

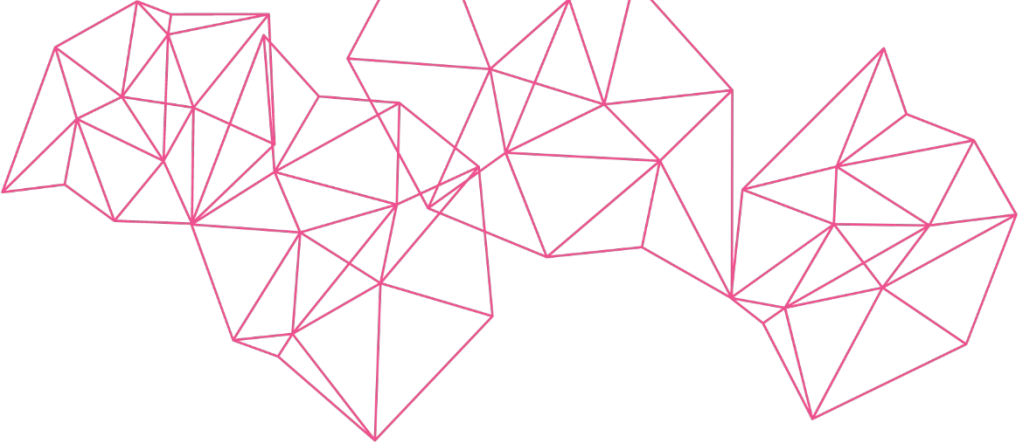
# WHEN DISASTER STRIKES! NAVIGATE STRATA EMERGENCIES WITH CONFIDENCE

18<sup>th</sup> July 2024

**Leanne Habib, CEO at Premium Strata**

Liability Limited by a scheme approved under Professional Standards Legislation.





# WELCOME!



**NIKKI JOVICIC**  
**THE MODERATOR**



**LEANNE HABIB**  
**STRATA MANAGER**



**SHADY ESKANDER**  
**THE CHAIRMAN OF**  
**OPAL TOWER**



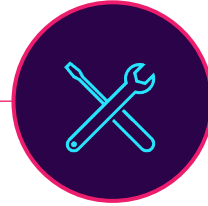
# WHAT TO CONSIDER



Communications



Notifications



Rectifications



Documentation



# COMMUNICATIONS: WHERE TO START

## Consider :



Who reported the crisis



What is the nature of the crisis.. Fire .. Structural



Establish an immediate site contact till other authorised representative(s) can be on site



# COMMUNICATIONS: WHERE TO START

## Insurance of communications

### Notify residents, agents and owners

- ▶ by email
- ▶ by phone for those directly impacted
- ▶ display notifications on site
- ▶ SMS text
- ▶ Strata Committee updates



Have on-site presence for further communications



# WHAT SHOULD BE INCLUDED IN THE COMMUNICATIONS

## Initial Communications

- ▶ Nature of the issue in high level
- ▶ Details of impact  
*I.e. level 7 only , one or more levels, NO power, habitability etc*
- ▶ Details of action – what and who
- ▶ Time frame where possible or advise if at this stage no time frame
- ▶ Seek information regarding any disabilities among the residents



# WHAT SHOULD BE INCLUDED IN THE COMMUNICATIONS

## Ongoing Communications

- ▶ Provide progress updates → with more detail → regular
- ▶ Report on any further issues as discovered (where relevant)
- ▶ Report on further action implemented (where relevant)



The most important  
update now to residents  
is TIMEFRAMES



# COMMUNICATIONS TO THE STRATA COMMITTEE

- ▶ Same as resident communications
- ▶ More detail around what and how the crisis should and is being managed
- ▶ Brief on engagement of third parties
- ▶ Brief on those notified of the crisis





# COMMUNICATIONS TO THE STRATA COMMITTEE

## Instructions

- ▶ Understand your level of delegated power & functions
- ▶ Seek instructions if & where required
- ▶ What to do in the absence of instructions



**Keep the principal  
informed & act where  
possible on instructions  
to mitigate liability**



**Mitigate loss**



# NOTIFICATIONS: WHO TO NOTIFY AND WHY

## WHO

- ▶ Insurers
- ▶ Required experts & contractors
- ▶ Third Parties  
*i.e Ausgrid .. Sydney Water*
- ▶ Builders (where warranty applies)



## WHY

**Evidence is subject to  
the timing of  
notifications**



**Need Key parties on site  
ASAP to get control of  
the Crisis**



# KEY POINTS WHEN NOTIFYING

- ▶ Keep the details factual
- ▶ Include key details
- ▶ Include details of impact
- ▶ Summarise action taken to date
- ▶ Be clear on the call to action



**Ensure notifications are properly prepared & documented.  
Phone calls are essential but are not a written record**



**Limit Liability and protect the owners corporation's position**



# RECTIFICATION: WHO DO YOU NEED

- ▶ What experts are required if any
- ▶ What contractors are required if any
- ▶ What support personnel are required
- ▶ What emergency services are required



**Understand the crisis before  
determining who you need**



**Getting the right  
assistance & parties  
involved at the right time**



# TEAM ON SITE... WHAT NEXT

- ▶ Determine extent of damage & impact
- ▶ Determine what immediate action is needed
- ▶ Consider safety implications
- ▶ Consider options for temporary repairs
- ▶ Plan & determine next steps to resolving the overall damage and impact
- ▶ Priorities



**Identify safety risks  
first & eliminate same**



**Ensure safety of residents  
& Maintain habitability**



# DOCUMENTATION: RECORD KEEPING IS ESSENTIAL EVEN DURING A CRISIS

## WHY

- ▶ To refer back to as & when required
- ▶ Factually evidences the steps taken
- ▶ Obligations as agents
- ▶ To ensure the records are complete

## HOW

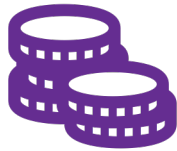
- ▶ Document all Phone calls
- ▶ Keep record of text messages
- ▶ Follow up with email confirmation



## OTHER FACTORS



**MEDIA**



**COST**



**ON SITE  
PRESENCE**



**INFORMATION  
HUB**



**EMOTIONS**



# LEADERSHIP: HOW BEST CAN YOU PREPARE FOR A CRISIS

## TOOL KIT

- ▶ Communication Plan
- ▶ Media Plan
- ▶ Evacuation Plan
- ▶ Budget Plan
- ▶ Support staff
- ▶ Equipment
- ▶ Access to key records & Document
- ▶ Alternate Accommodation Plan
- ▶ List of contacts
- ▶ Identify high risk residents with disabilities

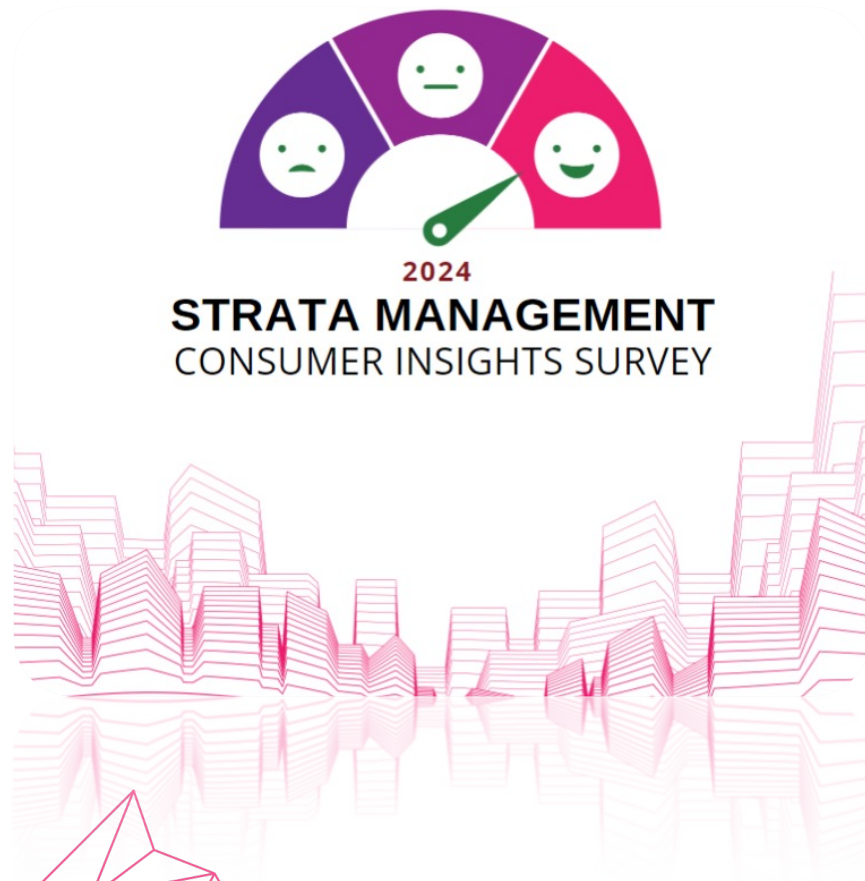




## Q & A



# THANK YOU FOR ATTENDING!



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