



Excellence — Transparency — Partnership

OWNERS CORPORATION MANAGEMENT SERVICES

What next?



100 Election of committee

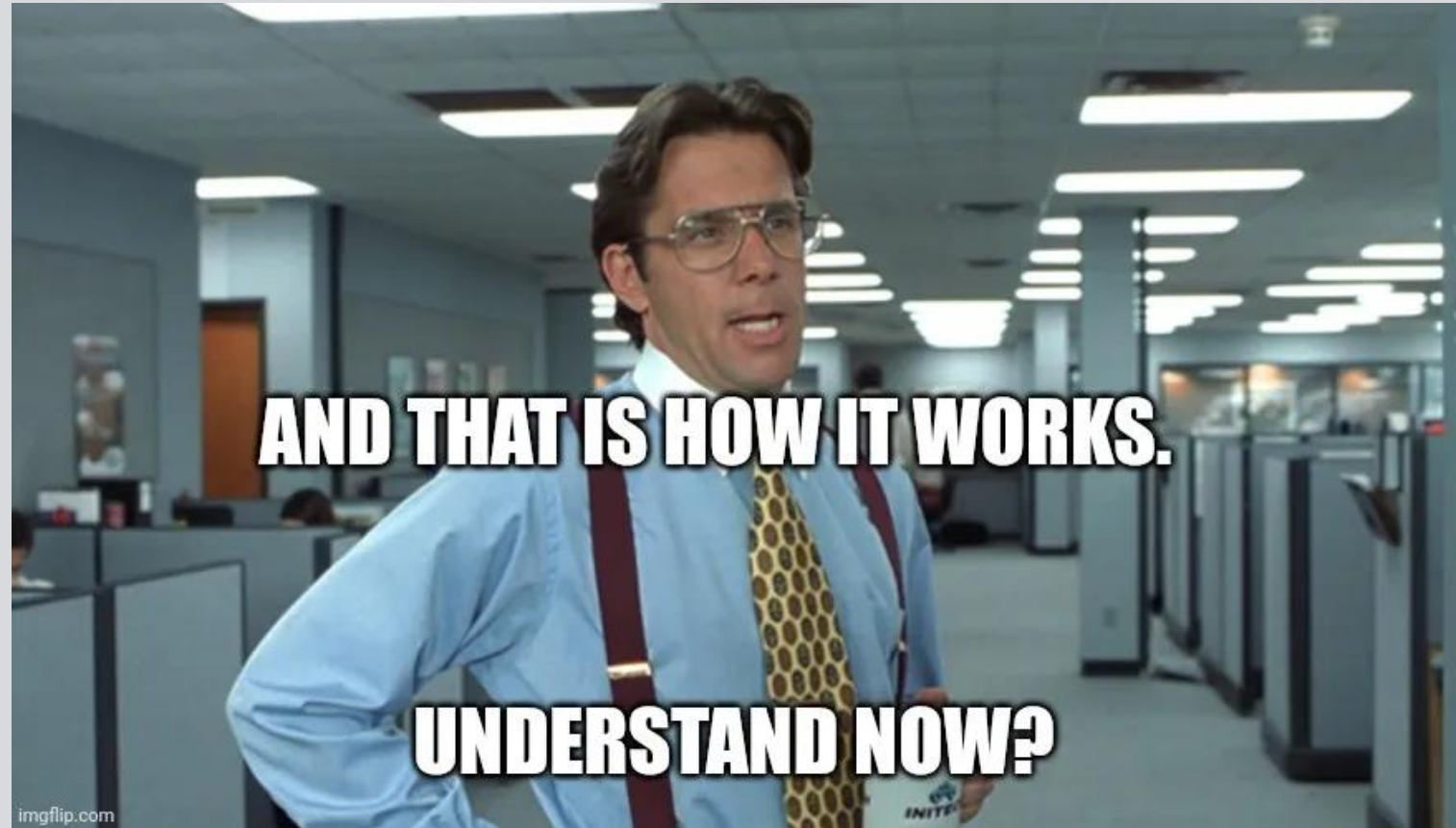
(1) An owners corporation affecting 10 or more lots must elect a committee at each annual general meeting.

(2) An owners corporation affecting less than 10 lots may elect a committee at an annual general meeting.

101 Functions and powers of committee

Subject to the rules of the owners corporation, a committee has all the powers and functions that are delegated to it by or under section 11.

Note: Powers and functions that require a unanimous resolution, a special resolution or a resolution at a general meeting of the owners corporation cannot be delegated under section 11.





“If we don’t find a way to live together, then we’re gonna die alone”, Jack Sheperd.



The ROLE of the committee;

- Governance
- Decision making
- Representation
- Accountability
- Responsibility

The CONTEXT of the committee;

- Asset management – how much is the building worth (replacement value)?
- Investment management – how much are the lots worth (market value)?
- Day-to-day management – the physical space must function and must be maintained.
- Financial management – managing collective funds, responsibly.
- Community management
 - Working with, or inconsideration of fellow owners, the manager, contractors, tenants.
- ... as a volunteer.

117 Duties of members of committees and sub-committees

(1) A member of a committee or sub-committee of an owners corporation must, in the performance of the member's functions—

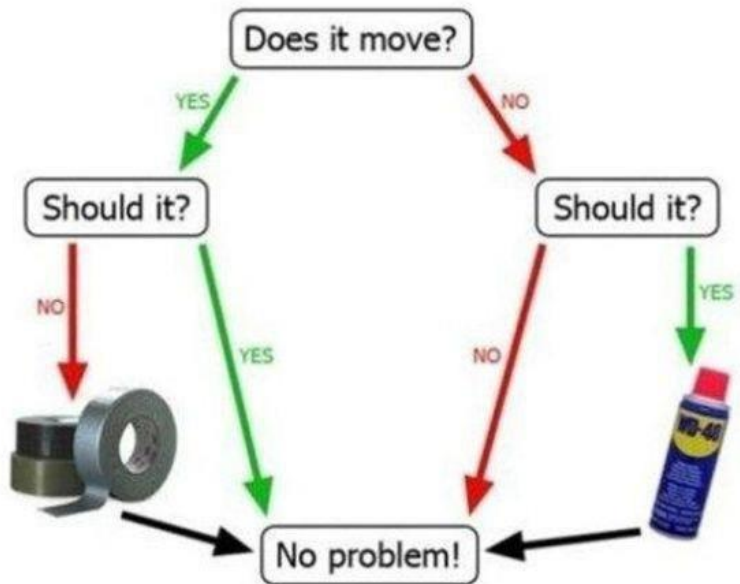
- (a) act honestly and in good faith; and
- (b) exercise due care and diligence; and

(c) act in the interests of the owners corporation.

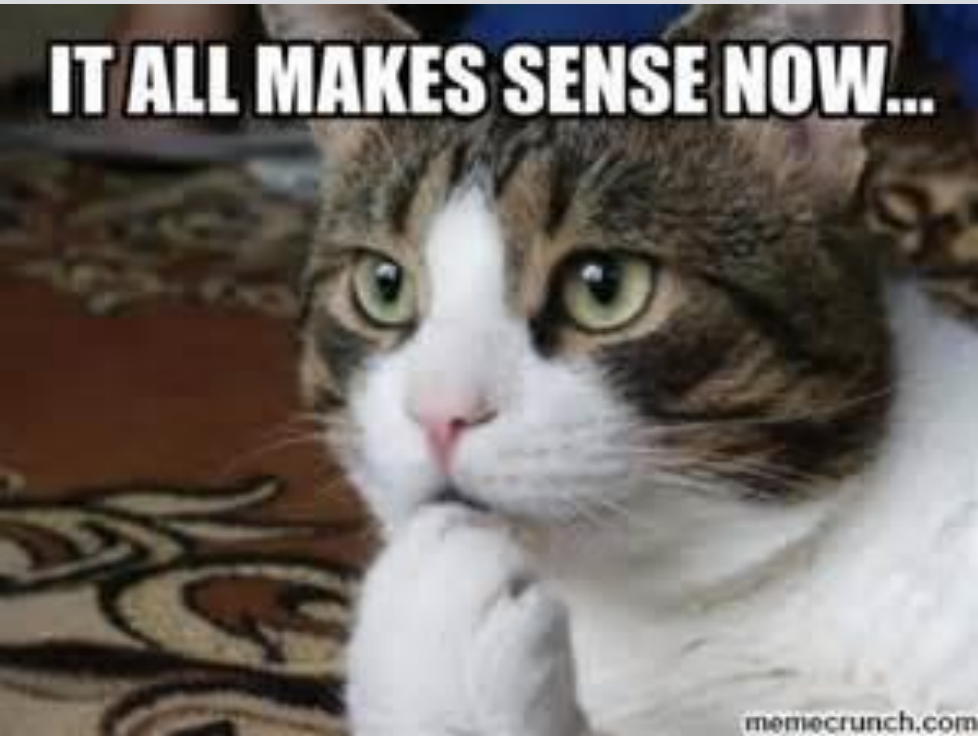
(2) A member of a committee or sub-committee of an owners corporation must not make improper use of the member's position to gain, directly or indirectly, an advantage for the member or for any other person.



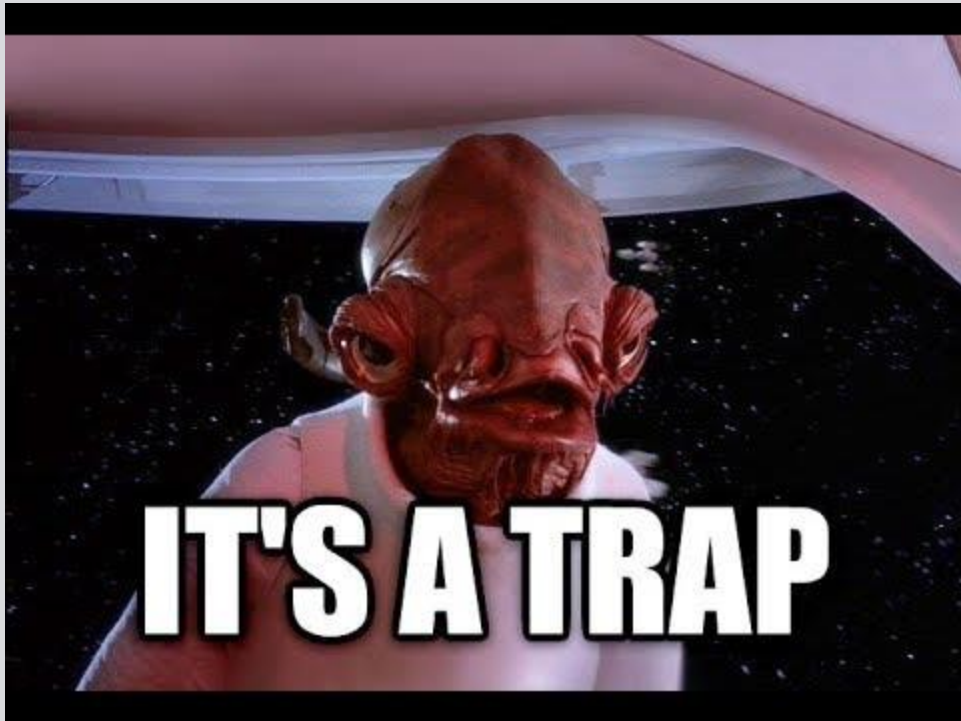
How to Fix Anything



- Trust the advice you receive.
 - Manager, lawyer, project manager, plumber etc.
 - Temper expectations.
 - Legislation, Rules, Timelines.
- Nobody agrees with everybody else all of the time. Make the decision and move onto the next.
- Be comfortable moving forward without unanimity
 - Is it just code for, 'I didn't read the homework so I'm voting with the majority'.
- Everyone enjoys having the final say, but nobody HAS to have the final say. Work to eliminate the concept of, "I just ...".
- Shift away from a price-first mindset to prioritising outcomes.
 - If need be, work backwards to find out what you can afford relative to the outcome you want or need. THEN figure out the 'HOW'.
 - Loan, levy, accrual of surplus.



- Manage email volume and move decisions out of the inbox.
 - Meetings, next-generation software for voting.
- Set agendas and stick to them.
 - Timestamps.
 - Quotes and financials taken as read.
- Engage with your owners beyond the AGM.
 - 1-2 updates per year – K.I.S.S.
- Set achievable goals for the year. Keep track of them.
- Utilise your manager.
 - Voting procedures, agendas, meetings, relationships, experience.
 - What you can do, what you can't do.
- Have a consistent, written policy in place for varying circumstances – utilise your manager.
 - The benefit principle, renovations, noise complaints, use of the lift, procurement, damage to common property, debt recovery etc.



- Chairperson
 - Actual spelling - O R G A N I S E R
- ‘Quick decisions’
 - Is it within your authority?
- Stepping over dollars to save dimes.
 - A small short-term saving may lead to a long-term expense.
- Acting too quickly.
 - Some things can’t be undone.
- Making enemies at the expense of future friends.
 - You never know who will be on committee next year.
 - You never know how long they will be an owner for.
- The next person to correctly predict a tribunal or court outcome will be the first.
 - Don’t assume.



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