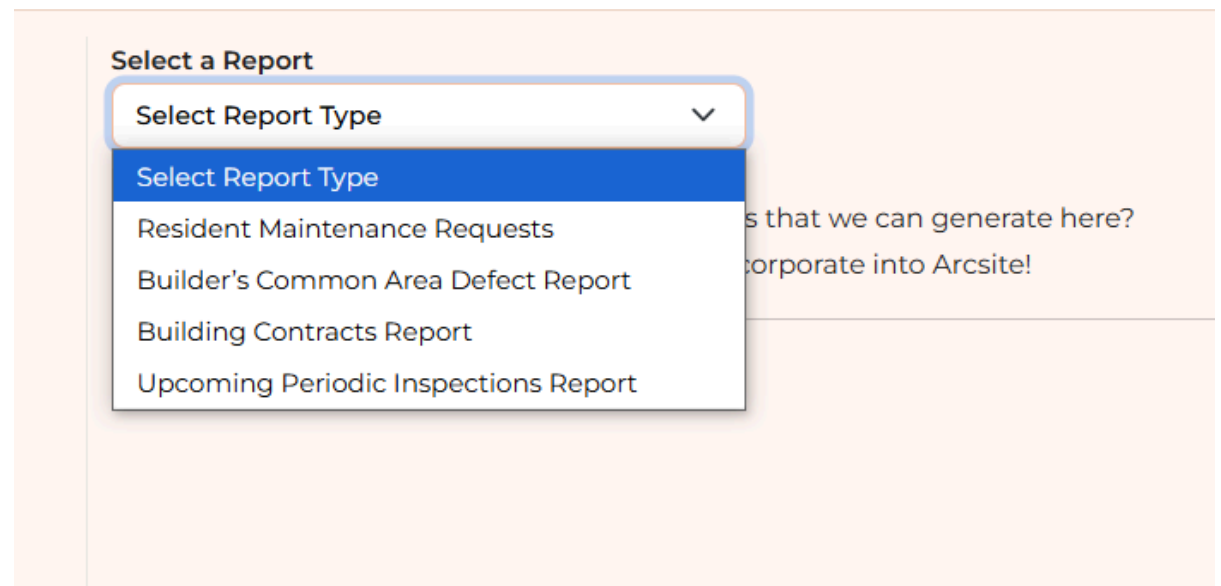
The screenshot shows a mobile app interface for 'Next Action List'. At the top is a purple header with a white checkmark icon. Below it, the title 'Next Action List' is displayed. There are two input fields: 'Date' with a calendar icon and 'Arcsite(Residential Report)' with a dropdown arrow. Below these fields is a list item for '01-Jan-2000' assigned to 'John Winger'. The item details include the address '1-158/70 Efkarpidis Street Gungahlin' and the category 'Insurance Certificate Expired'.



*Do you have more reports you'd like to generate? Share your feedback and we will do our best to build them!*

# REPORTS

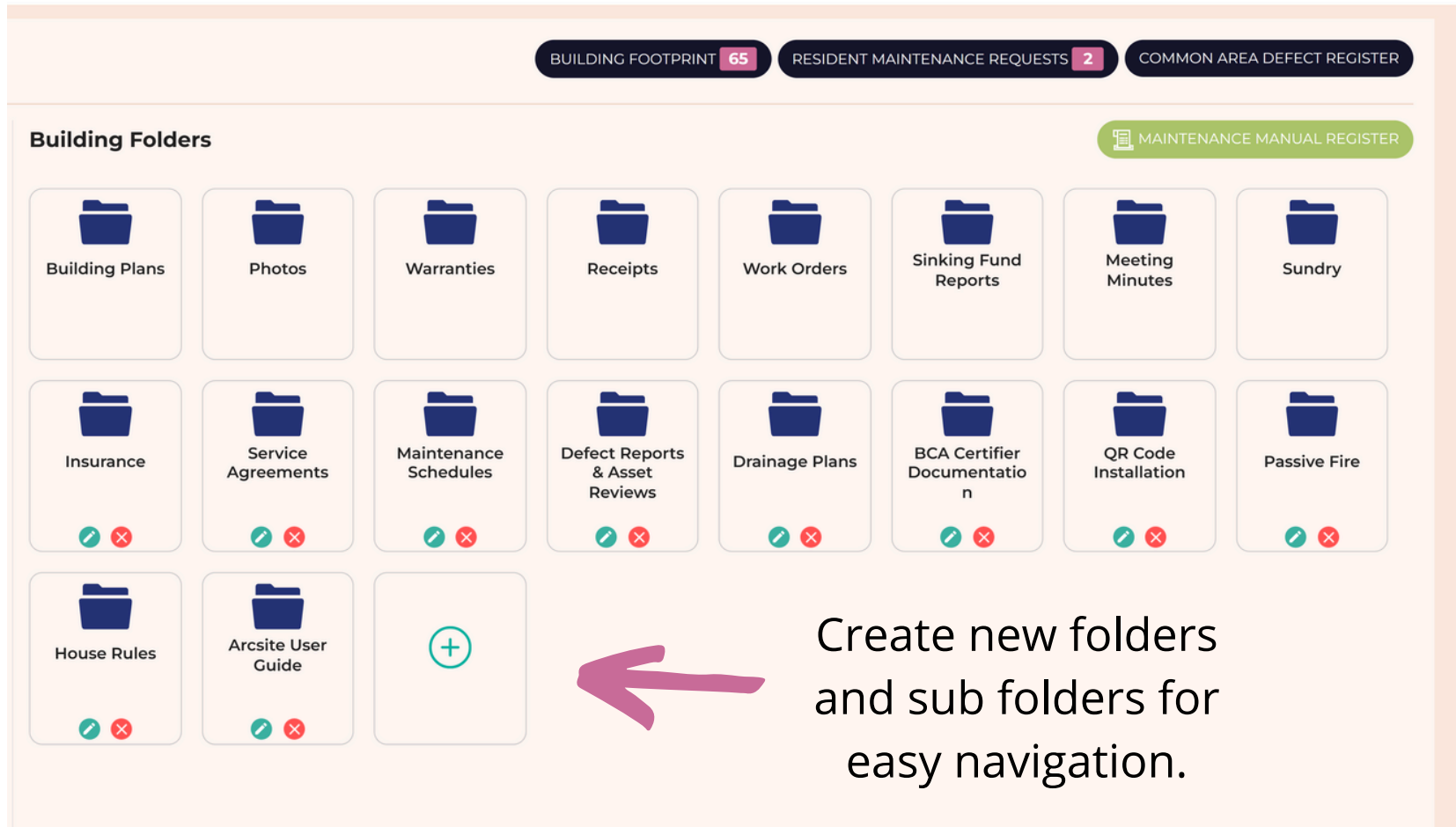
Select a date range and generate a range of reports that can be used for Owners Corporation Reporting, Insurance Renewals and Proactive Maintenance Planning.



The screenshot shows a dropdown menu titled 'Select a Report'. The menu is open, displaying a list of report types: 'Resident Maintenance Requests', 'Builder's Common Area Defect Report', 'Building Contracts Report', and 'Upcoming Periodic Inspections Report'. The background shows a blurred view of the app interface with some text visible: '...s that we can generate here?' and '...orporate into Arcsite!'.

# BUILDING FOLDERS

Your lifetime file and photo repository. Anything saved in these folders can be accessed by the Group. Creating an easy to navigate historical digital filing cabinet for your building.



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





# BUILDING MAINTENANCE DIARY

This is your 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, 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

SAVE

JUMP TO INSPECTION LOG

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

Basement exit/entry door

Asset Details

No Associated Manual Or

Manufacturer

Identifier

Relevant Standard

Log asset inspection schedule

Install Date

Estimated Service Life

Forecast Date-Major Works

40 Years

2047

NA

Asset Notes

Date

Comment Category

Company

Cost

Paperwork In Acsite?

User

Comment Date

No Record Found

- 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

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

Peninsula - 1-61/15 Kerridge Street Kingston

BUILDING FOOTPRINT 65

RESIDENT MAINTENANCE REQUESTS 2

COMMON AREA DEFECT REGISTER

BUILDING INFORMATION

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Building Maintenance Diary

KEYDATA SNAPSHOT

Search by Asset ID or EM name here

## KEY DATA SNAPSHOT

Arcsite  
admin@residentialreport.com

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 you a list of all assets registered in Arcsite and offers quick access to Operation & Maintenance Manuals for new builds.



# UPCOMING PERIODIC INSPECTIONS

This page does most of the work for you! Just keep your dates and contractor information current, and 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.



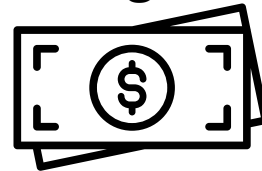


## MAINTENANCE MANUAL REGISTER

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.

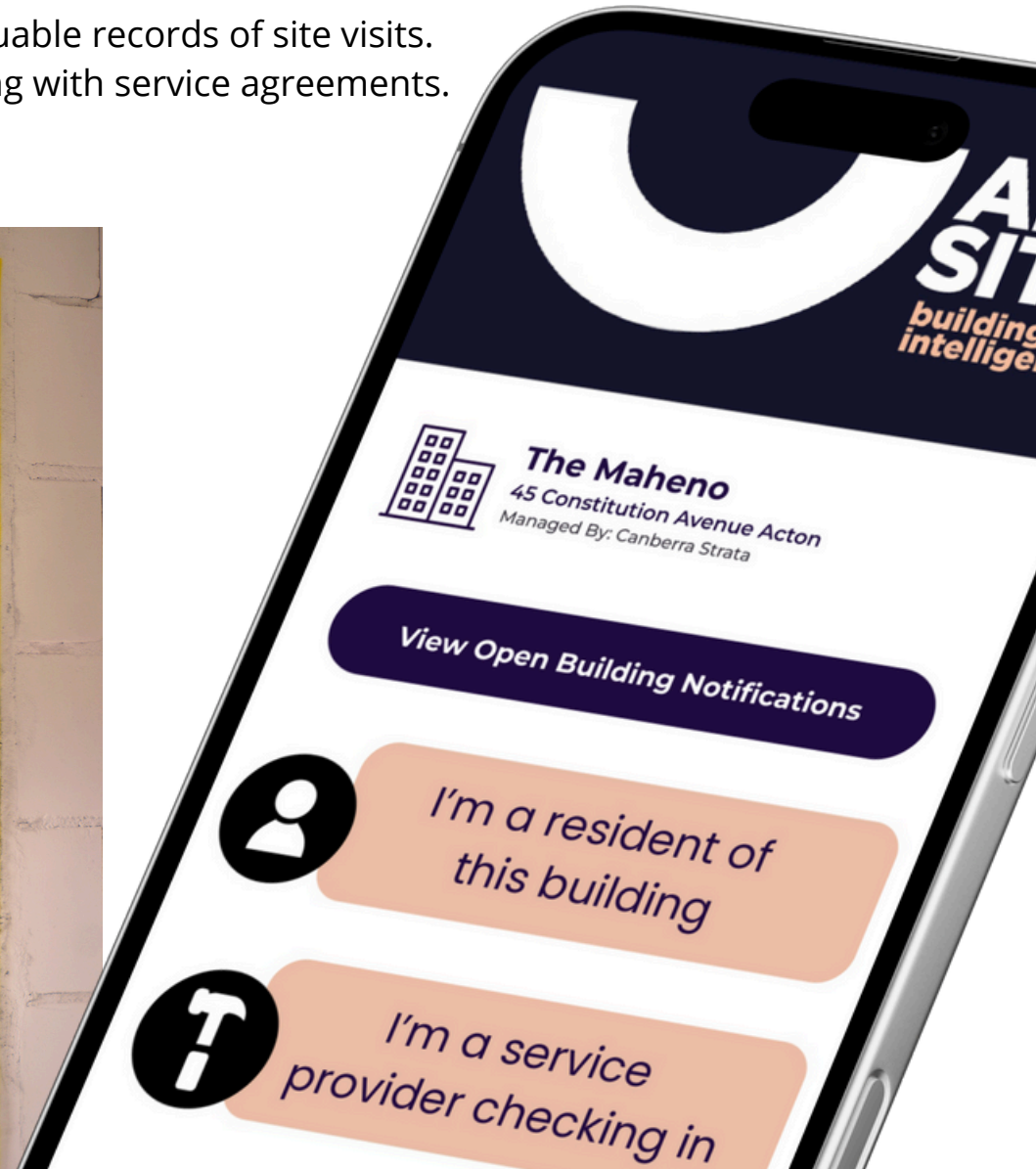




# RESIDENT MAINTENANCE REQUESTS & BUILDING FOOTPRINT

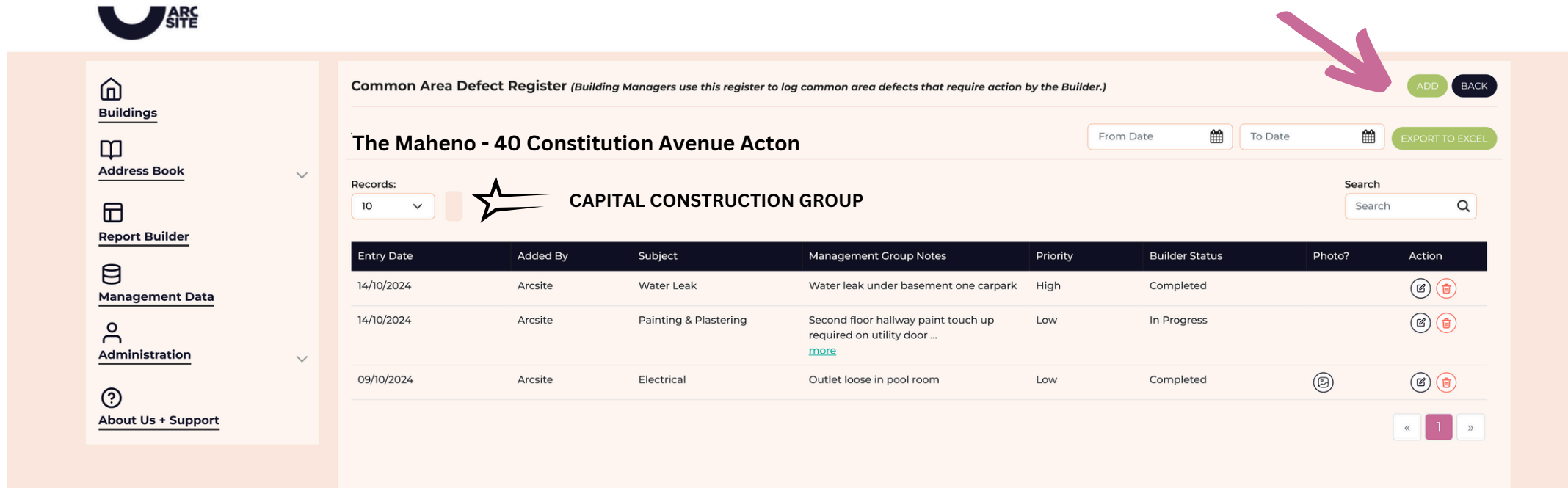
*QR codes are placed strategically throughout the building on key assets or common areas.*

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.








# 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 ... <a href="#">more</a>	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. Log Common Area Defects and the Builder/Developer will be alerted
2. All entries default to “**waiting**” and the Builder will change the status to “**in progress**” to acknowledge receipt
3. All parties can post “feedback requested” to exchange information
4. The Builder will marked “**closed**” on items following completion



## Can the entire Owners Corporation see Arcsite?

No Arcsite is available to the builder, 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.