

Publication Date: February 20, 2018  
YSP Podcast Transcript: Episode 100 – Amanda and Reena uncut

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**Intro:** Welcome to Your Strata Property. The podcast for property owners looking for reliable, accurate, and bite-sized information from an experienced and authoritative source. To access previous episodes and useful strata tips, go to [www.yourstrataproperty.com.au](http://www.yourstrataproperty.com.au).

**Amanda Farmer:** Hello, and welcome. I'm Amanda Farmer.

**Reena Van Aalst:** And I'm Reena Van Aalst.

**Amanda Farmer:** And this is episode 100!

**Reena Van Aalst:** 100! Woo-hoo!

**Amanda Farmer:** We made it. This is the 100th episode of the Your Strata Property Podcast, and I am so excited to be celebrating this with the lovely Reena Van Aalst, of course, And all of our beautiful listeners. Thank you for joining us.

**Reena Van Aalst:** Thank you, Amanda. It's just been such a pleasure working with you, and I hope that many of our listeners will also enjoy what we've been doing, I think we've had a lot of positive feedback, and let's hope will have another hundred to go.

**Amanda Farmer:** Oh I know, make it a 1,000 I think. Add a few more zeros onto that. It has been a whole heap of fun. Now the podcast started way back in March 2016, so we produce an episode each week, so 2 years on, we are up to episode 100. And Reena, we have been doing our In Conversation series, I think since about episode 50, so we're about one year in. I really enjoyed our time together, the depth of knowledge that we're able to gain from each other. I know because listeners have been telling us, of course, how much they enjoy these episodes in particular. Whether they're strata managers, whether they're owners, they really look forward to these episodes. I don't know about you, Reena, but when I attend conferences and events, we have listeners who approach us and it's like a family. I feel like they know us, have been listening to us for a year.

**Reena Van Aalst:** Yes! I think that people do develop a bit of a rapport with people that they listen to, or that they meet physically at times as well. I think it's really been such a great experience I think for both of us.

**Amanda Farmer:** Podcasting is such an intimate medium if I can use that word. We are there in your head, in your ears, and sometimes we're at the gym with you, or in the car with you. We're doing the washing up with you, and it does mean that you build these strong connections. We build them with our listeners as you do with us. That's really the thought process behind what Reena and I have put together for you today because we want to give you a behind the scenes look at the recording of Your Strata Property. Our In Conversation episodes, we're going to give you some outtakes, the funny bits, the stuff ups, the need to regularly look up textbooks and legislation, the corrections of each other. It all happens, we are by no means perfect.

We have had a couple of people ask us, haven't we Reena, do you practice and is it scripted?

**Reena Van Aalst:** The answer is definitely no. I think that's the reason, Amanda, we have a few of these bloopers, because as we are talking about different subjects and different issues, sometimes we have to refer to the legislation, and because we haven't really done a practice run beforehand, we actually have to go back and look at the legislation, which I think is in one of our bloopers here that you managed to get a snippet of.

**Amanda Farmer:** Yes, so we're going to get stuck into those. And we also run busy businesses, as well. We enjoy doing this, we generally do it once every couple of weeks, and if one of us is travelling, then we need to do a few more back to back. And, we squeeze it in, those busy women, we squeeze it in. And it does mean that sometimes we can't be prepared as much as we might like to, so we are doing it on the run. But, let me tell you, it's a whole lot of fun, and hopefully, that's what we can share with you.



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On the more personal level, perhaps in this episode. You might see a different side to me and Reena.

**Reena Van Aalst:** But you won't learn anything new, Though. I think you might learn about our personal sides, but you won't gain any knowledge of any subject or issue in strata today.

**Amanda Farmer:** This is not an educational episode. Disclaimer: not an educational episode, at least not in that way. Okay, so, let's get stuck into it, Reena. We have a few categories of outtakes here. And I'm going to start with the difficulties we sometimes have when we are both saying hello or saying goodbye.

Hello, and welcome. I'm Amanda Farmer and this is Your Strata, that's NOT how I introduce Reena. Sorry.

Hello, and welcome. I'm Amanda Farmer, and I have with me today the lovely Reena Van Aalst.

Okay, well I think that's it for this week, Reena.

**Reena Van Aalst:** All right, well Amanda, have a nice day.

**Amanda Farmer:** Okay, we have to end it better than that.

All right, I think that's it for this Reena.

**Reena Van Aalst:** I'm lucky.

**Amanda Farmer:** Okay, well I think that's it for this week, Reena. Is there anything else you want to add?

**Reena Van Aalst:** No, not at all Amanda, all, all good. Thank you.

**Amanda Farmer:** Excellent. I will catch you next time.

**Reena Van Aalst:** Okay then, bye.

**Amanda Farmer:** Well, I think that's it for me this week, Reena.

**Reena Van Aalst:** Oh no! You always say, you got something to add there.

**Amanda Farmer:** I will, do you want me to do that? I will.

**Reena Van Aalst:** Yes.

**Amanda Farmer:** Well, I think that's it for me this week, Reena. Anything else from you?

**Reena Van Aalst:** No, all good Amanda. So have a nice weekend everybody, and we'll see you next time.

**Amanda Farmer:** Catch you next time.

**Reena Van Aalst:** Bye. I shouldn't have said weekend, Amanda because I'm thinking it's Friday. S\*\*t.

**Amanda Farmer:** That's all right, I can cut it.

**Reena Van Aalst:** Delete, if you want.



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**Amanda Farmer:** Well, I'll see you there, Reena.

**Reena Van Aalst:** Yes, I'm looking forward to it.

**Amanda Farmer:** Okay. Ah blah a blah, I'm sorry. I want to sign off, but not that way.

Help me out here, woman. I shouldn't have said I'll see you there Reena.

**Reena Van Aalst:** Were all feeling the same, Amanda, it's like, were all feeling flat this week.

**Amanda Farmer:** I know. Sorry, Peter. Peter listens to us winge every Friday. Sorry, Peter. Okay, so that's it-

**Reena Van Aalst:** I think that's all we have time for today.

**Amanda Farmer:** I think that's it for this week, anything else Reena?

**Reena Van Aalst:** No, all good Amanda. Thank you.

**Amanda Farmer:** All good. See you in the Blue Mountains.

**Reena Van Aalst:** Okay, see you then.

**Amanda Farmer:** Bye.

**Reena Van Aalst:** Bye-bye.

**Amanda Farmer:** There's that giggle. That is a famous giggle. Now, anybody who has ever worked with Reena, or near Reena, or in the same building has Reena, will know that giggle and know that is Reena Van Aalst. We love that giggle, Reena.

**Reena Van Aalst:** Thank you, I shared an article when I was in my old job at Dynamic at 162 Goldman, and I was in the lift, actually, going down, and someone could hear me laughing from the lift shaft. That's coming at it true, so that was a bit of a reward. Even in the lift shaft, I could be heard as the lift went down.

**Amanda Farmer:** That is not a worry. It is your trademark, and we'd love to hear it. Now you heard the mention of Peter, there. That is Podcast Peter, who does our wonderful editing. Peter from Audio Concierge in Melbourne. I cannot recommend Peter's services highly enough. He is the one who makes this sound incredibly professional, every week. Thank you very much, Peter.

Reena and I are really conscious to make sure that our listeners are getting the most accurate guidance and information from us on the podcast. And that means that sometimes we need to stop, we need to check things, we need to look them up, do a little bit of research. I have to say, in my view, Reena is really the gun at this. She's generally got the textbook next to her, and she's flicking through the pages.

We thought that we might share a little bit of that with you, so you can see behind-the-scenes. The hard work were doing, certainly not in this episode, but usually. The hard work was doing to bring you the right information.

My initial view was that the new act requires proxy forms to be completed in accordance with the template that's set out in the regulations. Is it in the regulation, or in the schedule?

**Reena Van Aalst:** I think it's in the regulations.

**Amanda Farmer:** Okay, keep it as regulation. In the regulation-



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**Reena Van Aalst:** I've got it right in front of me, Amanda, so I'll have to put in a quick look.

**Amanda Farmer:** Okay, I'm not very good at it.

**Reena Van Aalst:** Yes, it's in the regulations, I think.

Did you end up getting that, um, I was going to get bugged and you are going to get it open?

**Amanda Farmer:** Oh, s\*\*t, no.

**Reena Van Aalst:** I just remember, you know what? It's only because I've seen you now, just tell me-

**Amanda Farmer:** No, I didn't. I'm writing it down now. Unless I put it on my list, it doesn't happen. What are you getting? And what am I getting?

**Reena Van Aalst:** Yes, I was going to get bugged in, and you are going to get [inaudible 00:08:30].

**Amanda Farmer:** How funny that you just think of that. This is such a female thing, we're doing something completely different, and you're thinking about that.

**Reena Van Aalst:** Gee, I wasn't aware, Amanda, that the LPI actually gave advice on strata plans.

**Amanda Farmer:** Yes, they do. They do. You can ... sorry, I'm just trying to look up what it's called. It's called a determination, or-

**Reena Van Aalst:** There must be a cost that you'd have to pay, or something.

**Amanda Farmer:** I'm looking at determination of boundaries, I don't know.

**Reena Van Aalst:** There will answers on to them all the time.

**Amanda Farmer:** They will be now.

I'm just, Reena, off-line looking at the act on that. And there is a distinction, and I can't remember now that I've raised it, what it was, in terms of convening these meetings. Obviously, an AGM is to be held at a certain time.

**Reena Van Aalst:** Yes, but still, you can't convene it without the authority. Is it section, is at 43, functions as a signatory and as a Corporation?

**Amanda Farmer:** The Secretary may convene a general meeting.

**Reena Van Aalst:** The secretary or a strata committee of a Corporation may convene a General Meeting.

**Amanda Farmer:** What I am going to do, is put a link in the show notes to a guidebook, which I've actually found quite useful. It's a guidebook put out by the ... I don't know, who are they? The A Triple C?

**Reena Van Aalst:** Oh no, it's not the A Triple C.

**Amanda Farmer:** Who is it? Who is it?

**Reena Van Aalst:** So I got this trails of Australian law thing printed up. Let's have a look. It's [inaudible 00:10:03] consumer law, is a single, national blah, blah.

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**Amanda Farmer:** The regulators of the ACLR-

**Reena Van Aalst:** It's the-

**Amanda Farmer:** Because the regulators of the ACLR, the A triple C.

**Reena Van Aalst:** Is administered by the A triple C in each state and territory consumer law agency.

**Amanda Farmer:** Okay, so a guidebook put out by the A triple C, Australian competition ... What did I do that? Put out by the A Triple C.

Now, my challenge for this week. Reena I was going to talk ... Can you see this in the spreadsheet? I don't actually know the answer to this. Do you know about the original owner in the initial period of putting funds into the Capital Works fund? Well, it says those contributions should be confirmed or varied. So it's assuming that they've already been made.

**Reena Van Aalst:** No, that you're submitting a proposal like to confirm whether it has a schedule of levies attached to it-

**Amanda Farmer:** I understand what you're saying.

**Reena Van Aalst:** So you either confirm what is being put forward, or you want a variant.

I know you don't agree with me. I can see it in your face. Body language. Body language.

**Amanda Farmer:** And that doesn't happen very often, does it Reena, that we don't agree with each other. But when we do, we hash it out.

**Reena Van Aalst:** At least all the things that I had been taught about body language being 80% of people's communication expression, rather than what they say, it helps in that particular episode.

**Amanda Farmer:** It does, and I do often forget that you can see me. Now, you might have heard in one of those clips there that we mentioned a spreadsheet. And that's something that we do use, where we record our wins and challenges that we might want to talk about on the podcast. And it's been a really helpful tool for us to refer to while we're recording, and just remind us of what it is we want to bring to you, our listeners, and share with you.

**Reena Van Aalst:** And it also, Amanda, references when things are being talked about partially or relating to what we're talking about in other episodes, so you can say "In episode 25, we spoke about blah blah blah."

**Amanda Farmer:** Yes, absolutely. It does. And we also know when our episodes are going to air, so we can keep that schedule up-to-date. Now we each record these episodes in separate locations. You're in your home office, generally, Reena. And I'm in my home office. We take time out of our regular offices to have a quiet space, and a quiet room set up where we can record.

But that doesn't mean that we don't, from time to time, get interrupted. Whether that is by a 4-year-old, whose name is Callum, who is my son. Or Robert Van Aalst, who you might hear in the background a couple of times here. So here is an example of when we've been interrupted in our recording schedule.

Now Reena is not only a colleague of mine, but she is also my friend and has been a mentor to me, particularly as I have built my strata experience, and my strata contacts over the last 14 years or so.

Okay, sorry, pause there. I don't know what's going on with this screen today.



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**Reena Van Aalst:** You've got something going on with your screen?

**Amanda Farmer:** It fell on my head.

**Reena Van Aalst:** I thought I could see that, but I thought that ... because I got you in a little corner-

**Amanda Farmer:** Callum's balloon.

Yes and we've had a couple of guests on the podcast from strata insurers, who have advised exactly that. Back in episode 23, if you want to go back and have a listen, with Leonie Milonas from Strata Community Insurance, she was telling us what to look for in a strata insurance policy. And then more recently, with Anne Maree Paull, in episode 60 ...

**Reena Van Aalst:** Is that Callum?

**Amanda Farmer:** Yes. I'm sorry. I'll just finish this up.

**Reena Van Aalst:** I didn't even know he was there until you laughed.

**Amanda Farmer:** Can you see him? Can you see him, though?

**Reena Van Aalst:** No, I can't see him.

**Amanda Farmer:** Oh, okay. Sorry, all right So I'll finish-

**Reena Van Aalst:** Now I can see him!

**Amanda Farmer:** Do you want to say hi to Reena? How funny.

And more recently on ... Literally 3 more minutes. I just need, because it picks up everything. Thank you.  
And more recently on episode 67.

These people are breaching the by-laws. Issue a notice to comply. A by-law breach notice.

I'll say that again, in case because of the background noise. Issue a notice to comply. A by-law breach notice. This is often overlooked because people are feeling intimidated, they're feeling threatened, and they think "Oh, I don't want to send them a letter, they'll just rip it up, they won't read it. This kind of thing is not going to work for them."

**Reena Van Aalst:** I just saw a Callum in the background.

**Amanda Farmer:** How's that, do you want me to get Daddy's? Okay, well baby, you can't sit there darling, because I'm in my meeting.

Okay, can you go up and find it?

**Reena Van Aalst:** Do you want to take just a 2-minute break, a 5-minute break?

**Amanda Farmer:** Yes, sorry. I just have to get that, the iPad for him, because this one's ran out of battery. Sorry.

Hello.

**Robert Van Aalst:** Hey.



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**Amanda Farmer:** How are you doing?

**Robert Van Aalst:** Happy [inaudible 00:15:19], Angel.

**Amanda Farmer:** Yes, thank you. When are you going, tomorrow?

**Reena Van Aalst:** No, Friday. Friday night.

**Robert Van Aalst:** I'm doing stand up boarding. It's all about me. I'm doing standup boarding with Karen-

**Amanda Farmer:** Is that noise coming from outside?

**Reena Van Aalst:** Yes, I'll try and close the window. They're doing the bloody [inaudible 00:15:38]

**Amanda Farmer:** I thought it might be Robert vacuuming.

**Reena Van Aalst:** That would never happen [inaudible 00:15:46]

**Amanda Farmer:** Oh, fun, fun times. We've definitely had some fun times, Notwithstanding the interruption, or perhaps because of the interruptions.

**Reena Van Aalst:** Or even sometimes, they're a welcome distraction, when you're trying to concentrate and you want to try and move away from what we're doing, and just have some fit of laughter and fun.

**Amanda Farmer:** We certainly couldn't keep doing this, and not for 100 episodes, if we didn't enjoy it. So, it's nice to look back on that, and see that fun.

Now, even though we are seasoned podcasters now, Reena, and we do have all types of software at our fingertips that we use to make all of this work, I think, would you agree, that neither of us are really tech experts.

**Reena Van Aalst:** No, no.

**Amanda Farmer:** We are not, sort of what I, a tech person.

**Reena Van Aalst:** I think you're pretty good, Amanda. I think you're much better than most.

**Amanda Farmer:** Oh, thanks.

**Reena Van Aalst:** You're actually quite good with the Google Drive and sharing and-

**Amanda Farmer:** Yes, I try.

**Reena Van Aalst:** I think you're quite good. I think that I'm the one that's learning.

**Amanda Farmer:** Well, I learned a lot from my VA, Richelle, who is in the Philippines, and her lovely husband, Francis, who assist me with all things tech. A very big thank you to them.

We've also thrown in here, when we may have had problems reading the famous spreadsheet, or interpreting the famous spreadsheet, and we are always there to help each other out when that happens. Enjoy our discomfort with technology, and all things Excel.



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Okay, so my win for this week that I would like to share with you. I have a client that is a long suffering building, building defects, specifically-

**Reena Van Aalst:** Amanda.

**Amanda Farmer:** Sorry, yes.

**Reena Van Aalst:** You used long suffering in your previous thing about the long-suffering lot owner about the levies.

**Amanda Farmer:** Do I need a different ... I do, I do. I must've seen because I have the spreadsheet in front of me, I must've seen, stolen the word. Thank you. God, you've got a good memory. Like a steel trap, woman.

Sorry, I'm just looking at my sheet. So today is-

**Reena Van Aalst:** 14th.

**Amanda Farmer:** 14th. We did one on the 7th, so-

**Reena Van Aalst:** Yes, we didn't do one on the 7th, so the 14th-

**Amanda Farmer:** So this is actually-

**Reena Van Aalst:** Yes, we can probably move those ones across then.

**Amanda Farmer:** Oh, yours are down below.

**Reena Van Aalst:** In the 14th, yes.

**Amanda Farmer:** Yours are in the 14th. Okay so I'll do-

**Reena Van Aalst:** It's tomorrow. Is there tomorrow's, today. So I'll just put them in there.

**Amanda Farmer:** I can't really see myself, I can only see you.

**Reena Van Aalst:** Skype's a bit weird like that.

**Amanda Farmer:** I can see myself now, I had to move it. There is a little you, and the big you. I've got a big you, and a little me.

**Reena Van Aalst:** Now I've got a little me and a big you and a little you.

**Amanda Farmer:** Reena, my favourite part about that was "tomorrow is today." And I knew exactly what you are talking about.

**Reena Van Aalst:** But it's funny, Amanda, because just now I could see you in the small and big, and I had to click on this other button, and then now I can see myself.

**Amanda Farmer:** Anyone who has ever used Skype, knows exactly what we're talking about there.

Now, as loyal listeners to the podcast, you'll know that in our in conversation series, Reena and I go through our wins and our challenges. Sometimes when we're recording, these can get a little bit confused, more so on my part, then on Reena's part. Once again, a spreadsheet interpretation glitch, so here is a little insight into our stumbles over our wins and challenges.



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All right, so, we are very organised. We've all done our-

**Amanda Farmer:** Good.

**Reena Van Aalst:** I know, but I mean, they are far and few between, and take longer to happen than challenges-

**Amanda Farmer:** So true.

So I think will be writing to the company on Monday, now, and asking them to sort of please explain and maybe do some retesting if necessary.

**Reena Van Aalst:** Yes, yes. Fair enough.

**Amanda Farmer:** All right, all right, well. Was that your win?

**Reena Van Aalst:** Yes that was my win, the guy didn't do any work.

**Amanda Farmer:** Oh, and we liked him.

But who knows, that opens another can of worms.

You know what, I just introduced that as your win, not your challenge.

**Reena Van Aalst:** Yes, I know. You mixed things around.

**Amanda Farmer:** So that was your win. OK, all right, sorry. So, yes no, will keep that as your win, after my challenge. So I'll talk about my challenge-

**Reena Van Aalst:** Yes, I was going to ask you about that, I thought maybe you might just be changing-

**Amanda Farmer:** No, I wouldn't do that to you. Sorry. I don't know ... I wasn't looking.

**Reena Van Aalst:** [inaudible 00:20:16] one bit of a change.

**Amanda Farmer:** Thank you, that's very respectful.

**Reena Van Aalst:** Will that draws to an end, the bloop and bleeps of our 100 episodes, Amanda.

**Amanda Farmer:** That is right, and thank you, our loyal listeners for coming with us on this wild ride, it is certainly not ending anytime soon. We have a lot more to bring to you and those of you who were quick enough to get on to our pre-registration list, will already have heard this news. But we can now announce the details of YSP live, and can't wait to see ... so I'm going to announce it will be, I'll say Gary Bugden, because I told him he would have top billing. Chris Duggan, Dr. Cathy Sherry, Natalie Fitzgerald and then I'm going to say "And of course, you've all been waiting, she is going to be there, the lovely Reena Van Aalst."

**Reena Van Aalst:** Thank you, Amanda. I'm actually quite excited and looking forward to the evening. I think our listeners who to attend will find it's quite informative, and you've got a great panel of speakers and guests who are attending, so I think that everyone will get something out of it, definitely, that evening.

**Amanda Farmer:** Yes, and it's something that both you and I, Reena, I know I came to do again. Hoping that it's something that resonates with our listeners and our colleagues, and our friends and our clients. All are welcome, and we look forward to seeing you all there.



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**Reena Van Aalst:** Definitely..

**Amanda Farmer:** So, that wraps up episode 100. We hope that you enjoyed it as much as we did. My cheeks are hurting from laughing so much.

**Reena Van Aalst:** Me too.

**Amanda Farmer:** Episode 102, on its way, a little bit different than this one.

**Reena Van Aalst:** Okay, then.

**Amanda Farmer:** Thanks, Reena.

**Reena Van Aalst:** Okay, bye Amanda.

**Amanda Farmer:** Bye

**Outro:** Thank you for listening to Your Strata Property, the podcast, which consistently delivers to property owners reliable and accurate information about their strata property. You can access all the information below this episode via the show notes, at [www.yourstrataproperty.com.au](http://www.yourstrataproperty.com.au). You can also ask questions in the comments section, which Amanda will answer in her upcoming episodes. How can Amanda help you today?

