CAPABILITY STATEMENT

FACILITY MANAGEMENT VICTORIA PTY LTD

Trusted, Proven & People-Focused Facility Management



Company Overview

Facility Management Victoria Pty Ltd (FMV) is a trusted leader in building and facility management, delivering tailored services across Melbourne's residential and commercial high-rise sector. Established in 2002, FMV has built a strong reputation for independence, professionalism, and operational excellence. With over 20 years of industry experience, we ensure every building within our portfolio is safe, secure, well-maintained, and operating efficiently.

Through proven systems, experienced leadership, and a dedicated operations team, FMV provides reliable, transparent, and high-quality service to clients, residents, and stakeholders.

Our Services

FMV delivers a comprehensive range of building and facility management services, including:

- Building & Facility Management
- Concierge & Resident Services
- Security Oversight & Contractor Coordination
- Cleaning Oversight & Quality Control
- Maintenance Coordination
- Essential Services Support
- Stakeholder Engagement (Owners Corporations, Committees & Developers)

We pride ourselves on building strong relationships with contractors, suppliers, and service partners, recognising each as an important part of a building's long-term success. Our structured operational processes ensure every property is managed seamlessly, professionally, and with attention to detail.

Our People

Our people are the face of FMV, trusted by residents, committees, and management teams to deliver reliable, professional and consistent service.

FMV employs over 180 staff, including more than 60 experienced Facility Managers, Building Managers and Assistant Managers, supported by dedicated concierge, security and cleaning teams. We are committed to providing a supportive workplace with ongoing training, strong operational guidance and a culture where staff take pride in the buildings they manage.

The Team







FMV's strength is driven by its experienced, hands-on leadership team.



Our Portfolio

FMV manages many of Melbourne's most prestigious buildings, including:

- Freshwater Place
- The Metropolis
- Balencea
- The Lucient
- Convesso & Concavo
- Melbourne Quarter East
- No.1 Collins Wharf
- 889 Collins Street

Our full portfolio is available at fmv.com.au/portfolio







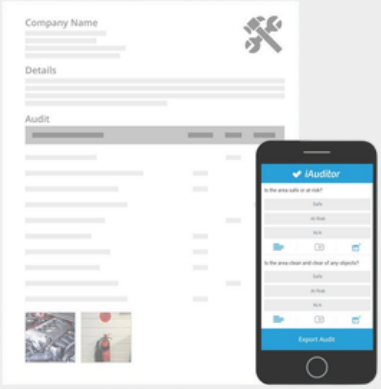
Industry Involvement & Professional Contribution

FMV has a long-standing association with the Facility Management Association of Australia (FMA), the peak body for the facility management industry.

Director Eric Giammario has been actively involved with the FMA for more than eight years, serving on committees and portfolio groups, contributing to industry events, and presenting at annual national conferences. His commitment to advancing the FM profession was recognised when he was awarded National Committee Member of the Year in 2017.

FMV also contributed to the development of the FMA's Facilities Management Good Practice Guide – Multi-Unit Residential, helping shape industry standards for high-density living.

In 2018, FMV Directors Eric and David played a key role in the inception of the Residential Strata Facilities Management Division of the FMA, reinforcing FMV's commitment to industry leadership and sector improvement.



iAuditor Quality & Compliance

FMV uses iAuditor for regular quality audits, safety inspections, SOP compliance checks, and cleaning performance assessments.

This digital system ensures transparency, consistency, and real-time reporting across all buildings.

Digital Forms & Process Standardisation

Through digital forms, cloud-based reporting, and automated workflows, FMV ensures operational tasks are monitored, documented, and continuously improved—strengthening accountability and service consistency.

Digital Innovation & Training Resources

FMV continues to invest in modern digital tools, training systems, and technology-driven solutions to support consistent, high-quality service delivery.

Our commitment to innovation includes:

Building-Specific Instructional Videos
Custom-recorded videos providing guidance on site-specific procedures, equipment operation, building systems, and emergency processes. These streamline onboarding and support relief and rotating staff.

New Employee Onboarding Video
A dedicated induction video covering Resident Services expectations, customer service standards, and building management practices. This forms a formal part of onboarding via the FMV Staff Portal.

https://www.youtube.com/watch?v=Cmg5lGTcADE

Staff Portal Integrated Training
All training videos—including safety, customer service, building operations, and compliance modules—are accessible online. Staff acknowledge each step, ensuring a consistent, trackable induction process

https://www.fmv.com.au/educationalvideos

WHY FMV?

- Proven longevity with over 20 years continuously operating
- Highly qualified, experienced management team
- Strong contractor and industry relationships
- Comprehensive service delivery tailored to each building
- Trusted by Melbourne's premium high-rise communities
- Independent service provider ensuring impartial decision-making
- Long-term client retention demonstrating consistent performance

CONTACT US

(03) 9081 0800

officemanager@fmv.com.au

fmv.com.au

G04, 838 Collins Street Docklands VIC 3008

ABN 12 143 248 319