



# WHO'S WHO?

Developing friendly relationships with **neighbours**, the **Strata Committee** and the **Building Manager** (if there is one) is beneficial when you need enquiries answered, or repairs attended.

There is no reason not to communicate in an open, transparent way with **all** parties who can assist. Be sure to check your facts and be clear who you have contacted, as well as the **date** and method of contact.

Email is usually best, as it can be forwarded / tracked.



*Be kind, patient and thoughtful  
to your neighbours.*

*Enjoy living in Strata!*



# WHO'S WHO?

## **You (Lot Owner)**

Use the templates to make requests for information: email or phone the right person

## **NSW Government**

Strata Hub reporting / sets laws about building standards & requirements (Building Design Practitioners Act) / Fair Trading / NCAT

## **Local Council**

Issues Rates. Sets regulations about noise, behaviour, street parking, recycling & waste collections / provides community education, services & activities.

## **Owners Corporation – includes every owner**

You are responsible for knowing about the complex & its By-laws (also BMC if mixed residential)

## **Strata Committee – volunteers**

Review contracts & costs (insurance, fire, building management, maintenance).  
Set budget per State laws & Works Plan.  
Manage By-laws & applications (renovation / pet ownership / common area use, etc)

## **Building Management Committee (BMC)**

Mandatory in mixed-use complexes (residential + commercial), By-laws must be in compliance with BMC plan.

## **Strata Manager**

Duties set by Agreement & direction from Strata Committee volunteers  
(Strata Roll / issues Levies as directed / distributes Minutes of quarterly meetings / AGM / if no Building Manager, may assume some duties)

## **Building Manager**

Duties set by Agreement (running of the building, issue of Work Orders to contractors, monitors parking & noise)

## **Property Manager**

This is usually a Real Estate Agent.  
TENANTS (leasing / renting) are required to communicate with the Property Manager about repairs and maintenance.  
INVESTORS / OFF-SITE OWNERS should seek regular updates from the agent, to ensure maintenance is in line with government requirements and By-laws.

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## THIS IS A GUIDE ONLY

Amend to suit your needs

## FACTS, NOT EMOTIONS

**Facts are powerful** – a clear list enables decisions to be made quickly.

### Importance?

'Urgent' should only be used in cases such as water ingress,

**Use experts** – why argue over what you don't know?

### Follow up

Use calendar alerts.  
Be polite and email or call to check progress.  
For best result, be professional.

# COPY PASTE

## TEMPLATE EMAIL TEXT

### REPORTING A PROBLEM

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#### Email Subject

Mention an address / building identification.

Specifying your street, building or lobby is important – unit numbers may be repeated within the same complex.

#### Email Body

**Present clearly to enable the correct responder to attend**

1. Ensure you have emailed the correct person
2. Problem (include photos if applicable), progress to date
3. Where / other details
4. Time
5. Severity
6. Request time and who you wish to investigate
7. Alternative action you should take if they cannot assist
8. Your phone number
9. Your full address

Where possible, use measurements, not adjectives.

Instead of 'large', you could say

- Volume: number of buckets / litres?
  - Mass: big as a toaster / fridge / car?
  - Heat: hot as a stove top-plate on low / high?
  - Targeted: in general or at a specific place?
  - Area / size: door mat / door height / bedroom wall?
  - Time: Hour / Day / Week / Month?
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## TEMPLATE EMAIL TEXT

### REQUEST TO STRATA COMMITTEE

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#### Email Subject

Mention an address / building identification.

Specifying your street, building or lobby is important – unit numbers may be repeated within the same complex.

#### Email Body

##### Make it easy to obtain a YES: follow the By-laws

1. Thanks: Begin with common courtesy to the volunteers
2. What: Use 2 or 3 words to identify the area/action, so the request can easily be forwarded to the right sub-committee (if applicable)
3. By-Law: Confirm you have checked the rules, state the By-law number and/or copy it into the email
4. Request: As short and clear as possible; make sure you attach any Request Form needed and quotes which specify the work
5. Timing: If you are late making the request, the Committee may be able to informally approve – this depends on the type of request
6. Alternative: Be sure to offer assistance; people on Committees have many obligations, so your help may speed things along
7. Phone: 1234 5678 Address: 1/Abc St Camden 2570



# EXAMPLES

## REPORTING A PROBLEM

### EXAMPLE – REPORTING A PROBLEM

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#### To a Building Manager or Strata Committee

Seeking your assistance please. If I have emailed the wrong person, kindly advise the correct contact as soon as possible.

Problem: Cigarette smoke drifting to my unit

Where: South side of the building, ground or low floor. My unit is on level 1. I have spoken to neighbours on upper floors and it is not noticeable there. I have placed a friendly note in the stairwells, lifts and by the entrances.

Time: Evenings, every day and other times at random

Severity: The smoke is not dense, but the smell is pungent and I can't open my doors or windows to air the apartment.

Request: **Are you able to attend to this as soon as possible?**

Hoping that a chat with various residents will encourage them to smoke off-site without any fuss, and as required by legislation and By-laws.

More importantly, in consideration of others and getting along with each other. Please let them know, I would be very appreciative of the cooperation.

Alternative: If they do not agree, please let me know the next step to be taken or if you have another solution.

Phone: 1234 5678 Address: 1/Abc St Camden 2570.

WHERE POSSIBLE,

- USE MEASUREMENTS
- PROVIDE TIMES

FOR BEST RESULTS,  
BE PROFESSIONAL  
& POLITE



**ENSURE YOU HAVE  
DONE YOUR BIT SO  
OTHERS CAN DO  
THEIRS**

**FOR BEST RESULTS,  
BE PROFESSIONAL  
& POLITE**

# EXAMPLES

REQUEST TO STRATA COMMITTEE

(volunteers)

REQUEST TO STRATA MANAGER

(carries out admin for committee)

## EXAMPLE – REQUEST TO STRATA COMMITTEE

Thanks: Hi and thanks for the time you give to running our strata.

What: Renovations – internal – bathroom

By-Law: I have checked By-law (state number)

Request: I am planning renovations, please see attached my Request Form and quotes which specify the work.

Timing: No owners vote is required, so I hope the Committee can approve, then ratify at the next Strata Committee meeting.

Alternative: If not, kindly advise the best way I can help the process along.

Phone: 1234 5678 Address: 1/Abc St Camden 2570.

## EXAMPLE – REQUEST TO STRATA MANAGER

Seeking your assistance please. If I have emailed the wrong person, kindly advise the correct contact as soon as possible.

Problem: I do not seem to be receiving advice of quarterly Strata Committee meetings.

Process: I completed the online form via the owner portal 2 months ago, when I moved in.

Time: Last week, other residents received email advice of the upcoming meeting in 3 weeks.

Request: **Are you able to check my details this week?**

Alternative: If not, kindly advise an alternate contact urgently, as I wish to review the Agenda and provide a proxy vote.

Phone: 1234 5678 Address: 1/Abc St Camden 2570.

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**TRY EASY SOLUTIONS  
TO HELP NEIGHBOURS**

**FOR BEST RESULTS,  
STAY CALM & POLITE**

# EXAMPLES

## REPORTING A PROBLEM

### **EXAMPLE – REQUEST TO LOCAL COUNCIL**

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Seeking your assistance please. If I have emailed the wrong person, kindly advise the correct contact as soon as possible.

Problem: Dog barking

Where: 100 Xyz St Kerrydale

Process: I have walked by to check the location, knocked – no one home, or not answering. Have left friendly notes offering to walk the dog and pamphlets for local dog-trainers.

Have also left a bag of chew-treats to leave with the dog, so it is occupied while the owner is away. My neighbours have offered to pet-sit until training takes effect.

There has been no response and no noticeable change.

Time: between 7am and 5pm daily at half-hour or hourly intervals; intermittently on weekends during the day and night

Severity: Has been occurring for the past week. The dog does not sound very distressed, but the barking is plaintive and persistent.

The noise has become more annoying with time.

Request: **Are you able to attend urgently?** We are concerned that the resident may be elderly or incapacitated and therefore unable to exercise or train the dogs.

Alternative: If not, kindly advise how I can assist to escalate the issue.

Phone: 1234 5678 Address: 1/Abc St Kerrydale 2570.

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