



FACT SHEET

WHY ARE SOME PLACES NICER TO LIVE?

FRIENDLY NEIGHBOURS, GOOD LIVING

PLANT AN IDEA

Any keen gardeners who know how to make pot plants flourish?

An afternoon gathering where they can provide tips & tricks is a fun way to create a good community.

PIZZA SWAP

A favourite food, easily ordered, can be a topic for conversation.

Bring along a favourite – swap a slice... relaxed, easy.

Even better, make your own for others to try!

Simple things to do

Say 'hi' to neighbours. This makes it easier to approach them if you would like to ask a question. It's also good for security.

Learn from others to make life easier and keep up with changes.

Create an online group for quick questions.

Meet for a regular juice / coffee / tea. These catch-ups motivate and remind everyone of good ideas.

The people who live around you can make life easier

There are lots of existing community groups – choose ideas to suit you and your neighbours. Keep it easy by using programs tried in other suburbs: [Meet Your Neighbours](#)

Take a walk to local strata complexes. Some may have dealt with issues you are encountering for the first time and can tell you how they solved them.

Getting together to exchange information or recommendations saves you the task of sifting through information.

It's also a great way to welcome new residents. For those who have not lived in strata, this generosity is appreciated.

Learn on the go

Tenant or owner? Either way, you can contribute to the well-being of your community.

Learn helpful hints, shortcuts and life hacks at free webinars, hosted by your local Council and social media groups.



SETTING A GOOD EXAMPLE

Engagement, patience and knowledge can make living in a Strata very enjoyable.

The opposite is true too.

Co-operating with neighbours on small tasks prepares you to handle larger issues as they come along.

It also improves emergency preparedness.

For ideas and templates, look at programs in other areas, as well as your local region:

[Meet Your Neighbours](#)

Examples of co-operation

Solving problems is achieved more easily and some issues simply don't arise when good communication happens.

If residents try to be informed and factual when approaching the strata committee or Building Manager, they can avoid frustration and anger, which is often due to misunderstanding rules / obligations.

Arcadia Apartments, Alexandria, 24 terraces + 128 apartments

A lot of problems can be prevented just by having conversations. But talking to strangers is difficult.

Solution?

Create areas and occasions where neighbours can chat easily.

Arcadia tends the green areas and rooftop BBQ well - including a veggie garden and a rooftop chicken coop.

The Building Manager is efficient and helpful in resident service.

Erko Apartments, Erskineville, 262 apartments

Creating a common hobby between neighbours is not hard – a little time all through the year is all that's needed.

Starting small, Erko now has many community and sustainability activities. They ask for cooperation in a friendly way and keep all signs positive, thankful and helpful.

Providing drop-off points for recycling food, clothing and 'tricky' items (those not suitable for Council bins) has resulted in residents swapping tips and helping each other.

This has extended to book clubs, charitable Christmas hampers, and local help groups assisting vulnerable people.

Top of the Town, Darlinghurst, 97 apartments

Residents made a decision to change staff to ensure they were community minded. A good Building Manager can openly discuss problems and suggest practical solutions.

Showing new residents around and letting them know basic rules of parking, recycling, etc can start them off the right way.

Understanding that everyone works together creates cooperation and good behaviour.



INFORMAL TALKS

Owners and renters should talk to the Strata Committee members & develop a good relationship.

The Committee may be able to help with issues, or you can volunteer some time to assist.

Working groups for recycling, clothing donations, gardening or home maintenance are an easy way to keep in touch.

Everyone participates according to their time or interest.

Example of resolving a problem

A resident continually let his dog in to a common area where it was not permitted.

Attempts to talk, polite notes and approaches over many months did not work. It was then discovered that the resident had a first language in common with our Strata Manager and one other resident and we found out that he spoke English quite well, but Australian phrasing seemed offensive.

Discussions in his favoured language resulted in changed behaviour and the Building Manager followed up to ensure a continued good relationship.

We saved a relationship and the cost of going to the NSW Tribunal (NCAT).

Prevent problems before they are expensive

Remember to thank and look after the cleaner/s. They see everything and can help spot maintenance problems.

A resident chatting with our cleaning supervisor learned about a slow leak. It was found that the leak was linked to a water storage tank and investigations would take some weeks.

Early detection prevented a safety hazard and expenses were minimised, due to being alerted before the damage increased.

Conversations alerted us to NSW regulation about AGM

In a small block of units, the owners are busy professionals and trades people with little time to focus on Administration.

A retired resident noticed that the levies were not issued as required by NSW law.

Her conversation with a Committee member was followed with a check of the Meeting Minutes and the Strata Manager was found to have not correctly administered the annual budget.

Upon checking invoices, overcharges were also discovered.

The result was a change of Strata Manager, significant yearly savings and much more professional management.

All residents can contribute time.

**Look for ways to help – everyone can do a little...
altogether it makes a big difference!**