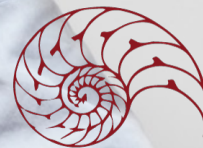




WA Webinar

Strata Manager vs Property Manager
Working together for better outcomes



LookUpStrata



- Collaborative training and coaching for the property management industry
- Creating Happy Property Managers in the real estate industry
 - Property Manager with 23 years of experience
 - Owner of the 2023 REIWA Awards for Excellence Property Management Team of the Year
 - Investor Buying Specialist
 - Educator & Collaborator

Creator & Owner of PM Collective
Business Owner of SOCO Realty

Meet Ashleigh





Meet Jamie



- 26 years experience in Property Management & Strata Management
- Strata Management = Creating Better Communities
- Training & Constant Learning
- Collaboration

Chair REIWA Strata Committee
Owner Empire Estate Agents
REIWA Trainer



What is the role of the...

Property Manager

- ✓ Looks after property
- ✓ Looks after the people that live in property and those that own it
- ✓ Organises the maintenance & upkeep of the property
- ✓ Collects funds as part of the management of the property
- ✓ Manages funds in Trust & the collection of funds
- ✓ Act as a intermediary between Owners and Tenants
- ✓ Works with creditors to organise maintenance
- ✓ Provides monthly statements on income & expenditure

Strata Manager

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What are the differences

Property Manager

- ✓ Well known real estate industry role
- ✓ Property is defined
- ✓ Works with one set of Owners per property
- ✓ Works and decisions are made in consultation with the Owner
- ✓ Selects and places the prospective tenant in a property
- ✓ Organises the maintenance of the property
- ✓ Inspects property on a regular basis
- ✓ Planning and setting budgets for property maintenance and improvements
- ✓ Act as a intermediary between Owners and Tenants
- ✓ Works as per the Residential Tenancies Act
- ✓ Licensed
- ✓ Disputes handled in the Magistrates Court

Strata Manager

- ✓ Commonly misunderstood role
- ✓ Property is not easily defined
- ✓ Works with multiple sets of Owners that can change annually
- ✓ Levy amounts, works and decisions are made in consultation with all Owners
- ✓ Organises the maintenance of the common property in consultation / vote with all Owners
- ✓ Act as a intermediary between all Owners and Residents and third parties
- ✓ Works as per the Strata Titles Act
- ✓ No Licensing requirements
- ✓ Disputes handled at the State Administrative Tribunal



Same Challenges

Property Manager & Strata Manager

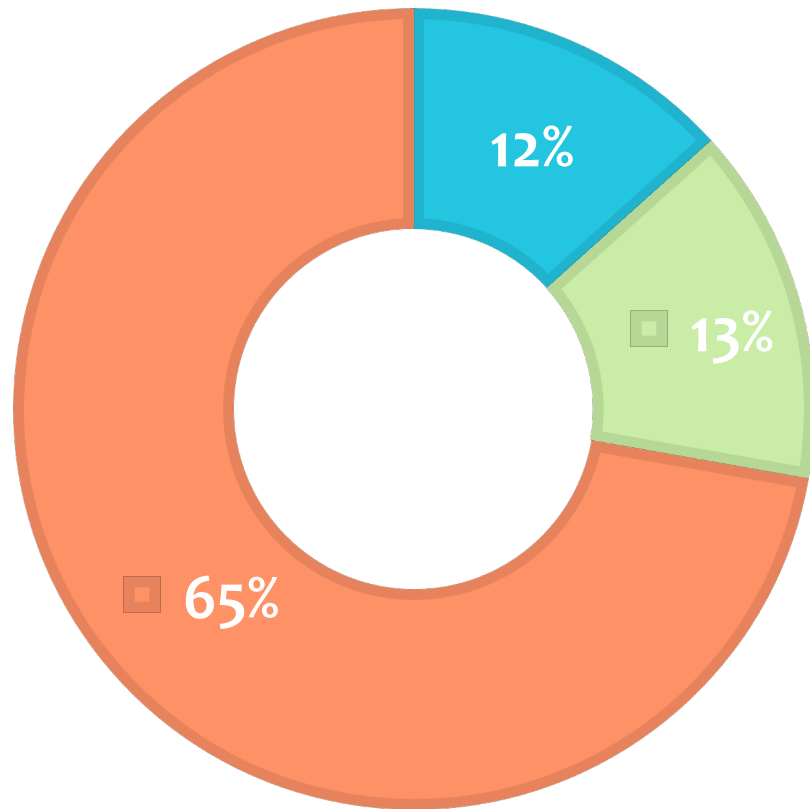
Problem Solver
Debt Collector
Dispute resolution
Mediation
Defect rectification
Police Officer
Social worker



So how do they feel about each other?

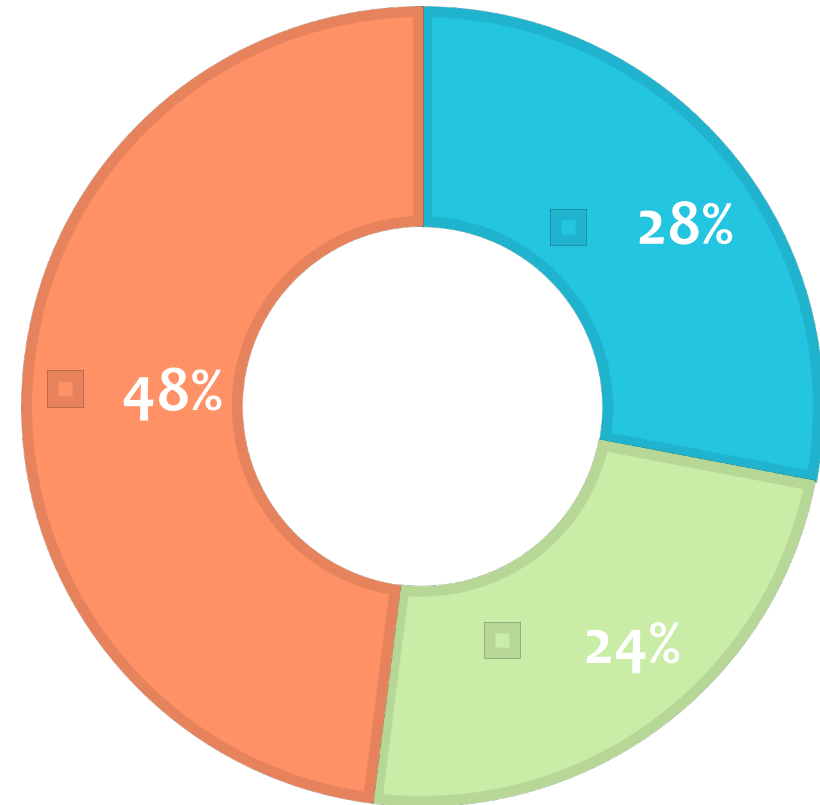
Property Managers about Strata Managers

■ Positive ■ Neutral ■ Negative



Strata Managers about Property Manager

■ Positive ■ Neutral ■ Negative





Superstars

Property Managers & Strata Managers

Exceptional Communication

- Problem Solving
- Time Management
- Project Management





Why the great divide?

Property Manager & Strata Manager



Communication

- Use the address of the property in your communication
- Acknowledge or confirm receipt of emails and in addition when the person may expect a response
- When confirming responsibility for maintenance where possible provide a reason 'why' so we can explain to the Owner
- Help the Property Manager in understanding the boundaries and they by-laws

Understanding

- That the Property Manager is acting for the Owner and is at times there messenger
- Many Property Managers note not getting a response or waiting weeks for a reply or having to follow up multiple times to get a response
- That removing a tenant is a court process that requires 'evidence' and fining a tenant requires 'evidence'
- Strata is misunderstood area so educate us 'gently'

A close-up photograph of a person's hand pointing towards a screen. The person is wearing a white button-down shirt. The background is slightly blurred, showing more of the person's torso and arm.

Getting it right

What can a Strata Manager do to bridge the divide?





Annual General Meeting



Communication

- Explain the issue & provide photos where possible and details that includes the location of the issue and access details
- Have a copy of the strata plan and by-laws and read them so you know when you should and shouldn't be contacting the Strata Manager
- Encourage your Owner to attend Annual General Meetings and be on the Council of Owners

Understanding

- That we cant resolve a issue if we don't have the funds or allocation in budget
- We generally need the majority of 3 – 7 Owners to confirm works approval, for us to be able to proceed ie you need to give us time
- Insurance premiums are high, excesses are high and claims take a long time

A close-up photograph of a person's hand in a white shirt pointing towards the right. The background is blurred, showing more of the person's torso and another hand holding a device.

Getting it right

What can a Property Manager do to bridge the divide?



Property Manager

“Work with us instead of thinking we’re working against them. I had a Strata Manager last week talk to me like I had written up the quotes myself and was out to get her”

Strata Manager

“I also feel like some (not all) Property Managers feel us Strata Managers are a pain, especially if we make a complaint about their tenant. I would like to have friendly, open communication where we work together to resolve issues”

*“If everyone is moving forward together,
then success takes care of itself.”*

- Henry Ford



“Strata Manager vs Sales Agent is my biggest bugbear 😊”



Questions?

Alone we can do little... together we can do so much



Thank You

Nikki Jovicic 

administration@lookupstrata.com.au 

www.lookupstrata.com.au 

Ashleigh Goodchild
0416 352 679
ashleigh@socorealty.com.au



Jamie Horner
0403 305 023
jhorner@empireagents.au



*"If everyone is moving forward together,
then success takes care of itself."*

- Henry Ford



Good Afternoon,

Tenant has advised the roof is leaking,

Please follow this up and let me know of any updates regarding this issue

Thank you



Good Morning,

The tenants has advised the leaking happens when it is raining only,

Would be best for the contractor to contact the tenants themselves for any extra information needed,



Hi

As discussed, it was reported to me that there was a leak coming through the manhole in the laundry of Unit , my plumber has been and said the leak was coming from the unit above (Unit , potentially from a burst flexi hose in the laundry. They were unable to gain access to Level 3 to knock on their door.

I spoke with the owner of Unit and advised them what was going on. I then spoke to the Property Manager. They will be organising a plumber to go out as my plumber was unable to wait any longer and will be writing up a full report of their findings.

Thanks for your assistance on this. Let me know if you need any more details.

Kind Regards,

Hi

The owner is wondering if the security screen installation would then form part of the structure & be covered by strata? I believe this would be considered an addition therefore owner responsibility but just wanted to confirm? Thanks 😊

Kind Regards,

Hi

Hope you're well.

Over the weekend the tenant has reported to me that a leak has occurred again in the ceiling as per the attached photos.

The tenant has advised that it is quite damp and they are noticing water droplets coming through.

This was previously fixed by the old strata however no one had re attended to patch up the ceiling (email correspondence attached for your reference)

Tenant access details

If you could keep me updated that would be great!

