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Strata Data Group
Established 1977

- Community Corporation Management
- Strata Title Management
- Property Sales & Rentals
- Maintenance
- Insurance

P 08 8372 2777
F 08 8379 0703

Our Postal Address
PO Box 219
Glen Osmond SA 5064

Office of Strata Data
647 Portrush Road
Glen Osmond SA 5064

Online Owner Survey – 2 Ipods To Be Won



We are always looking for your feedback – and now you can let us know your thoughts in a completely anonymous on-line survey. Leading Indicators, a completely independent company provides a service where clients can complete the survey on the internet. It will only take approximately fifteen minutes of your time and will help us to continue to improve our service to you. **And you might be lucky enough to win a 30GB iPod or an iPod Shuffle.**

To access the survey go to www.proqualis.com/client/survey/2007/strata_customer_0703 or follow the link from the client entry screen at www.stratadata.com.au.

The survey is comprised almost entirely of questions that provide you with alternatives to select from and therefore is quick to complete.

We really hope that this is successful in providing us with a snapshot of how our clients feel about our service and as always we are truly appreciative of those clients who take the time to provide us with their feedback. To that end we thank you in advance for your valuable input.

The winner of each iPod will be announced in the next newsletter.

Coming Soon – Invoices And Correspondence Via Email

Strata Data will soon begin emailing invoices, our quarterly newsletter and correspondence to owners. Owners will also receive these documents by Australia Post unless they select not to.

Help us to help the environment by reducing paper usage. Go to the client area at www.strata-data.com.au to update your email address and select "NO" to invoices and correspondence by post.

Other benefits of making the decision to only receive information via email include:

- ♣ No more delays in the mail – you'll receive information on-time, every time
- ♣ A direct link to your client section on the website
- ♣ You can update personal details with ease
- ♣ Easily requesting information from your Body Corporate Manager

If you have a query about this service please contact our office and request the accounts department on 8732 2777 or send an email to accounts@stratadata.com.au

Strata Data's Website – Did You Know?

In the past 9 months we have received over 8,000 hits on our website. 1000's of our clients have found out how using the site can save them time and just how easy doing business with Strata Data can be.

There are many good reasons that the website has already proven so popular. In particular clients can now have instant access:

- ♣ and change their postal and contact information
- ♣ to information on past and future meetings including:
 - minutes of the past two meetings of the corporation
 - financial statements for the corporation for the past two years
 - the Agenda for the past and future meetings
- ♣ to the details of any outstanding amounts against their property
- ♣ to pay those outstanding amounts on-line
- ♣ to view paid accounts for the past two years
- ♣ to information about and email links to your Body Corporate Manager

The site also offers many different and useful other sections, including:

- ♣ Emergency contact information
- ♣ Key staff profiles
- ♣ Assistance with insurance matters
- ♣ Past and current newsletters
- ♣ Information on our maintenance team
- ♣ Strata Data's Privacy Policy
- ♣ A comprehensive set of helpful Frequently Asked Questions
- ♣ Information on careers with the Strata Data Group
- ♣ Details of properties available for rent
- ♣ A range of relevant and useful links

If you haven't already checked it out, please visit us at www.stratadata.com.au

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 \$135.

For further information please contact our Insurance Division:

Phone 8372 2777 or Fax 8379 0703

Congratulations To Paul Smith And Leanne Kitchener

Our General Manager, Paul Smith, recently married Leanne Kitchener who has previously worked at Strata Data for some years. The wedding and reception were held in a beautiful and peaceful setting at the Skillogee winery in the Clare Valley. Paul is taking long service leave while he travels overseas with Leanne following the World Cup Cricket. We wish them much happiness for their future together.

Fleurieu Peninsula Office Update

After thirty years with one Adelaide office, Strata Data has just opened its first regional office. Located at Victor Harbor the office will provide services to clients right across the Fleurieu Peninsula. Our aim is to become the most successful and highly regarded Body Corporate Manager servicing this fast growing region.

We are setting up in Victor Harbor with a long term view. It's always important to us that we build strong, long term relationships with our clients and that we build sound partnerships with local businesses that help us to provide exceptional service. It's also critical that we give something back to the local community and we are already working with local organisations to that end.

As part of the development of this new office we are seeking qualified, local tradespersons to undertake works on properties we manage in the area. If you are interested please contact either James (as below) or our Maintenance Division Manager, Paul Effingham on 0421 381 202.

Currently we manage quite a number of properties on the Peninsula. Our experience with those clients tells us that they want to deal with someone local – someone who knows the area and the people and someone who can be contacted at a local office.

Therefore we have appointed James Dawes to the role of Body Corporate Manager for this office. Initially James will be at the new office every second Friday between 11am and 3pm. As we develop more business in the area the office will be manned more regularly until eventually someone is available at the office 5 days a week.

James will also be travelling around the region on many other days and is able to meet with clients at their property. Should you wish to talk with James he can be contacted by the following means:

Direct 8372 2724
Mobile 0421 381 212
Email jdawes@stratadata.com.au

Importantly, the full resources and support of our Adelaide office are available to back up James in this new role.

We have also updated our website to include a section for the Fleurieu Peninsula office. At this stage it includes details about Strata Data in Victor Harbor, contact information for staff and details on our involvement with the local community. Why not log onto www.stratadata.com.au and check it out.

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

Commercial Property Management Service

You may not be aware that Strata Data Realty has been providing a commercial property management service for years. Our Property Managers understand the often unique needs of commercial property investors.

Most importantly our focus is always on maintaining exceptional communication with clients. Through this communication we are able to fully understand your requirements and see that they are actioned in a timely and professional manner.

Right now, new clients can also receive \$200 cash back when they ask us to manage their property – see the advert below for details.

We offer a comprehensive service that includes the following:

- ♣ Collection of rent
- ♣ Consistent sourcing of excellent tenants
- ♣ Negotiation of lease conditions, terms and clauses
- ♣ Strategic marketing plans
- ♣ Quarterly site inspections
- ♣ Detailed fortnightly or monthly owner statements
- ♣ Fortnightly or monthly landlord owner payments
- ♣ Professional financial reports
- ♣ Organising all maintenance
- ♣ Co-ordination of trades and service contracts
- ♣ Qualified Building Inspector on staff – Inspection reports available

- ♣ Risk management
- ♣ Rates, levies, invoices and expenses paid as required
- ♣ Qualified Insurance personnel on staff
- ♣ Insurance policies available upon request
- ♣ Standard compliance checks
- ♣ Skilled advice and assistance with refurbishment or renovations
- ♣ Liaison between landlord and tenant

Our expertise in all aspects of commercial property management ensures that our clients continually maximize their return and that their investment is well cared for.

For more information please contact Kate on (08) 8372 2770 or 0421 381 206.



Property Management - \$200 Cash Back A Bonus

At Strata Data Realty we pride ourselves on maintaining excellent communication with each of our owners and providing a property management service that is second to none.

Currently we are offering clients \$200 cash back (per property) when they appoint us to handle the property management for their investment*.

You'll have the peace of mind of using an experienced professional, as well as \$200 in your account to go towards paying:

- your management fees
- your letting fee
- any other costs incurred managing your property

And that's \$200 per property – if you bring over 5 properties we'll give you \$1000 cash back!

Simply mention this advert when talking with any of our helpful staff.

*\$200 Cash back is credited into the clients account both for Commercial & Residential upon signing a 24 month management agreement. Should you have an existing agreement with an Agent, kindly disregard this notice.

Please call Kate for more info:

Mobile: 0421 381 206

Direct: 08 8372 2770

Email: sdr@stratadata.com.au

www.stratadata.com.au