



Build relationships | Deliver projects

OWNERS AGENT

FURTHER INFORMATION

C Management

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What is an Owners Agent?

An Owners Agent is your client-side project manager for your residential home build, knock-down & rebuild or renovation. This ensures you as the Owner (homeowner, developer or investor) receives expert advice & support through all phases of the process. Including:

- Budget setting & finance
- Securing your site
- Master programme & completion dates
- Architectural design
- Early Contractor Involvement
- Town Planning & Development Application (DA)
- Select & engage a builder - Builder broker (finding the right builder for you, tendering, assessing quotes, contract review)
- Building Approval (BA)
- Building your home - construction process
- Time, cost & quality control



OWNERS AGENT

A client-side project manager to look after your property & interests.

Our focus is protecting your interests, controlling time & costs and delivering high quality outcomes while navigating the complexities of the residential process. This is especially helpful for people who are time poor or require the dedication of an expert. We do all the heavy lifting for you.

How many horror stories have you heard about homes not being built on time, having severe cost overruns or the quality not being as expected?

What does an Owners Agent do?

The Owners Agent oversees all project phases—from planning and design to construction and closeout—serving as a liaison between stakeholders such as architects, engineers, contractors, vendors, and regulatory authorities. Their approach balances collaboration with accountability to align all parties with the Owner's objectives.

Unlike other project team members with varying priorities, an Owner Agent focuses solely on achieving the Owner's goals. Acting as the Owner's advocate & representative, they ensure the project stays on track, within budget, and on schedule, enabling informed decision-making. Much like a captain steering a ship, the Owners Agent ensures smooth collaboration among all team members.

Key Responsibilities of an Owner's Agent:

- Representing the Owner's interests to achieve project goals.
- Monitoring progress and ensuring alignment with requirements, budget, schedule, and regulations.
- Establishing clear communication among stakeholders.
- Managing risks and maximizing the Owner's investment.

Typical Services Provided:

- Budget and schedule management
- Stakeholder coordination
- Communication planning
- Risk management and mitigation
- Quality control and contract enforcement
- Overseeing proposals, bids, and team selection
- An Owners Agent ensures all team members succeed while safeguarding the Owner's investment and vision throughout the project lifecycle.



When to engage an Owners Agent?

An Owners Agent can be engaged at any stage of a project, including first idea or inception, early design, planning, architectural design, construction or closeout.

However, it is ideal to engage an Owners Agent during the project's inception to collaborate with the Owner on establishing key fundamentals - typically before any Architect or Builders involvement. This helps the owner to define goals and objectives, create a project vision, set a realistic budget and schedule, assist with site selection and assemble a project team and delivery method that best aligns with the owner's needs.

While early engagement is preferable, it's never too late to bring in an Owners Agent. Their expertise can add significant value at any stage of the project.



ENGAGE?

Best time to engage is prior to design or builder discussions.

Most parties involved in your residential build (Architects/Town Planners/Real Estate Agents/Buyers Agents/Builder Brokers/Builders) focus on their own service without liaising & cross-referencing with each other - unfortunately this can have negative implications for the owner, including:

- Owner dissatisfaction - voice unheard, missing design, exclusion, missed follow-ups
- Delays to Town planning & DA
- Design & buildability issues - poor coordination, not having builders involved early
- Increased costs - errors, rework, changes in materials, fees
- Delays to construction - misunderstandings or missing information, poor reporting
- Quality issues - unclear instructions or specifications, ongoing defects
- Safety hazards - unnotified site visits (exposure to chemicals, unsafe environment)
- Wasted time & resources - time resolving misunderstandings or chasing updates
- Legal disputes - breaches of contract
- Emotional stress - poor communication about progress, delays, or unexpected costs

BENEFITS OF AN OWNERS AGENT



As mentioned above, the role of an Owners Agent provides a unique and vital skillset essential to delivering a successful project outcome. Let's take a look at five of the main benefits of engaging C Management to be your Owners Agent.



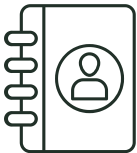
SAVES TIME

Engaging the services of an Owners Agent means that the Owner can continue with their day-to-day work, family & life without getting overwhelmed by all the project requirements.



SAVES MONEY

An experienced Owners Agent recognizes when costs are too high or low and will look for opportunities where the budget can be brought back into line. They can spot small changes that save big dollars later.



NETWORK

We have a strong network & industry contacts across the entire project lifecycle. Including Architects, Town Planners, Mortgage Brokers, Buyers & Real Estate Agents, Estimators, Developers & Builders.



PROJECT MANAGER

An Owners Agent is your own client-side project manager - focused on your interests, the bridge of support between you and all other parties.



IDEAS

Experience and a strong understanding of the project process. We can provide insights and tease out ideas and concepts.



RESOURCES

We have the resources, tools, accreditations and licenses to support the project and ensure all areas are covered.

WE PARTNER WITH YOU THROUGH ALL STAGES



01

Budget setting & finance

- Pre-construction stage
- **Establish your budget** - Consider Land costs, site prep costs (earthworks, retaining walls etc), Construction costs (\$3,000-\$6,500/m2)
- **Explore assistance options** - Government grants (up to \$30,000 for first time home owners), builder promotions.
- **Obtain finance** - Pre-approval to determine your borrowing capacity, Apply for a loan tailored for building projects. These loans release funds progressively as construction milestones are completed

02

Secure you site

- Pre-construction stage
- Work with your Buyers Agent if applicable or we can recommend a high-quality & experienced agent.
- **Research** & assess zoning, restrictions, and site feasibility.
- **Complete** due diligence (soil tests, zoning checks)
- Make an offer, negotiate terms, sign contract and settle the purchase within the cooling-off period.

03

Architectural design

- Pre-construction stage
- **Research & approach** a suitable Architect that can design to your taste & budget.
- **Collaborate** to refine design details & finishes that suit your budget and lifestyle.
- **Ensure** designs meet local zoning laws and building regulations.
- **Review** design with you & the Architect for changes & revisions where needed.

04

Early Contractor Involvement

- Pre-construction stage
- **Review design with potential builder** - This step is crucial for understanding & gaining confidence that the Architectural design will match your budget. This step is typically missed which can result in a design that is over budget or has unforeseen construction methodology challenges.
- **Value management** - We work with the builder at this early stage to explore cost savings in design or cost efficiencies from construction methodologies.
- Note: This step is not builder selection, it is purely a check-balance that the Architectural design meets your goals & requirements.

05

Town planning & Development Application (DA)

- Pre-construction stage
- **Engage a town planner** to conduct due diligence and prepare reports.
- Determine whether your project is an assessable or accepted development.
- If assessable, facilitate site plans, architectural, reports and forms with town planner and submit for council review.
- **Review councils decision** notice and address council conditions. If approved, comply with conditions outlined.

06

Select & engage a builder

- Construction & Builder broker stage
- **We act as your Builder Broker.**
- We have an extensive panel of reliable and experienced builders to trust with your build.
- **Research builders** - Check licenses, experience, track record
- **Tender** - Develop & issue documents to builders for pricing.
- **Review** - Evaluate builder availability, costs, timelines, dispute history, insurance & provide a recommendation.
- **Contract review** - Carefully review builder contract (MBA/HIA) to ensure it includes agreed details. Seek legal advice where needed.
- Engage builder - Appoint a licensed QBCC builder, pay deposit where applicable

07

Building Approval (BA) from a certifier

- Construction & Builder broker stage
- **Review & recommend** building certifier to assess compliance.
- Ensure plans align with the National Construction Code and regulations.
- Submit all finalised documentation, including drawings and certifications to your certifier for assessment against the National Construction Code (NCC).
- **Secure Building Approval**, decision notice and approved stamped plans to commence construction.

08

Build your home

- Construction & Builder broker stage
- Progress through key constructions stages: Base (slab), Frame, Lock-up, Fixing, and Fit-off.
- Includes site quality inspections & meeting with the builder for updates on time & cost.
- Managing & assessing variations, design changes or time implications between you and the builder.
- Certifier inspections at each stage to ensure compliance to council conditions.
- A final inspection confirms completion before issuing an occupancy certificate.



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READY TO CHAT WITH AN OWNERS AGENT?

If you're building a home or investing in a new build or renovation, we invite you to reach out directly to Nick Corley, Director of C Management

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