



## WELCOME PACK

Ask for a Welcome Pack. It will outline rules and help you understand the easiest way to get around.

Check where you should park and recycling disposal.

## CONTACTS

Answers are easier to get if you ask the correct person.

Put handy contacts into your phone -

- Building Manager
- neighbours
- Real Estate Agent

Emergencies: Do you know how you will be contacted?

## WEBSITE

Check to see if your complex has a website.

# FACT SHEET

WHO DO I ASK ABOUT...?

## GENERAL HELP

Parking Pets Smoking Noise Utilities Storage Recycling

### Neighbours

Chat to other residents about how things run.



### Building Manager (if you have one)

Approach politely & professionally to get the best result.

Have information, photos, details, etc ready before asking their help.

### Strata Committee

Some of your neighbours are volunteers who oversee things. Remember to thank them for their unpaid work.

### Tenant Representative

If more than 50% of occupants rent, they can appoint a representative to speak on their behalf at Committee meetings.

[NSW-gov Advice for living in strata](#)

## FORMAL RECORDS & BUILDING WORK

Repairs Renovations Rules (By-laws) Access to records Voting

A chat can help & save lots of time:

- Building Manager
- Strata Committee
- Neighbours

CHECK BY-LAWS  
Search the document -  
PC: **Ctrl + F**  
Mac: **Command + F**



**Example:** Work on your 'Lot' often affects common property. Check how to proceed.

Balconies and porches are often common property. The Strata Plan shows boundaries.

Your property boundary meets common property, so anything you do can affect the warranty or insurance of the building.



A simple form may be required as a record of the work, such as bathroom tiling



1 more check to avoid frustration



## INFORMAL TALKS

Living near others is easier if you develop good relationships.

Be open to informal talks with neighbours – build your community.

## WEBSITES

Read or watch online – tips for Strata Living  
[NSW Fair Trading](#)

Sign up to Newsletters / Insta  
[OCN](#) [Lookup Strata](#)  
[Instagram StrataSkills101](#)

[Renters Kit](#)

# FACT SHEET

WHAT DO I NEED TO KNOW?

## GETTING ALONG WITH NEIGHBOURS

**Be courteous & aware that you may unintentionally affect others**

For instance:



Noise travels differently in each building

Some people prefer not to interact with your pets (they may be cautious due to caring for aged or ill)

We're lucky to live with people from many cultural backgrounds, being kind & open to different ideas helps us get along.

## RULES FOR EVERY DAY LIVING (BY-LAWS)

**Co-operation makes things easier**

It's **important** to know the rules (By-laws), they make clear what behaviour is expected and what permissions need to be requested. This makes it easy for everyone to enjoy the property.

A Real Estate Agent or conveyancer should have provided a copy. If not, ask your Strata Committee Secretary.

More: [NSW-gov Understanding By-laws](#)



## WORKING THROUGH ISSUES

**If there is a problem**

Start a friendly conversation. Or try a short, friendly note – offering help is a great way to create goodwill. E.g., Offer to walk a dog that is barking too much. Then try for a solution.

Sometimes a neighbour may react badly at first – **give them time to think things over**. Stay calm and friendly... be forgiving. Perhaps someone can mediate.

[NSW-gov Resolving Disputes](#)

