

QUESTIONABLE STRATA MANAGER RETENTION STRATEGIES.

What owners need to be aware of.



WHY IS THIS IMPORTANT?

- Some strata managers use questionable strategies to retain control
- Many strata owners unknowingly retain underperforming managers
- This webinar is designed to help you recognise these tactics and equip you to respond with confidence

ABOUT ME



I'm Megan, Co-Founder and Director of Tender Advisory.

We help owners corporations navigate the complex world of strata management, specialising in the independent review, tendering, and appointment of strata and building managers.

Our consultancy provides clear, conflict-free advice to ensure buildings are matched with service providers who are transparent, responsive, and aligned with the long-term interests of the community.

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PRESENTING RETENTION AS A MERE FORMALITY

- Some managers label their reappointment as a “routine” or “administrative” motion, which:
- Undermines owners’ right to review or change agents; and
- Disregards the need for competitive benchmarking



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REAPPOINTMENT MOTIONS WITHOUT COMMITTEE CONSENT

- Some managers are inserting motions into agendas **without** SC instructions or approval, which:
- Contradicts best practice and governance; and
- Interferes with owner awareness, as Section 50 requires a general meeting resolution



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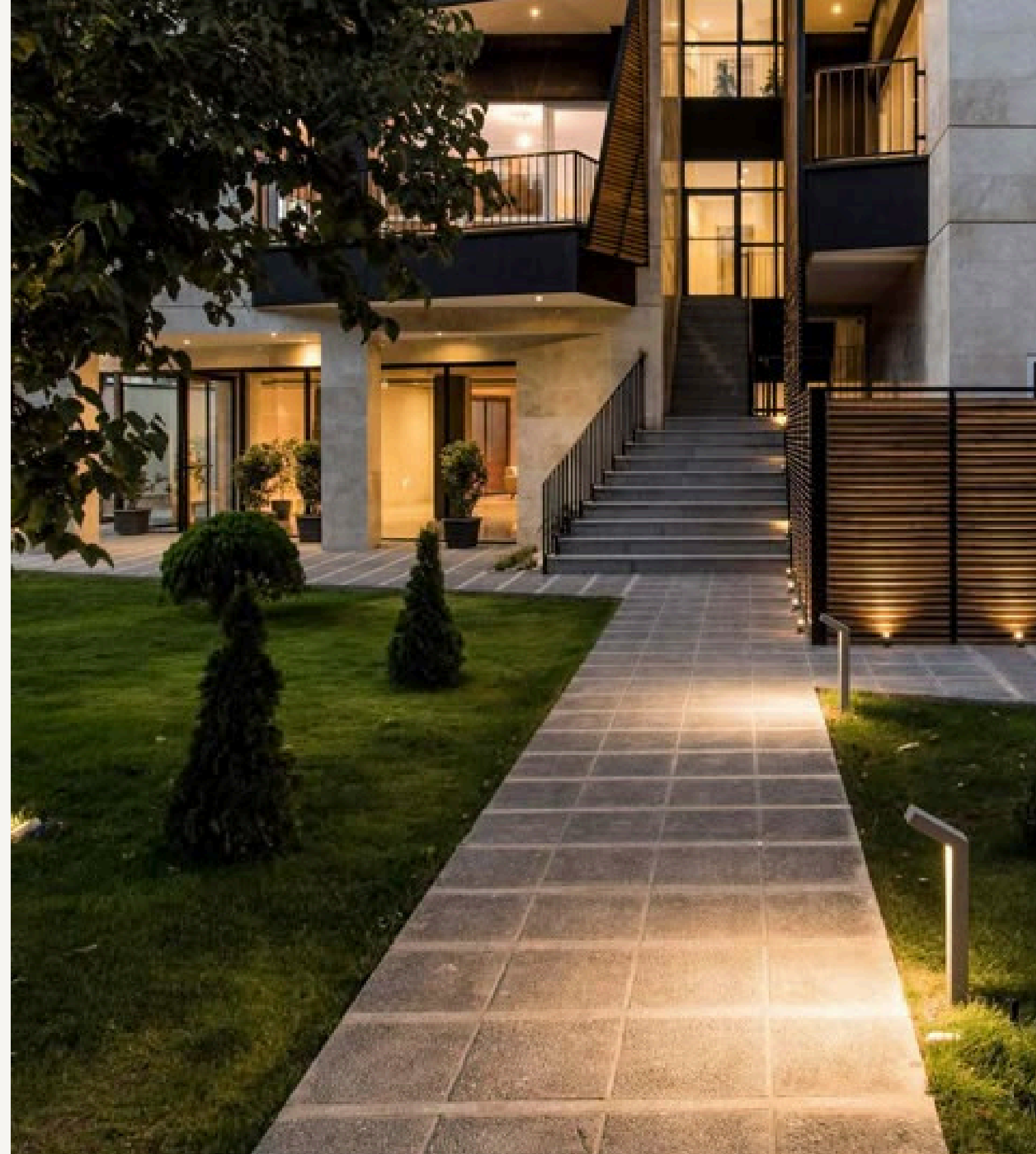
DELAYING MEETING DATES

- Some managers are delaying or failing to schedule AGMs to create false time-pressure and limit options, which:
- Reduces the possibility of obtaining competitive quoting and evaluation; and
- Could be in breach of Section 19: which states that meetings must be held within 14 days of a qualified request



EMOTIONAL MANIPULATION

- Some managers are issuing letters to committees, appealing for sympathy or creating fear, which:
- Disregard professionalism as they lack performance metrics or facts
- Are designed to create urgency or stimulate guilt



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MISREPRESENTATION OF "90-DAY" RULE

- Section 50(7): allows up to 3-month extension
- Section 50(8): can be blocked with written notice
- Rule meant for transition, not default extension



WHAT OWNERS & COMMITTEES CAN DO

- Implement quality controls and review agendas early
- Request copies of all communications sent to the owners
- Set AGM dates proactively
- Know your rights under SSMA
- Seek comparative proposals and compare service quality



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FINAL THOUGHTS

- Strata managers are service providers, not fixtures
- Decisions should be based on value, not driven by pressure
- Ethics = transparency + accountability + respect



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CONTACT US

We look forward to assisting your community and welcome and questions that you may have.

Megan Parkins

DIRECTOR

+61 435 893 670

www.tenderadvisory.com.au

PO Box 896, Darlinghurst, NSW 1300

Ben Ruddell

DIRECTOR

+61 423 743 714

www.tenderadvisory.com.au

PO Box 896, Darlinghurst, NSW 1300

