UNIBROWSE FREQUENTLY ASKED QUESTIONS



What is Unibrowse?

Unibrowse is Trafalgar's new Property Management Program and centralized client communication, ticketing, and action-tracking system.

What is Unimeet?

The program includes the voting and quorum rules from the Sectional Titles Scheme Management Act for body corporates, and scheme defined rules for homeowners associations. A relevant base quorum is required to open voting, and specialized quorums based on resolution types. A check is performed at the commencement of voting for each resolution, to ensure that the relevant quorum requirement has been met.

Members can vote from within their owner app if the scheme is managed using this system, or by clicking on a voting link provided. Votes can be recorded by the meeting administrator from the system produced ballot papers (with linked QR code) or manually, or by other members using the linked QR code ballot papers.

Why do we use Unibrowse and Unimeet together?

Unibrowse manages day-to-day operational actions and communication, while Unimeet manages formal decision-making and governance processes. Together, they ensure transparency, accountability, and compliance.

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What is an Action Ticket in Unibrowse?

A ticket is a logged record of a query, request, complaint, or task raised by a client, trustee, or internal staff member that requires follow-up or resolution. This facility assists in the management of and communication relating to jobs/actions that are normally performed by a property manager for a property owner/trustee.

Jobs can be loaded via. the property app or via the system interface. Images can be added by uploading them or by taking them using a mobile device.

Once loaded, the property portfolio manager will be advised. The manager can them assign responsibility for the job, and estimate the completion date. Progress is updated as the job progresses, with messages and notifications being automatically sent advising relevant parties.

Examples of jobs - after meeting follow up actions, maintenance requests, requests to send a letter, or a reminder to increase rentals.

Jobs will be visible to all office bearers. Overdue jobs will be highlighted for follow-up.

A job can be maintained as a draft, and uploaded when it is captured completely.

Watch a quick video tutorial to get you started on logging your first Action Ticket.

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Why are action tickets important?

Action tickets:

- Reduce backlogs
- Improve client communication and streamline feedback
- Ensure accountability and allocation of tasks between Owners, Trustees, Contractors and the Managing Agent.

Who is responsible for a ticket once it is assigned?

The staff member to whom the ticket is allocated is fully responsible for:

- Accepting ownership
- Taking action
- Communicating updates
- Closing the ticket once resolved

Can a ticket be reassigned?

Yes, but only where:

- The task was incorrectly allocated, or
- Managerial approval is obtained

Reassignment should be the exception, not the norm.

What is the expected response time on tickets?

Response times are guided by internal SLAs, but generally:

- Acknowledgement within 24–48 business hours
- Regular updates until resolution

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Can trustees or clients see ticket progress?

Yes, depending on configuration, trustees and clients may view:

- Ticket status
- Responses
- Resolution notes

Can I view a 12-month levy statement on the dashboard?

Yes. You can easily view and download levy statements for a selected period, including a 12-month statement, directly from your dashboard by following a few simple steps.

What documents are visible on the Owner's Dashboard Unimeet?

- Annual and Special General Meeting Agendas
- Conduct Rules
- Sectional Title Plans
- Insurance Policies
- Building Inspections and Valuations
- Minutes
- Any many more

Why should meetings be managed through Unimeet?

Unimeet ensures:

- Compliance with governance requirements
- Accurate record keeping
- Secure document storage
- Audit-ready meeting records

How can clients support the process?

Clients can assist by:

- Logging requests through the official system
- Providing clear information upfront
- Allowing reasonable time for response based on complexity

Using the system ensures your request is tracked, prioritized, and resolved.