



Strata Data News

Established 1977

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

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Inside

- Christmas 2010 – a time to reflect 1
- Is your corporation covered for Flood? 2
- Christmas closure details 3
- Understand your role in maintenance at your corporation 4

Turn to page 3 for Christmas closure details & emergency contact numbers

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



Contact Details

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F 08 8379 0703

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Glen Osmond SA 5064

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Christmas 2010 – a time to reflect



Looking back over 2010 I am reminded of the value that we place on relationships with our clients – business partners – service providers – contractors – our staff – their families and friends. Thank you so much for the confidence and trust that you place with us.

Earlier in the year, I advised the appointment of Paul Smith as Chief Executive Officer and Brett Earle as General Manager. I am pleased to say that they have developed an excellent management team around them, implemented new and contemporary thinking and systems to enhance the services that we are able to deliver. This includes an innovative “Lead” and “Imagine” group of our management and divisional heads. (Perhaps more information regarding these groups in the next newsletter.) So, I am happy to report that the generational change is working!

The quality of our staff and their qualifications are at a high level.

Our Body Corporate Managers continue to study and complete their National Competency Certificates in Body Corporate Management to ensure that we have the best trained staff in the industry and we are proud of their achievements.

Whilst I continue to be involved more in a mentoring capacity Di and I meet with the management team to discuss the previous month's results which are crucial to ensure that we meet our clients' needs.

Much of our time is spent in furthering the objectives of Believe Foundation and we are currently working on a concept plan for the respite centre. We shall also have a stall at the Womadelaide 2011 if you can get along to see us there.

Finally, I would like to wish you and yours an enjoyable and safe Christmas and festive season and of course the year ahead. We hope that you will all enjoy the love and companionship of your family and friends.

Terry Smith
Managing Director

The Body Corporate Specialists

Is your corporation covered for Flood?



We have received many phone calls from clients who are confused over the definition of flood and whether this is covered under their CHU Policy.

The answer to this is flood is not covered under the policy as stated in the definition below.

“Flood” means when water that is normally contained in a Water Catchment System increases because of rainfall or snow melt (whether in the immediate region or elsewhere) or is deliberately released by an authority, and the water overflows onto land that is not normally covered by water.

Water Catchment System means:

- (a) A river, creek, other natural watercourse or lake, whether they are in their original state or have been modified, are named or unnamed, or normally dry that only run during periods of rain;
- (b) A dam, reservoir, storm water channel or canal.

The policy also excludes any damage caused by any action of the sea, high water or high tide, storm surge or tidal wave.

If you require flood cover we can contact the insurance company for a quote to include this in the policy. The procedure is usually for a surveyor to be appointed to assess the risk, look up reports of previous flooding, etc. If the threat is too high the insurance company will decline to cover this additional risk.

What is covered under the policy

- (a) Resultant water damage caused by storm, tempest and rainwater, e.g. overflowing of gutters, stormwater running off the pavement/road etc
- (b) Loss or damage to insured property caused by a Tsunami.

“Tsunami” means a sea or ocean wave caused by an earthquake, earth tremor or seismological disturbance under the sea.

If you have any queries please contact our Insurance Division on 8372 2777 or email insurance@stratadata.com.au

Source: CHU Insurance Policy 102520-05/09.



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 \$155. For further information please contact our Insurance Division:

Phone 8372 2777 or Fax 8379 0703

Christmas Closure

This year we shall close at 12.00pm on **Thursday 23rd December**, re-opening on **Tuesday 4th January** at 9am.

December 2010

Thursday	23/12/10	9.00 am – 12.00 pm
Friday	24/12/10	Closed
Monday	27/12/10	Closed
Tuesday	28/12/10	Closed
Wednesday	29/12/10	Closed
Thursday	30/12/10	Closed
Friday	31/12/10	Closed

January 2011

Monday	03/01/11	Closed
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Please note that Strata Data's normal opening times are Monday to Friday 9am to 5pm

Contacting Us Over Christmas

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 tradesperson during our Christmas closure you can contact a staff member on emergency duty (available 24 hours a day, seven days a week).

Strata Data Emergency Contact Phone Numbers

Body Corporate Emergency	0401 164 989
Realty Emergency	0411 351 256

We would ask that you call us only for genuine emergencies over this period.

Key Emergency Contacts

Martin Plumbing	Greg Martin	0418 843 943	All days
Northern Plumbing		8344 9433	All days
Fallon Electrical	Gordon Fallon	0411 510 603	All days
BMS Electrical		1300 130 229	No PH's
Urch Electrical	Steve Urch	0412 429 969	No PH's
Welsh & Leo		8340 8322	All days
Construct Services		1300 266 787	All days
Hartley Glass		8347 2211	0413 055 266
Austral Tree Services		8258 3700	All days
State Emergency Services		8202 2999	
SA Water		8207 1300	
Origin Energy		1800 808 526	
AGL		131 245	
Police		131 444	

Access your personal information at www.stratadata.com.au

Understand your role in maintenance at your corporation



You should contact your Body Corporate Manager the moment you notice anything requiring maintenance attention. It could be as simple as a light globe being replaced or as involved as a water leak. Time is of the essence with all maintenance matters.

Before you pick up the phone, send an email or write a letter you should consider the urgency of your maintenance problem. Ultimately it is the information you provide to your Body Corporate Manager that will determine the priority and outcome of your problem. Before making contact with us we recommend you safely assess the problem, providing accurate and concise information which will avoid unnecessary costs to the corporation. Ask yourself:

- > Can the problem be isolated?
- > Is it safe?
- > What needs to be fixed? and
- > What type of access is required?

Emergency Works requiring urgent attention, for example a blocked sewer will have a work order actioned immediately. Be aware that if a contractor is required immediately you could be charged a priority call out fee

as it may be necessary for the contractor to leave their current job site to attend yours. Emergency works which fall outside of normal working hours may also attract an afterhours call out fee.

Achieve outcomes and avoid delays.

Don't wait for someone else to make the call. Advise your Body Corporate Manager about maintenance issues when they first come to your attention to avoid delays. If your Body Corporate Manager is made aware mid-year that the corporation gutters need replacing gutter repairs can be added to the agenda of the next AGM (Annual General Meeting), and if necessary quotes can be sourced for presentation at the AGM. In larger groups quotes may also be submitted to Management Committee members for their consideration.

Larger works such as external cracking and retaining wall works may require an engineer's report. Advising your Body Corporate Manager once you are aware will enable them to act fast having the report approved by either the Presiding Officer or Management Committee. If quotes and engineer's reports are received prior to your AGM your Body Corporate Manager will include these expenses in the budget for the upcoming year. Early detection can help minimise further damage.

What can I do to ensure maintenance is attended to at my Corporation?

- > Notify your Body Corporate Manager the moment you notice anything you believe may be a problem.
- > Pay levies on time. This will ensure there is money available to pay any accounts. All Corporation levies are due on the 1st day of January, April, July and October each year.

- > Budget correctly to ensure the corporation has levies high enough to cover not only the day to day costs like insurance and management fees, but for unexpected maintenance items that may need attention. It has been our experience that Corporations with a sinking fund are more likely to get repairs done than groups who have to raise extra money for each maintenance job undertaken. Generally most owners will find it easier to contribute extra money with their regular quarterly levies rather than an additional lump sum with a due date of 14 days.
- > Be proactive; attend your corporations AGM. Most major works only get approved if there are enough owners requesting the works go ahead. If you can't attend a meeting, send a proxy with clear instructions on how to vote on your behalf.
- > Building inspection reports are not only a guide for maintenance required at the corporation but can be used as a job specification by contractors. Using a building inspection report as a job specification will ensure that each contractor quotes on exactly the same works eliminating the potential for overlooking repairs. E.g. Painters may fail to notice and quote timber repairs prior to painting.
- > Be realistic, budget for what owners can afford and request quotes for work the corporation intends to proceed with.

Let's work together and focus on what's important to your corporation. If you have noticed a maintenance issue at your corporation please report it. If you think works should have happened or should be happening at your corporation please call your Body Corporate Manager.

Disclaimer:

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