



Established 1977

The Body Corporate Specialists

Office of Strata Data
647 Portrush Road
Glen Osmond SA 5064

Our Postal Address
PO Box 219
Glen Osmond SA 5064

Phone 08 8372 2777
Fax 08 8379 0703

- Office closure over Christmas
- Changing contact information
- Accredited training for BCM's
- Property Management Changes

■ Merry Christmas

To all our clients, we sincerely thank you for your business in 2005 and look forward to serving you equally as well in 2006. We trust you all enjoy the love and companionship of family and friends throughout the festive season and the year ahead.

From everyone in the Strata Data team, we wish all our clients, business partners and friends a happy Christmas and a healthy and prosperous New Year.

Terry Smith
Managing Director

■ Office Closure Over Christmas & The New Year

This year we shall close at midday on Friday 23rd December, re-opening on Tuesday 3rd January at 9am.

December 2005

Friday 23rd	Midday Close
Monday 26th	Closed (Christmas Day Holiday)
Tuesday 27th	Closed (Proclamation Day Holiday)
Wednesday 28th	Closed
Thursday 29th	Closed
Friday 30th	Closed

January 2006

Monday 2nd	Closed
From Tuesday 3rd	Open as usual

Please note that Strata Data's
normal opening times are:
Monday to Friday 9am to 5pm

■ Contacting Strata Data During This Period

Because we understand that emergencies don't necessarily keep office hours, neither does our emergency service. We are always happy to handle emergency calls for you so that you do not have to worry about the details. If you have a genuine emergency which requires the attendance of a tradesman during our Christmas closure you can dial our normal phone number (8372 2777) and receive contact information for the staff member on emergency duty (available 24 hours a day, seven days a week). We would ask that you call us only for genuine emergencies over this period.

Emergency Contact Information

Glazerite Glass	0421 591 628	State Emergency Services	8202 2999
SDM Plumbing	0421 381 203	SA Water	8207 1300
Greg Martin Plumbing	0418 843 943	Origin Energy	1800 808 526
Festival State Electrical	0412 712 800	AGL	131 245
Welsh & Leo (All Trades)	8340 8322	Police	131 444

■ Changing Your Postal Address or Contact Information

When you change your postal address or other contact information it is necessary for you to provide Strata Data with your new details. This is to ensure that your notices for meetings and accounts for corporation contributions can be sent to the correct location. To enable us to change our records we must receive this advice in writing via letter, fax or email before we are able to update your contact information.

To assist with this process we have created an email address for our clients to send their updated information to this address:

changeinfo@stratadata.com.au

The suggestion of a separate 'change address' email was sent through to our 'Feedback' email by one of our clients. Strata Data would like to thank Mr Roy Worthington for his valuable suggestion.

We always appreciate the feedback (both positive and negative) that we receive from our clients and in circumstances such as this one it can often lead to improved systems or procedures that benefit all our clients.

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 and Resident owners from as little as \$100.



For further information please contact our Insurance Division



Phone 8372 2777 or Fax 8379 0703



Over the past five years the National Community Titles Institute (N.C.T.I.) in conjunction with the various affiliated state bodies (Community Titles Institute of South Australia C.T.I.S.A.) have been developing a comprehensive, government accredited and nationally recognised training programme for Body Corporate Managers.

The aim was for a course to be offered nationally through an accredited trainer such as TAFE or other registered training organisations. Such a course would provide practitioners with a standard qualification that would be recognised across the country. Importantly, it would also enable clients to identify that their Body Corporate Manager has been appropriately trained.

At Strata Data we consider this to be a critical step forward for the industry. Currently very little training is available in this area and we consider the standard of such training in South Australia to be unacceptably poor. Nor is it nationally recognised. Therefore we have for some time conducted compulsory, monthly in-house training sessions for our managers. Whilst these are greatly beneficial to our staff, we believe that for the standard of management to improve across the industry an appropriately structured and professionally taught course needs to be offered. This would in turn provide opportunities for employees of smaller companies and independent operators to access professional, nationally recognised training.

Recently a draft of the proposed course was completed and issued to each state's institute. The institutes were asked to make any necessary changes so that the course would comply with local (state) legislation. This was a significant undertaking and Brett Earle from our office has worked tirelessly with a small sub-committee to make the necessary changes. After considerable effort and with assistance from our industry this has now been completed.

Discussions have since been held with the Coordinator in the Faculty of Business and the Project Manager for Innovation, Teaching & Learning at TAFE in regard to providing the course and these discussions have been very positive. As a result we anticipate that this course will be available early in 2007.

Once the course has been implemented existing managers will be provided with a transitional period in which to take the course, or alternatively experienced managers may be tested on their knowledge to gain the relevant qualification.

We look forward to the implementation of this positive change and shall keep you apprised of further developments as they occur.

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

Over the past few months our property management department has undergone considerable change. This change has occurred across all areas of the division.

The first and most significant change has been the appointment of a new Property Manager – Kate Tebble. Kate joins us after relocating with her partner from Melbourne where she was a Property Manager for a well known firm. Both Kate and her partner have enjoyed the move and settled well into Adelaide.

Since joining Strata Data Realty Kate's professionalism, positive attitude, hard working nature and organised approach to her work have impacted significantly. Kate has met personally with nearly a third of her clients already and has spoken with many more. The feedback we have received from those clients has been entirely favourable.

At the same time we have undertaken an overall review of all policies and procedures within the Realty Department. As a result we have made considerable changes to the way we operate. A few of those key changes have been:

Internet advertising: we have begun advertising our client's vacant properties on the internet at realestate.com.au. Although we still use the Advertiser for some advertisements we have found that using the internet has considerably reduced advertising costs and led to shorter vacancy periods.

More points of contact for owners and tenants: now owners are able to contact Kate, her assistant and people within our accounts and maintenance departments directly. This has cut down on the time owners and tenants need to spend dealing with people in our office.

Detailed inspection forms: the forms used for initial, routine and final inspections are now considerably more detailed than has previously been the case. This has begun to provide owners with clearer information on the current state of their property and has assisted in making timely maintenance decisions.

Greater contact with clients: regular client contact has always been important however we now have standard procedures requiring that the client be contacted in many situations. The aim has been to ensure that anything that may be relevant to the client is conveyed to them in a professional and timely manner.

As a result of these and many other recent changes we believe that our Property Management Department is now offering a truly superior service. We would welcome the opportunity to outline how we can assist you with your investment property.

If you are looking for a Property Manager and would like some information on the service that we offer please contact Kate Tebble in any of the following ways:

Phone: 8372 2770
Mobile: 0421 381 206
Email: ktebble@stratadata.com.au