

Shaping communities for a brighter tomorrow

Australia's strata experts since 1977



Local experts with a national presence

Bright & Duggan Group has proudly served Australians with strata solutions for almost 50 years. Our diverse management portfolio ranges across small to large schemes. Our customers are supported by professionals in strata, building and complex scheme management, across multiple branches in New South Wales, Queensland, Australian Capital Territory, and Victoria.

Our local knowledge and community relationships form the foundations of our personalised solutions. These are backed by a wide network of specialised service divisions designed to enhance and elevate strata schemes. No matter where you are located, we are committed to understanding the unique requirements of your building and delivering exceptional service and great options.

Shaping communities for a **brighter tomorrow.**



Welcome to the Bright & Duggan difference



We are here to help – our experience across all strata living challenges means we are equipped to guide you in any situation.



Every building is different – we can support you with your scheme's needs. Large or small, we have a tailored solution that's right for you.



People matter – we proudly invest in career development and business partnership opportunities. We retain and train our teams, ensuring you get consistently great service.



All your property needs covered – our specialist teams are here to aid you across repairs and maintenance, insurance, fire compliance, and complex accounting.



Full disclosure – it's always your choice. Our business is fully transparent and operates best practices. This is enhanced by the resources of our parent Johns Lyng Group.



World-class protection – you receive robust governance, financial and data security to make you feel safe.



Prepared for the unpredictable – we understand not everything goes to plan and provide a 24/7 emergency response service so you can feel safe.

Added benefits

Cost of living relief – we understand the impacts of the cost of living and offer more customer savings. Our scale and broader company network, produces serious savings and exclusive benefits to your scheme.

Take the experience further – our related Bright & Duggan Group businesses can provide hands-on building management, concierge and community engagement services.

“The professionalism by each staff member is exceptional and their guidance on strata issues is an asset to our building.”

– Mark

A photograph of three people in a modern office setting. On the left, an older man with a white beard and hair, wearing a white shirt, is shaking hands with a younger man on the right. The younger man has dark hair and is wearing a dark blue suit. In the center, a woman with grey hair, wearing a brown top, is smiling and looking towards the younger man. The background shows a wooden wall and a window.

Our values

We embody and uphold these values in how we approach our work, each other, and, most importantly, our customers. Our values represent our commitment to excellence, innovation and integrity.



United we are stronger

We work together to support our communities. We build diverse teams, share knowledge and collaborate.



Trusted and Transparent

We deliver on our promises and communicate along the way. We connect through authenticity and build trust through honest relationships.



Accountable to ourselves and others

We take pride in the quality of our work and own our actions, so we always deliver the best.



Visionary think big, aim high

We care deeply about setting the highest industry standard for best customer experience and delivery.



Why change to Bright & Duggan? Here's why -



Elevate your property

Our deep experience and diverse expertise all under one roof, means it's fast and easy to optimise your scheme.



To get expert advice

Our professionals have seen all strata scenarios and are qualified to provide assurance on complex compliance issues, financing and regulations.



It's your choice

Feel comfortable knowing you're in control of your scheme, making informed and effective decisions no matter how big or small.



Reap the benefits

By choosing us, enjoy exclusive offerings on repairs and maintenance, and other strata-related services without compromising on quality.



Our service standards

We are committed to placing you front and centre of what we do. Our customer charter has clear, measurable service standards to ensure your needs are consistently being met.



Scale to support your needs

Your strata manager is supported by a suite of teams. This means responsive communication and consistently great service.

Your choice in strata management

All your strata living solutions

Australian-owned and delivering well-run strata schemes for close to 50 years, we offer customers access to a wide range of service solutions all under one roof.

Our dedicated specialised teams to support all your strata needs:

- Strata management for all shapes and sizes
- 24/7 emergency hot-line
- Repairs and maintenance
- Fire compliance and asset management
- Insurance
- General and complex finance and accounting
- Administration
- Data and information technology

Our Bright & Duggan Group businesses also offer a range of solutions including:

- Building management and community builders
- Concierge
- Integrated resort management
- Build to rent

In-house experts:

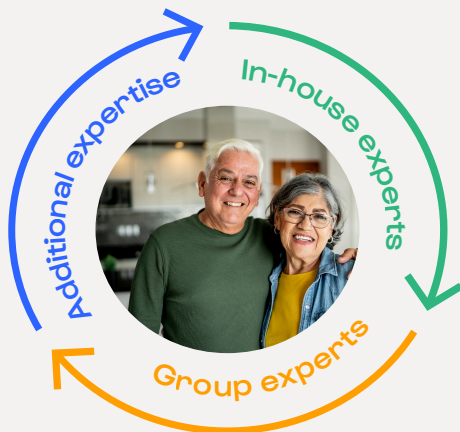
Repairs and maintenance, insurance, financial services, fire compliance, and administration departments.

Additional expertise:

Building consultancy, property maintenance and remediation, HVAC, fire services.

Group experts:

Bright & Duggan Strata Management, Cambridge Integrated Resorts, Place Portfolio Solutions, Structure Building Management.



Your choice in strata management

Customer-first

Our focus is you, with our industry-first customer charter guiding our delivery.

- Here to help strata communities across Australia
- Customer care and advocacy team
- Welcome team - enabling a fast and easy change
- Dedicated strata manager and qualified assistant
- Education and training providers
- Repairs and maintenance team have state licencing to support your building's needs with access to local trades people in your area
- Access to exclusive benefits and discounts
- Proudly 100% homegrown

Professional

We are on a path of continual improvement and actively strive to be the best customer provider.

- Real living solutions with transparent costs
- Dedicated insurance team with full disclosure, no surprises and various options
- Practical and transparent options provided for your informed choice
- Peace of mind on all your strata schemes data and financial controls
- Preserve and prolong your asset with preventative services
- Compliance specialists for your fire safety needs
- Proudly owned by former ASX-listed company, Johns Lyng Group

**Exceptional
management of
strata schemes
for nearly 50
years**



Strata management support network

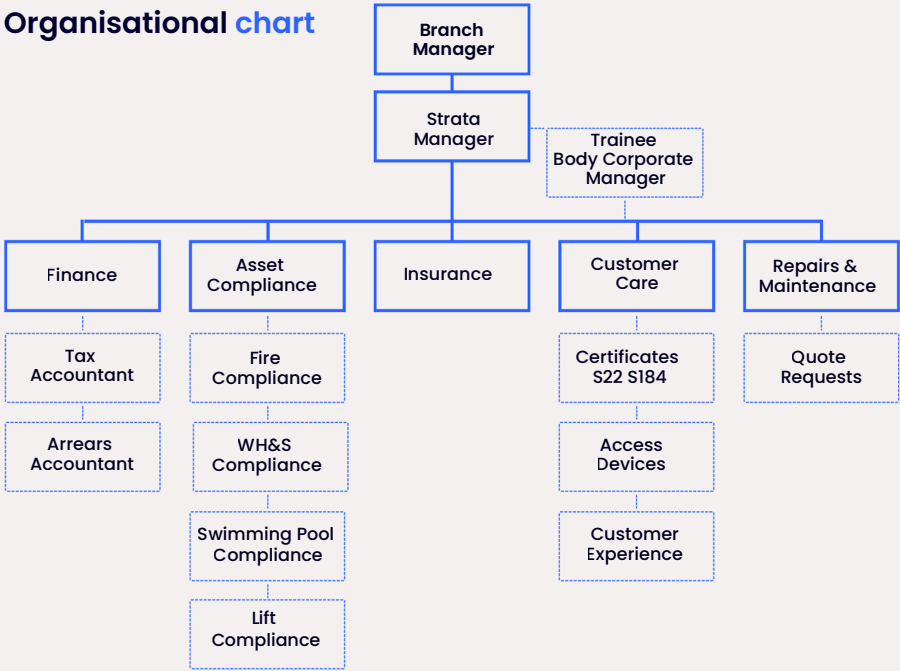
The Bright & Duggan support network augments the strata manager to ensure the expert management of your scheme.

The support network includes a number of teams who manage specialised areas of your building. The teams work side by side with the strata manager to ensure the best possible outcome of any issue.

The underlying support system does not alleviate responsibility from your strata manager for the areas but rather provides them with a network of internal professionals that support them for highly technical matters, such as compliance and arrears.



Organisational chart



The difference is our people

Bright & Duggan had nearly 50 years of unmatched experience managing community schemes of all sizes and complexities.

From advisory services during development to ongoing management, we continually evolve our services, technology, and innovation to deliver market-leading strata solutions. Operating across Australian Capital Territory, New South Wales, Queensland, Victoria and New Zealand, our expertise spans iconic and high-end properties. Our approach to strata management is founded on trust, transparency and keeping our promises.

At Bright & Duggan, customer satisfaction drives our philosophy, recognising that it naturally leads to business success. We gauge satisfaction through tools like the Net Promoter Score (NPS), enabling us to monitor and set key performance indicators for continuous improvement.

No strata is the same so we are committed to listening, guiding, and supporting our communities.



3 simple steps to change

- ✓ Agree on a tailored strata solution with your dedicated strata expert.
- ✓ Organise a general meeting with a motion on the agenda to appoint Bright & Duggan Strata Management.
- ✓ Once appointed, we will take care of the rest and report on our progress.

Contact us today to discuss your tailored strata solution.



talktous@bright-duggan.com.au
1800 675 444
bright-duggan.com.au

Questions for your new strata manager:

“They are always very professional and ready to help whatever you need”

– Cesar