

Strata Managing Agents: **Assisting committees through difficult times**



What is the Strata Manager's role?



- Strata Managing Agents are the agent of the Owners Corporation as a whole and act on the instructions of the Owners Corporation or its Strata Committee
- Strata Managing Agents can be instrumental in leading strata committees through difficult times whether financial, legal (including building defects) or other disputes or disharmony within the scheme itself
- Strata Managing Agents effectively partner with the Strata Committee to manage the scheme



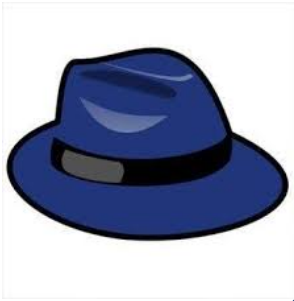
How Can Strata Managers assist committees through difficult times



LEADERSHIP is key







EXPERTS

Knowing when and which experts to use

Knowing exactly what advice is required to assist the strata committee to make the decisions



PRACTICAL APPROACH

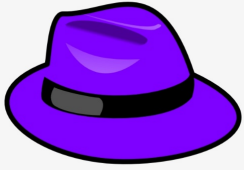
Needs to be pro-active

Needs to deconstruct or break-up a large problem into smaller more manageable staged ones in a sequenced and logical order

Can navigate through the myriad of strata compliance to ensure the proper resolutions are passed at the appropriate level to ensure the Owners Corporations meet their obligations

Can apply a common sense and commercial approach to determine different courses of action available to resolve a problem

Knowing how to tackle a problem is half the problem solved



KNOWLEDGE & EXPERTISE



- Sequencing resolution of problems



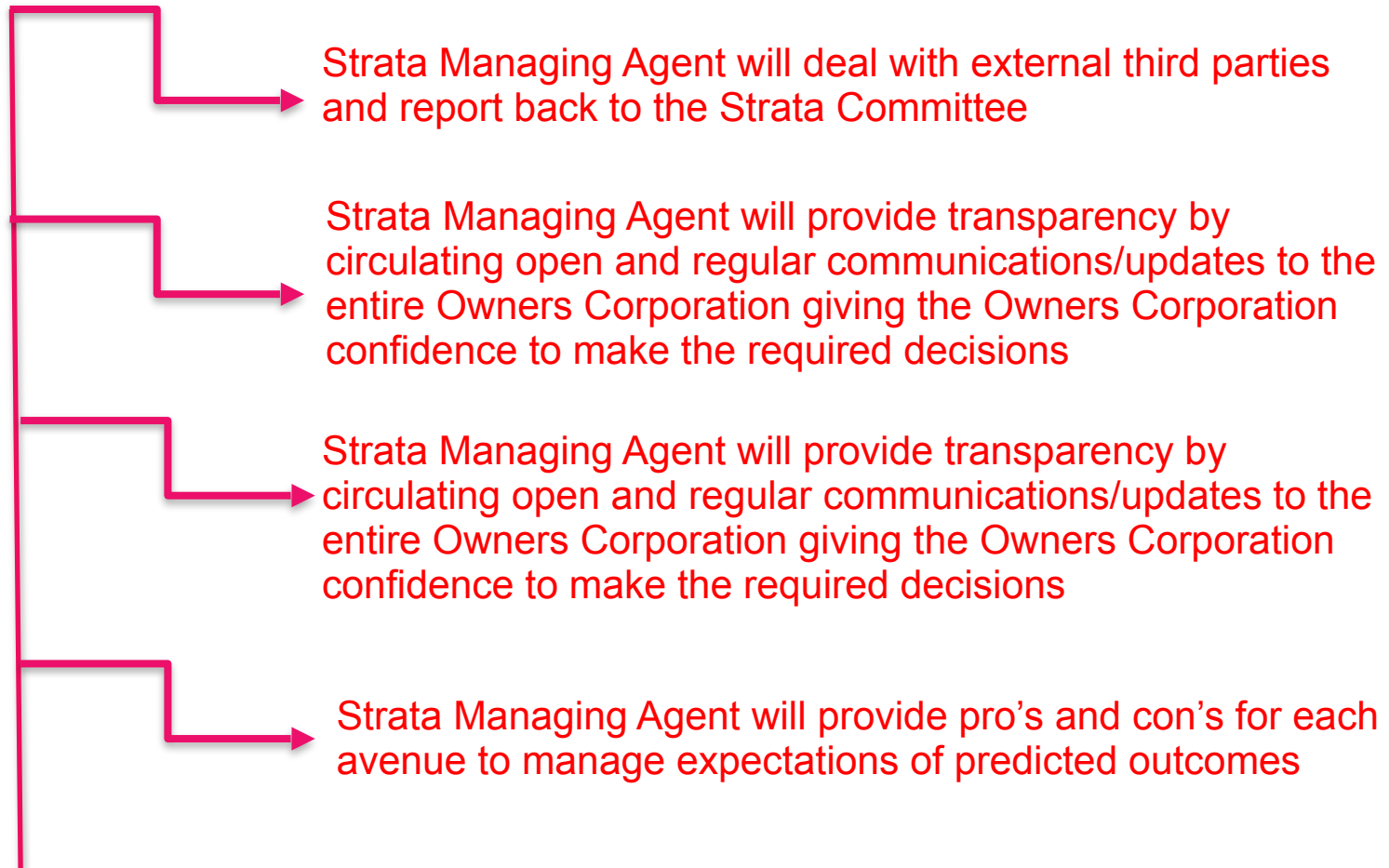
- Draw on experience and advice from experts to give sense of certainty in resolution



- Seek advice on potential financial outcomes

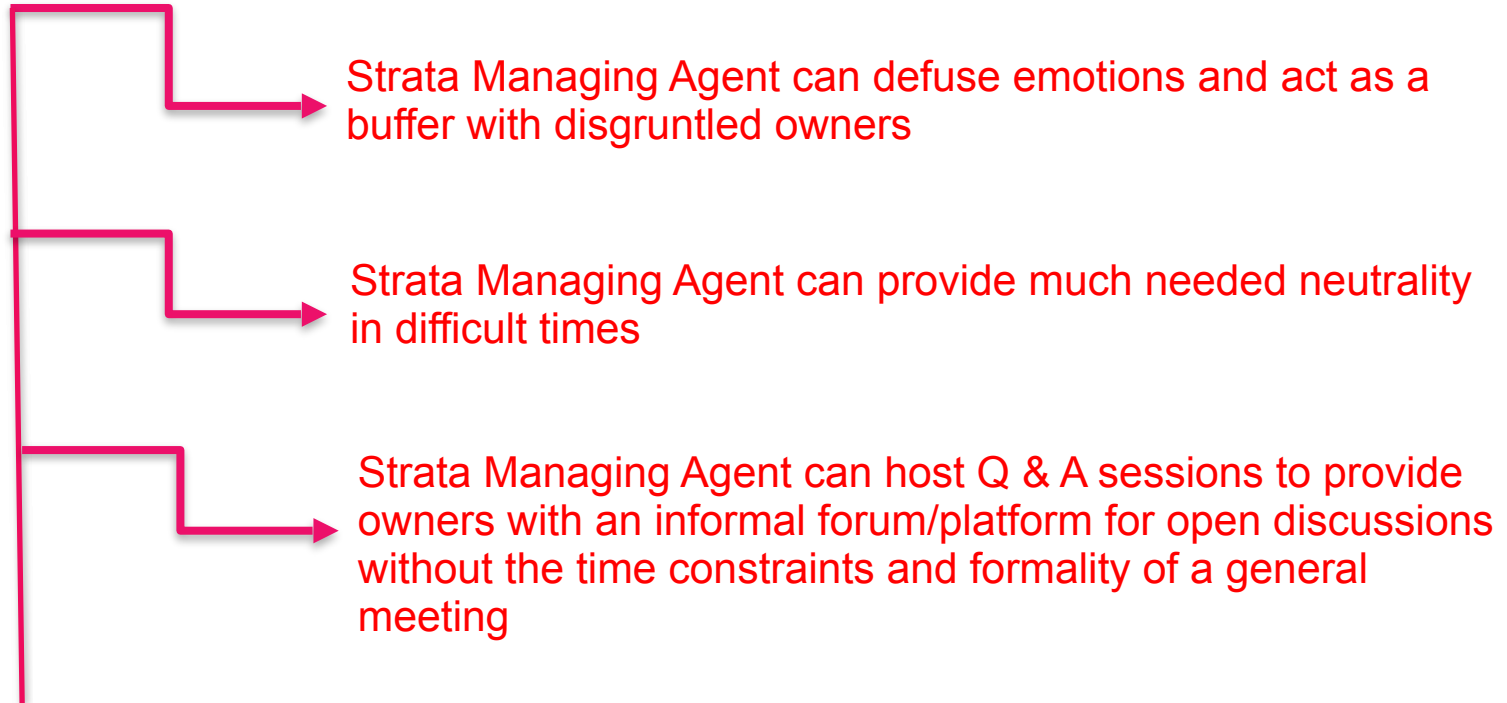


MANAGEMENT OF COMMUNICATIONS





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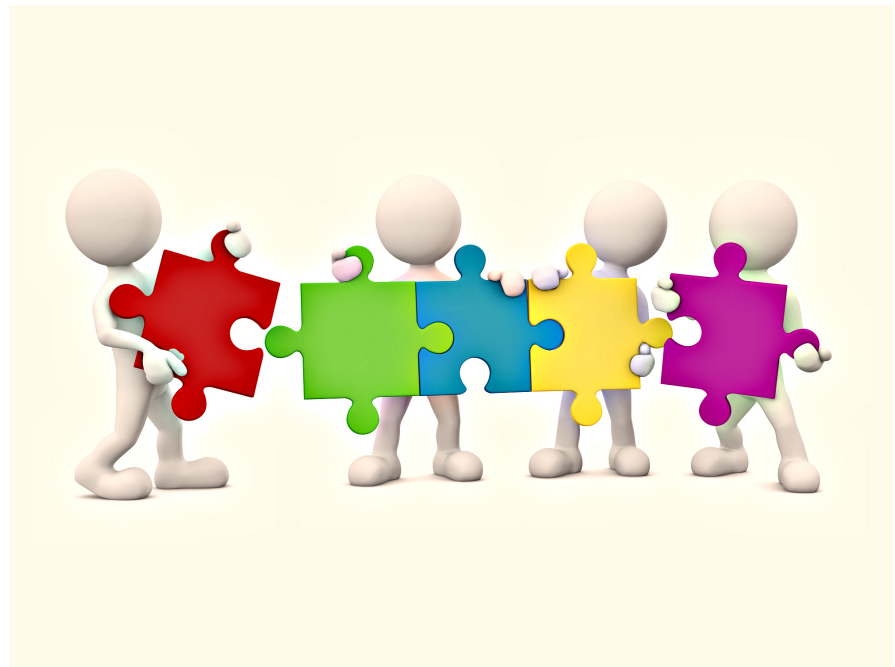




STRATEG Y

Planning is vital especially in difficult times

Management of conflict, deadlocks



Leadership is the skill-set which gives the support to the strata committee (and OC as a whole) to inform owners of likely outcomes and to give them the confidence and information they need to make the decisions that are required to be made in the best interests of the Owners Corporation



Owners are more likely to make decisions in a timely fashion if they are armed with detailed information and background together with an understanding of both the obligations of an Owners Corporation and the issues to be resolved and how (noting that SMA can only execute decisions properly made)

RESULTS