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YSP Podcast Transcript: Episode 069. Why the wifi keeps dropping out in your strata lot and how to solve it: with Daniel Borin from StrataMax

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Amanda Farmer: Hello and welcome. I'm Amanda Farmer and this is Your Strata Property. Daniel Borin is an Executive Director at the MaxSoft group comprising Strata Max, Strata Pay, and Strata Cash Management. Daniel's wide experience over the past decade includes successful entrepreneurial ventures in Hong Kong, China, and the Philippines. Before pursuing these opportunities overseas, Daniel worked in IT sales and consulting here in Australia for well-known companies such as Hewlett-Packard and EMC. Daniel has been invited to present in English, Mandarin, and Cantonese across a broad range of media and technology forums over the years.

In 2009, he returned to Australia to take up the role of group sales, marketing, and training director for Strata Max. Daniel considers himself to be in the privileged position to be able to both spend time with and solicit ideas from some of the greatest minds in the strata industry. Today I am absolutely delighted to welcome Daniel Borin. Welcome, Daniel.

Daniel Borin: Thank you very much, Amanda. It's a pleasure to be here, and I just realised we've just dropped off the Strata Loans product, which we recently launched, well, it's actually a year old now, but we do lending to owners' corporations and bodies corporate for capital works and maintenance and that sort of thing.

Amanda Farmer: Fabulous.

Daniel Borin: Yes. Thank you for inviting me.

Amanda Farmer: Good to know because Strata Max is quite a well-known name in the strata sector as is your name too Daniel, and when I think of Strata Max and you, in particular, I think of those SCA conferences where you stand up and present to us all of the fascinating and sometimes frightening things that are happening in the world of technology in the modern world and how they're going to affect our strata schemes. It's been a while now. You have been on my list and wanting to grab you as a guest to come on this podcast to talk about all that interesting technological stuff.

Daniel Borin: Absolutely. It is exciting stuff and it is just changing so quickly, so it's a fun spot to be checking out, keeping abreast of this stuff, and keeping ahead of the curve, and I think that's what might be interesting for some of your listeners to see where things are at, what can they maybe look forward to, what can they take advantage of as well. I hope to share some of the wisdom in that.

Amanda Farmer: Absolutely. Why don't we start by talking about some of the key areas where you think, Daniel, there have been advances in technology and how they are going to directly impact our strata communities?

Daniel Borin: One of the focal points for, I guess, innovation with regards to strata community is when you're thinking particularly about the administration of strata communities is the emergence of owners' portals, and that's something that we actually released way back in 2001. We released our first iteration of the owner's portal. Back then it gave owners access to financials, reports, meeting minutes, by-laws, that sort of thing. Also able to make payments, submit inquiries, change their details online, and the uptake in that has been so much slower than we would have expected, and only now almost 17 years later are we at that level where I would have expected we were years after releasing that.

I guess it's just a couple of things, potentially just the interest in your own strata community and the administration of that and what happens and how it all works, as well as, I guess, technological barriers. Back in 2001, it wasn't a definitive thing that everyone had access and everyone went on the web, so that's something that's obviously something of the past. It's not an issue anymore.



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These days for the more active strata managers, we're seeing up to about half the number of lots actually logging in, which has been a huge increase from when it was 5, 10% of owners were the ones interested to go and have a look.

Over the years what's happened is that there's just been more and more information and content that's available to them. Managers are even able to, depending on which platform they use, develop their own content and publish it, as well as publish and push things up from their own financials and document management systems. What it means is there's just a really strong capability to self-serve if you're an owner, to get on and ... You had a question about something and to find that answer, and up to the minute data as well.

Amanda Farmer: I'm definitely seeing that with what I provide to members inside the YSP online community because I have a forum where I'm providing guidance on legal issues and answering questions about legal things that might be happening inside a strata building. I'm seeing owners really engage with that, which is exciting. The kinds of portals that you're talking about there with strata managers, it sounds like there could be anything from their last set of financials that were discussed at the annual general meeting, to checking on your account balance for your levies, to checking in with your strata manager and asking a particular question about the running of the building. Is that right?

Daniel Borin: Absolutely. Some of the areas where we've seen more advances in that in more recent years has been just trying to push the transparency and as much to get real-time information, status reports, things like that, and invoices, for example, is probably one of the more frequented things that is done on the portal, and that is to approve invoices, so for the committee it's just become so much easier to be involved, to see what's being paid and approve it as it goes through. That's probably what we're seeing now, and what is one of the exciting things that's coming soon is the idea of online voting, and that's really topical.

As you know, Amanda, with the changes to the New South Wales' legislation, particularly in New South Wales it's hot at the moment, but we're in development of an online voting platform, which we're going to call Vote Max, and we're demoing that at the National Strata Community of Australia conference, which should be exciting. We'll continue to be working on that. It's going to, what we believe, just make it so easy for owners to get involved and literally in a number of minutes you could log in, have a look at what motions are up there, vote, and complete the whole thing in a matter of minutes.

Now we're actually going to get voices being heard that traditionally have just maybe been a bit apathetic to the process because it's kind of ... You're busy. Can you attend meetings? In other states, you might be able to do pre-meeting voting, but it involves taking out an envelope and ticking things and putting it in the post, and let's face it, today's generation of owners they're too busy for that.

Amanda Farmer: I absolutely agree with you that one of the huge benefits that strata schemes are experiencing because of technology is this ability to vote electronically. I agree with you that it is going to see a higher engagement level from those owners who typically perhaps haven't been so engaged because they're overseas, they're interstate, it's an investment property, it's too difficult to get to the meetings or to fill out the forms, but jumping online and doing something that we're all really comfortable with, that's as quick as sending an email, clicking a button, and being able to have your voice heard, I think that's a fabulous initiative in the New South Wales legislation and it's been happening in Queensland for a while now too. How exciting Strata Max is coming out with some software. It'd be interesting to see that.

Daniel Borin: If your owners are interested to keep track of those developments, we have put up a page just as an initial sort of placeholder and register interest. It's at www.stratamax.com/stratavoting. If your owners want to keep abreast of how that's going, feel free to log onto the web page and check it out.

Amanda Farmer: Fabulous. I'll make sure I've got that link in the show notes for this episode. The other thing that I will remind our listeners is that we do have the transcript for this episode available, and that's always handy if you are driving, if you're at the gym if you're listening to this on the run. This episode like all of our episodes is packed with value and a really good way to share that with your committee, with your strata manager, with other owners is to grab the transcript. The link for this transcript of this episode is at yourstrataproperty.com.au/073, being episode 73, so those links will be in the show notes. All right, any other key areas that



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you want to cover off there, Daniel?

Daniel Borin: Technologywise there is one area that's particularly close to my heart, Amanda, and that's the idea of electric vehicles. I'm a recent owner of one and have firsthand experience just how difficult it is to install a wall charger for your electric vehicle. I don't actually live in an apartment, but at my home, I didn't have sufficient power to install it with any kind of decent speed. What I've ended up having to do is install it at the office on three phase power here. It's an area where I think we're really going to see significant increase in the number of owners. I'm not sure if you're familiar with Brent Clark of Wattblocks who do energy and solar reports.

Amanda Farmer: Do you know what, Daniel? You are the second guest in the space of a couple of months to bring up Brent's name, and I'm currently stalking Brent on LinkedIn.

Daniel Borin: Nice.

Amanda Farmer: Brent, if you're listening ...

Daniel Borin: If you need help, I'll reach out.

Amanda Farmer: Wattblock is running hot man. I got lot of guests are recommending it.

Daniel Borin: It is. He wrote a really interesting article about a building in Pymont that had two owners that bought Teslas, and they installed wall chargers in the carpark, and at that point, they realised they didn't have sufficient power for any other owners in the building to install a wall charger. If they installed one more, it literally meant the lifts would stop working. Not a great thing, and obviously would be a massive bone of contention should another owner want to buy it. Why do you have a charger and I don't? What we're going to see is the cost of these vehicles is coming down, you've got Tesla, the Model 3 is being released in the US at about 35,000 US.

By my estimations, I think that's going to be about \$55,000 Australia here, and that's less than half what the current Tesla models cost. They're just great vehicles. They're extremely high performance. They're quiet. They're comfortable. You're going to get a lot more people interested in buying one. Then it's just competing with maybe an Audi or a WRX or a Commodore SS, so I think you're going to get more people choosing those kinds of things. As these people come into strata, you're going to have challenges with how do we cable to the car individual parking lot if it's not cabled already, how do we deal with the capacity in the power that's supplied to the building, and how do we meter and bill that back to the owner, because just typically you don't meter at the car parking lot. There's a host of challenges.

I think we've got to really be talking to developers, building managers, people like Wattblocks about solutions and there are things that you can do, ways to plan for it. I'm certainly not an expert but there are experts out there. The next flow-on from that if we sort of crystal ball gaze a little bit, maybe looking in maybe the 5-year range is the idea of self-driving cars. With Tesla, Elon Musk the founder of the company has said that at the end of this year he will demonstrate a current model Tesla Model S to drive from a carpark in California all the way to a carpark in New York with no human intervention, so that's existing hardware.

If you bought a Tesla this year, it will have all the hardware necessary, and it's merely just a software upgrade to get these additional functions online. When you look at that, it sort of starts to bring the idea of where does your car live, how do you use your car. They're also talking about launching an Uber-style service for Tesla owners that have actually got a self-driving car, which then may turn up the whole ownership model of do you need a car. If you can have a personalised, private vehicle, to your standard pick you up on-demand via an app, do you need to buy a car if it's cheaper, significantly cheaper than cabs, taxis, and other human-operated transport?

Which then leads us from a strata perspective, Amanda, to what do you do with all of the car parks you no longer need because if you don't buy a car, that's one thing. If you do buy a car, why would you park it in prime real estate, well why would it park itself in



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prime real estate more to the point when it can go down the block, park in some dingy, sort of carpark stacking lot where they're centimetres apart because no one needs to open the doors, right?

We need to start thinking about repurposing carparks, and developers that are developing new projects, you've also got to think about how do we transition over the next decade because we're not talking about 50 years. The life of most buildings today and certainly the life of new buildings will undoubtedly be dealing with redundant car parking spots. It's something to think about.

Amanda Farmer: Yes. All of those people who are buying property in Sydney and complaining perhaps that all you can afford when you're buying a strata apartment is maybe the one-bedroom and no parking, might be ahead of the game. They don't have to worry about the parking.

Daniel Borin: Absolutely. It's an interesting space, and I think it's going to take many companies, governments, organisations by surprise when this sort of stuff comes online because it does really turn many industries, many concepts upside down.

Amanda Farmer: Do you know of any buildings, Daniel, who are implementing these or similar technologies to their benefit right now, so whether it's the electric car chargers or the portals that you're talking about? Have you worked with any of those and how are they going with it?

Daniel Borin: The portals, they're very pervasive. Certainly, from our client base, all the strata managers that use our software do promote those and use those, so there's lots of buildings that have that. Electric chargers, when I've presented on this sort of thing, I usually get one or two people put their hand up in the audience and said, "Yes, we've had some of those installed in our building." It's not super common. The idea of repurposing carparks though is something that I think's starting to get some traction, and I was reading about a development in LA which has over 1,000 carparks when it's going to be released, but they've actually built the car parking levels perfectly flat, and they have small areas where the ramps are. They've literally rendered up pictures of how those same floors can be repurposed after they're no longer needed.

Amanda Farmer: Clever.

Daniel Borin: Which I think is just really clever to design it that way, because doing that is going to enhance the value of those buildings moving forward for the owners and the amenities that they may have available to them. I'd like to see more of that here actually.

Amanda Farmer: Yes. That is true future-proofing, isn't it?

Daniel Borin: Absolutely.

Amanda Farmer: Now, we are always interested in not only identifying but solving problems here on this podcast, Daniel. What would you say are the most common tech problems you've noticed people face in strata and what are your suggestions for overcoming those?

Daniel Borin: There is a really, really big problem from a technology front, and I read a survey in the US by Comcast who's one of their large internet service providers over there. In a survey of their customers, they found that 34% of their clients rated access to Wi-Fi as the most important element when choosing a building to live in. When you actually contrast that, 13% said washers and dryers were the most important thing to have access for in buildings. Wi-Fi is actually more important than clean clothes.

Amanda Farmer: Yes. I get it. I wouldn't even be doing this podcast if it wasn't for the Wi-Fi.

Daniel Borin: What this means from a person or an owner living in strata and for many of your listeners is you're surrounded by Wi-Fi signals. Every apartment has a Wi-Fi router in it. There's one on your left, there's one on your right, there's one upstairs, there's one downstairs, and all of these Wi-Fi signals can really impact on each other, and the most common variant of Wi-Fi

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router that most internet service providers would ship or you would buy probably in the last five years is operating on the standard 2.4 gigahertz, and that is quite an older standard, but it means that when one of those fires up, it's going to choose usually one of three bands, but most of the bands actually overlap each other.

Your owners may not realise this, but they may be suffering reliability or speed issues that they may think that's their internet service provider. The most likely source of their problem is their next-door neighbours' Wi-Fi signals. If you're operating just a standard, out-of-the-box, one of those 2.4 gigahertz routers and you'll see it labelled on it, you'll probably find you are actually dealing with some issues in that regard. There's a couple of simple recommendations though for your listeners.

Amanda Farmer: Please.

Daniel Borin: There is a more high-tech solution, but we'll start with just a simple solution is you throw some money at it and you buy a new router. You go down to Harvey Norman and you say, "I want a 5 gigahertz router."

Amanda Farmer: 5 gigahertz router. I'm writing this down.

Daniel Borin: A 5 gigahertz router. Yes. Write it down. Go into your lounge rooms now and check your broadband, guys. The five gigahertz standard is a non-overlapping Wi-Fi signal, and it has many more channels. I think there's like 23 channels, and they don't overlap each other. If you're using a five gigahertz router, the chances are you're probably not going to get contention or speed issues. If someone in the 2.4 gigahertz range, if someone's using the same channel of you, you won't get reliability issues. You'll just get lower speed because they actually are able to coordinate, but if they're using a different channel, they may be overlapping.

With that five gigahertz, you'll find it's much better. The only caveat, Amanda, is that frequency is not as good at penetrating through thick walls, so if you've got a lot of big, thick, concrete walls, you have to be really strategic about where you place your router so as not to have a degraded signal if you're behind lots of walls. The simplest thing that you could probably do as well is to make sure your broadband router is installed where the heart of all of your speed-hungry devices are, so that's usually the living room. Plugging the cables directly into your Apple TV, into your TV, into your digital VCR, whatever it is, plugging directly into those via cable is going to be by far the best solution. There'll be great speed, no contention, no interference.

Last but not least, if you're still having issues, if you've got thick walls and if you're not willing to pull apart your walls to cable them, there is actually something called a power line adapter. What that is, is it's kind of like a big double adapter. It plugs into your power and it has a network cable that comes out on the bottom of it. What they are doing is they're using your home's electrical wires as a network. They can actually be quite good. They often are faster than Wi-Fi, and they're much less prone to interference. Again, if you went down to Harvey Norman and say, "I'd like to buy some power line adapters." You can get a cheaper one of those for 100 bucks or something. They are also able to have more than just a pair of them, so if you've got a few access points. It might be a combination, Amanda, you might go you've got your normal router in the open area where everyone can access it, and if you find the signal strength is poor, if you've got a study way on the other side of your apartment, then you could actually use one of these power line cables as a sort of hybrid model.

Amanda Farmer: Thank you so much for that, Daniel. I didn't expect you to come on the show and troubleshoot our Wi-Fi problems, but I for one am definitely going to implement both of those recommendations.

Daniel Borin: Fantastic. Let me know how you go with your speed. I'll be curious to hear, and maybe some of the ISPs out there are going to receive less complaints now.

Amanda Farmer: Yes. Perhaps.

Daniel Borin: Maybe it's not the NBN.



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Amanda Farmer: They have us to thank. Yes. Have you had any experience, I mean with the NBN I did a lot of work a couple of years ago helping buildings that telecommunication providers coming in and ostensibly setting them up for NBN that never really seemed to arrive. What are your thoughts on that? When are we getting this very fast internet, and it's going to become the norm?

Daniel Borin: I think the biggest challenge that NBN has had and the ISPs in the same regard has been the provisioning of the amount of bandwidth that they require. Every ISP that offers the NBN and many of your listeners may already understand this, but all of them are basically buying an amount of bandwidth from NBN. Then what they do is they go out and they sell to buildings on plans and retail for different speeds and so forth, and what they're trying to do is maximize their revenues but minimize their costs, so they're not going to go and buy heaps of bandwidth so that at 7:00 when everyone starts Netflix that everyone can have full-speed internet.

I'm sure your listeners experience that. It's like the theoretical peaks if you're on the internet at 4:00 a.m. are great. You're getting exactly what they sold you, but when it comes to those peak times, and if you've got a few people in the house that want to watch Netflix at the same time you actually can see some real problems in the streaming and things, the quality drops down and stuff.

One of the recent changes that NBN made was to incentivize the main ISPs to buy more bandwidth at a cheaper price. I think it was somewhat a linear scale before. What they're actually doing is they're really incentivizing them to buy heaps of data and to use heaps of data.

The more data they buy and use, the cheaper it gets. The jury's certainly out on whether this can be solved, but I think if you look around the forums on the internet, everyone's complaining they're not getting what they bought, and I think it's very immature, and there is a lot of both economics and supply and demand, and I guess load balancing that needs to happen before I think it reaches the level of satisfaction that we all want from the NBN. The technology is actually there. We've just got to work out how to sell it properly, provision it properly, and ultimately get the satisfaction that people want out of their internet.

Amanda Farmer: In the meantime let's get our five gigahertz routers and our power line adapters.

Daniel Borin: Absolutely.

Amanda Farmer: Now, I'm sure we have plenty of listeners who are listening intently to you Daniel and saying, "I love technology. I want to be at the cutting edge. I want to use technology as best I can to improve my experience of strata living." What are your tips for some action steps that those listeners can take to get started on that goal today?

Daniel Borin: I think you've covered the first couple off. Pretty much all the technology in your house is probably useless if you don't have reliable internet, so go back. Maybe get the transcript, have a look at a few of those things. If you're a bit tech-savvy, Google some of those problems and you'll actually see people telling you how to troubleshoot and really tweak things, everything from pointing your aerials on your router through to changing channels and scanning. I guess closer to home from Strata Max perspective I really encourage your owners to actually explore with your strata managers what's available to them to manage their strata affairs.

Go online, have a look at those owners portals, really check them out. See what you can find. Pick up your mouse before you pick up the phone maybe, and you might actually be pleasantly surprised that you're getting an answer that you want far quicker than you can by calling someone. That would be my recommendation.

Amanda Farmer: It's interesting that you say that, because part of the reason I started the podcast and then morphing that into the online community was that I would go to events, I would be invited to deliver presentations and at the end of the presentation there would be a line of owners who wanted to ask me questions about not only what I spoke about in the presentation but how to deal with a particular problem in their strata scheme. I thought to myself, "Happy to answer the questions." I tend to get asked the same thing regularly, so I can answer them quickly, but there's got to be a better way, a more efficient way to reach more people. That's part of the reason I started the podcast and now have the online forum for members.



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If strata managers can think along those lines as well, how do I use technology to better educate the owners that I work for, the owners in this building, the strata committee members and encourage them to do the same thing. How can they use the technology, the platforms that I'm providing as a strata manager to improve our experience of strata living on both sides, as managers and as owners? The technology, as you say, Daniel, is definitely there. It's just knowing about it, getting comfortable with it.

I also think you're right when you're talking about things like, for example, electronic voting, the place to start is seeing if your strata manager has the capacity, the capability to be running the kind of software that you need to be able to cater for electronic voting. It's really how the strata manager is set up in their own practice, and that's a good place to start, to be asking them whether that's something they can facilitate for your building.

Daniel Borin: Absolutely. I think most of the solutions are out there in that regard are probably in the works. There are some managers that are trialling things like SurveyMonkey and so forth, but in terms of the really professional solutions that are very tight, I mean ours is probably a little while away as well. While the legislation is there, people like ourselves have been analyzing this problem for a long time, but we didn't quite get to the development phase until the legislation actually defined how things should be done, and that was level one for us to build what we call technology proof of concepts, and then from there to actually start development. That's the phase we're in, and we hope we can deliver it as soon as possible. Just I guess FYI, it's not there just yet.

Amanda Farmer: It will be.

Daniel Borin: It will be.

Amanda Farmer: Complementing all the other offerings that Strata Max has, and I know that you're only growing in the sector. A lot of strata managers I talk to these days are using Strata Max software, so you must be doing something right.

Daniel Borin: Thank you. We like to support our clients, support the industry, and make life easy for people living in strata.

Amanda Farmer: Yes. Daniel, what books have had the greatest impact on you and why?

Daniel Borin: That's a really hard question because I love books. I'm not an avid reader though. I'm an avid listener, so I'm one of these people that fall asleep very quickly when they start reading, so I digest most of my books through the Audible app, and if your listeners haven't actually seen or downloaded the Audible app, it's the sort of thing that you could quite easily digest a book a week just when you're in the car, when you're at the gym. I'm a big fan of listening to books. When you ask which books have had the greatest impact, there's so many. I would say probably the one that keeps getting rolled out, and I think people living in strata may appreciate this one both working and living in strata actually, Amanda.

It's a book called Crucial Conversations, and it's a book which basically tries to help you deal with crucial conversations, and it defines a crucial conversation as a conversation where the stakes are high, opinions differ, and emotions are charged. Does that sound familiar to anyone?

Amanda Farmer: Yes.

Daniel Borin: Some of the core tenets are to stay focused on your end goals to prevent becoming overly emotional. Keep coming back to what am I actually trying to achieve from a conversation, rather than getting caught up in the emotions. Making sure that people feel safe, respected in both respecting them and their interests, and finally coming up with an appropriate way to make a decision, which may be about getting more facts, it may be about getting more people involved, and then finally having a very clear decision, outcome, responsibilities, timeframes and things like that. It's something that I still feel like a novice when it comes to crucial conversations, and it's like a continual work in progress to try to do better.



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You'll come away with a conversation and you lament yourself into thinking, "I could have done that better, or did I do this, or maybe they didn't feel safe enough." I've found it's definitely helped me in my job, but it's also helped me to coach my staff in the organisation both to resolve conflicts with other departments, clients, all that sort of thing. I think it's one of those things that if you're on a committee, definitely recommend listening or reading the book *Crucial Conversations*. It traverses the personal life right through to your business life and everything in between. I love the book, and there's a lot of good lessons to be learned.

Amanda Farmer: Great. I'll make sure that I look that one up and I'll include a link to that in the show notes. We usually include links to all of our books where you can get them on Amazon or the Book Depository. I'll be sure to include *Crucial Conversations*. I might check it out myself, too. It sounds great.

Daniel Borin: Thank you.

Amanda Farmer: All right, Daniel, before we wrap up, how do our listeners find out more about you and is there anything that you'd like to add?

Daniel Borin: Firstly, just wanted to say it's been a pleasure. Really enjoyed chatting with you and having an opportunity to talk to your listeners. We do have a special area of our website that owners can find out more information about what we do relating to owners and that's at stratamax.com/forowners. If they head on down to there, they can read about, I guess, what we offer, how you can get involved with the owner's portal, what's on there. If any of your listeners are strata managers and so forth, there's also a lot of information there on stratamax.com as well. Thank you.

Amanda Farmer: Excellent. You have given us so much value in this episode, Daniel. I want to remind everyone to go and check out the transcript. You can get a copy of the transcript delivered straight to your inbox if you head to yourstrataproperty.com.au. Thanks so much for your time, Daniel.

Daniel Borin: Thank you very much, Amanda, and thank you to all your listeners.

