



### The Body Corporate Specialists

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## Supporting Worthwhile Causes

Strata Data has always been involved in supporting various charities and we thought you, our clients, would like to know the causes we have been championing over the last 12 months.

Part of the philosophy of the Strata Data Group is to also provide staff with the opportunity to get involved either financially or personally or through our Social Club. Donations have been made to **Rotary SA** enabling under-privileged children to attend a special magic show, the **Para-Olympics** in support of athletes competing on the world stage and the **Jeans for Genes Day** supporting the Adelaide Children's Hospital.

### World Vision

We are very proud of the sponsorship of a child in Zimbabwe, Elinah. We regularly receive updated information on Elinah and the benefits that are received through the education and health programs being run by World Vision. Perhaps the greatest and most dramatic need was the Tsunami Appeal through World Vision, when we, along with all other Australians were compelled to give generously to this traumatic and sad event, the effects of which are still ongoing.

### Gift 4 Dreams Foundation and Centacare

The Gift4Dreams Foundation was established by Olympic silver medalist **Tatiana Grigorieva** to fight against childhood obesity and inspire disadvantaged young Australians through sporting, recreational and other programs to assist, educate and develop vital life skills and a healthy mind and spirit. We are a regular supporter of this Foundation and are happy to be involved in the various fund-raising events including the "Take-a-Hike Challenge" which was a bush-walking event held in July this year over mountainous terrain in the Adelaide hills. This event proved to be quite testing to the number of staff participating. This particular event also supported Centacare and part of the funds raised went to support Auricht House which is a respite facility for families with intellectually disabled children. We feel that both these causes are very much worthwhile supporting.

On discovering that one of our Body Corporate Managers, **Danny Dolecki** was entering a car in the Bush Bash with some colleagues, we decided to support this major fund-raising event. The funds from this event supports sick, disabled and under-privileged children and the funds are allocated to special individual children, hospitals and array of children's organizations. South Australia raised a total of \$1.7million and his team's car called the Legal Outlaws raised \$10,000 which was a most worthwhile contribution.

By supporting the above charities, we are helping in a small way make a brighter future for children in need.



## NCTI - Raising The Standard

### The National Community Titles Institute (NCTI) - Raising The Standard

Over the past six months Strata Data has been represented at two key events which have focussed on developing the industry across the board. As a third of all Australian's now live in multi-dwelling complexes there has been a significant focus on this area in recent times. Not only has our industry continued to work in this area - both relevant government and university bodies have taken a keen interest.

The NCTI held its Annual Conference (Raising the Standard) in late March this year. Hosted by the Community Titles Institute of Queensland (CTIQ), it was attended by approximately 300 industry delegates from across the country and overseas. A number of our employees attended this event as it is critical to our organisation that we strive to continuously improve in all areas of our business.

This continuing development of the community and strata titled industry has seen an increasing responsibility towards accountability and professional development to provide the high standards that are now demanded by the community.

Key topics covered included:

- Communication Tips and Tools
- Risk Management
- Building a future - Repairing a past
- Large Scale Communities - What Does the Future Hold?
- National Competencies
- Industry Dynamics - E-business and IT
- Getting your Legal Responsibilities Right
- The Challenge of Transition from Developer to Owner Control

At the conference final dinner, guests were inspired by keynote speaker Laurie Lawrence who reminded us of our fortune and success as a sporting nation and how this could be applied in our day to day working lives - and had guests on their feet.

Finally, Griffith University has recently held a research based conference titled 'Strata and Community Title In Australia for the 21<sup>st</sup> Century - Strengthening partnerships through debate and research'. Look out for our report on this in the next newsletter.

## DID YOU KNOW?

If you don't have contents insurance for your unit, you're probably not covered for liability within it ...

A Landlord's liability for personal injury or material damage due to negligence is **NOT** covered by the main Strata or Community Title Building Insurance Policy. Strata Data's Insurance Agency offers policies covering Contents and Legal Liability Insurance to Landlords from as little as \$125.

For further information please contact our Insurance Division

Phone 8372 2777 or Fax 8379 0703

As part of our on-going commitment to providing a high level of client service and as a result of client feedback, we have re-structured the Small Business Unit (SBU) to improve our response rate and ensure any queries you may have in regard to your Body Corporate are answered promptly and efficiently.

### **How has this Unit been restructured?**

The SBU has been restructured. Mr Bob Harris, an experienced Body Corporate Manager who has been with the Strata Data Group for some seven years, has been appointed Manager of this area. Bob will be responsible for overseeing the day to day management of this team and is supported by Mr Tony Trajkovic, Mr Mark Tonellato, Ms Anna Shepard and also by Miss Sheridan White (administration assistant).

### **Am I managed by the SBU?**

Smaller corporations are managed by the SBU. Generally, if your unit is in a group of five or less, then your group is managed by the SBU.

### **If yes, how does this affect you?**

This restructure provides you, our valued client, with greater support in regards to the ongoing management of your Body Corporate. Any of these team members will be able to answer queries you may have in regard to your Body Corporate.

Critically, all contacts and calls are logged as incident reports on our central computer system. This ensures that each Manager can answer any queries or access historical data in relation to your corporation. As a result of this innovative new system you'll always be able to contact one of your Managers during business hours. We are confident that these improvements will benefit all our clients.

## ■ CSCI - New Constitution

### **Community & Strata Corporations Institute (CSCI) - New Constitution**

Over the past three years the State Council for Body Corporate Managers, the CSCI has been developing a constitution to help standardise and improve the quality of its industry members. The council has been meeting regularly to ensure that this constitution is in line with all the states and territories so that a national approach can be taken. This document is now in its final draft.

The constitution defines the operation of the CSCI and its membership, setting certain standards and safeguards to ensure that only professional and appropriately qualified practitioners are able to gain entry to this industry body. This will provide peace of mind to all owners who employ the services of a CSCI endorsed professional. All Body Corporate Managers of the Strata Data Group are members of the CSCI.

Strata Data has had active representation on this committee throughout the process as we are keenly interested in raising industry standards. Our Manager of our Body Corporate Division, Mr Brett Earle has been heavily involved with this development over the past year, and has been critical to the final stages of it's completion. The Strata Data Group will continue to be involved until the constitution is ratified and lodged with the relevant government department.

## Feedback

We want to know what you think about our service ...

Please e-mail us any time with your thoughts at:

[feedback@stratadata.com.au](mailto:feedback@stratadata.com.au)

## "Where there's smoke, there's fire!!"

Many of you may have seen a recent story on Channel 7's Today Tonight relating to an Insurer refusing a claim for smoke and soot damage.

A home was damaged by smoke and soot which entered the home when a fire broke out at the property next door. Although there was no actual "fire" in the home which this story covered the smoke and soot blew in from the adjacent property.

The particular Insurer's Policy specifically excluded damage which occurred as a result of smoke and soot damage, unless actual flames were present.

This prompted Strata Data to check with our major Insurer to clarify whether or not damage of this nature would be covered.

Whilst unit owners should always check their policy exclusions with their individual Insurer, we can assure you that most major Strata Insurers certainly do provide cover for smoke or soot damage.

## Strata Data Realty

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**We Understand Apartment & Unit Issues**

For further information including a detailed management proposal please phone our office on 8372 2777 or email us at [sdr@stratadata.com.au](mailto:sdr@stratadata.com.au)

*\* Offer available to new clients to Strata Data Realty only, should you have an existing agreement with an Agent, kindly disregard this notice.*