

QUEENSLAND

Caretaker and body corporate relationships 101: understanding the issues and ideas to solve them

StrataSolve
UNTANGLING STRATA PROBLEMS



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ESSENTIALS

- What's a 'caretaker'?
- Are they an employee?
- Who makes the contract?
- Why are contracts so long?

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ESSENTIALS

- How are the costs calculated?
- Why does Qld have these contracts and other states not?
- Do caretakers have to have professional training?
- What's the difference for caretakers in different Regulation Modules?

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RELATIONSHIPS

- Caretaker and...
 - Committee
 - Strata manager
 - Owners
 - Occupiers (tenants)

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WHEN ISSUES ARISE

- How do caretaking disputes get addressed?
- What happens where there's a disagreement about duties?
- How can duties be amended?
- What about 'bullying'?

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SPECIFIC SCENARIOS

- Cost escalation of contracts
- Changing nature of caretaking contracts
- Lobbying

If your scheme is voting on a contract extension it is helpful to show owners an estimated cost chart to demonstrate how the costs of the caretaker contract will increase over time.

This table shows how a \$100,000 per annum salary changes over a 15 year period if the increase is 4% per annum.

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UNDOING THE STRATA PROBLEMS

TOWER
BODY
CORPORATE



LookUpStrata



Year	Salary	Year	15Salary
0	\$100,000	8	\$136,856
1	\$104,000	9	\$142,331
2	\$108,160	10	\$148,024
3	\$112,486	11	\$153,945
4	\$116,985	12	\$160,103
5	\$121,665	13	\$166,507
6	\$126,531	14	\$173,167
7	\$131,593	15	\$180,094

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BEST PRACTICE TIPS

1. Remember – it's a contract
2. Appropriate communication and conduct – on both sides – it's a workplace
3. Caretaker has as much invested as you do – so approach issues with balance and be methodical
4. Get specialized assistance when needed
5. ALWAYS explore alternatives to legal action first – the costs can be astronomical

QUESTIONS?

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Reach out to Chris Irons



E: chris@stratasolve.com.au

W: stratasolve.com.au

P: 0419 805 898



Reach out to Will Marquand

E: [will.marquand@towerbodycorporate.c](mailto:will.marquand@towerbodycorporate.com.au)

[om.au](http://towerbodycorporate.com.au)

W: www.towerbodycorporate.com.au



Reach out to Nikki Jovicic



E: nikkij@lookupstrata.com.au

W: lookupstrata.com.au

P: 0427 125 656