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YSP Podcast Transcript: Episode 213. Dysfunctional committee | expiring agency agreement | amending motions

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Amanda Farmer: 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.

Hello and welcome. I'm Amanda Farmer and I have with me today Reena Van Aalst from Strata Central. Hi, Reena.

Reena Van Aalst: Hi, Amanda. How are you?

Amanda Farmer: I'm great. It's lovely to see you. We are recording this over video so I can see you. It's been a little while since we've had a chat for the podcast. Anybody new to the podcast may not realise that our usual routine is to have Reena here as my co-host every couple of weeks and we discuss our wins and our challenges in strata. We're absolutely going to do that today, but the world Reena has been a little bit different. I know you have been super busy as a strata manager dealing with all the craziness that COVID has brought. What would you say has been the one big change that you've experienced in your office say over the last month or so?

Reena Van Aalst: Well, apart from the obviously one Amanda of all of us working remotely, which I think works well on the most part. But I think for some people it is a bit more challenging when you can't have that sort of a quick conversation and it sometimes increases your email load where you have to keep going back and forth and back and forth.

We do have weekly team meetings, et cetera, but I still think that sometimes the personal touch has been missing and therefore a bit more challenging. But the greatest challenge I would say apart from the differences in how we're all working would be I think the volume of emails that we're receiving. I think that because people probably aren't working in their normal jobs, some people have lost their jobs and I think also some people have ... as you're working from home you tend to have more time in a sense because all the time that you've gained as a result of not commuting means that you've got more time to email.

I think being at home in your own apartment you can probably see things that aren't like in the building that normally you wouldn't have taken much notice of because you don't have to see it as often. When you're at home and then when you go down the stairs and you see things, I think these are things that are perhaps coming much more to the forefront in your mind.

Yes, so I would say for us the biggest challenge has been the volume of emails and some people's behaviour improves under these circumstances where they can see that nothing can be done in the same timeframe as it was done before COVID-19, but some people have no regard for it and are far more demanding than they ever were.

Amanda Farmer: Quite fascinating, isn't it?

Reena Van Aalst: Yes. What about you, Amanda, what would you say has been your biggest challenge in this environment?

Amanda Farmer: Yes, I think personally having shifted to working full-time at home, and I've always done a little bit of work at home, but full-time at home, it is difficult when you don't have that separation of the office and the home environment and you are particularly busy, as we have been, with lots of questions and problems to solve arising specifically from this difficult time. It's hard to step away, let's say that, to step away from the desk, to step away from the office and to have that dividing line between work and home because it is always there and it is demanding and there's always something to do.

So that's something that I have struggled with, especially not having my usual outlets like the gym and socialising that forces you to do nice things and take time off. That's something that I've had to be really conscious of and make sure that I am actually taking a break and not working into the night just because it's there.

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Reena Van Aalst: Yes, exactly.

Amanda Farmer: Certainly, we as lawyers have experienced changes when it comes to operating in the Tribunal and in our courts, appearing by telephone now, running hearings by telephone. All very interesting. I chatted to Allison Benson who's a fellow New South Wales strata lawyer last Friday on our weekly Happy Hour over on the Your Strata Property page.

She explained the interim hearing that she had run in NCAT just that morning and the steps that she'd taken to keep her client involved. She had her client on Zoom so her client could see her on the screen and then she was on the phone with the Tribunal running the telephone hearing. It's just quite interesting from a litigation perspective as a lawyer how we're all dealing with that. Now, I think we're doing a fabulous job from my experience and from what I'm hearing as well, which is great.

Reena Van Aalst: Yes, well, actually my husband who's a lawyer, as you know, he actually had a hearing yesterday in the family law court actually that was on Microsoft Teams, and he found it far more efficient than they normally would be when you're having to sit there waiting to get off. So it's actually... he said, "It's far more efficient."

Amanda Farmer: Yes, definitely. Some courts and tribunals are doing it better than others. Some have a bit of a backlog when you log on and you're waiting in the list-

Reena Van Aalst: Yes.

Amanda Farmer: and can be difficult when you're sitting on hold for an hour wondering when it's going to happen. But I imagine the more of those we do and the more that happens, then the more efficient the system's going to get. So I'd really like to see that set up, hang around, and get better.

Reena Van Aalst: Yes, I think so.

Amanda Farmer: Now, as I said, this is our regular catch up on our wins and our challenges and we've already covered a few, which is great. But Reena, I know you have a specific challenge to share with me today. Why don't I let you jump into that?

Reena Van Aalst: Yes, so this challenge, Amanda, which was actually pre-COVID, it is actually still continuing throughout COVID, which is an interesting thing I mentioned earlier, and this actually is the challenge we're finding is managing a split committee. So in a sense, we've got 6 members of the committee and 3 members are sort of aligned in one way and the other 3 are sort of aligned in another way in terms of what they think is important, what they feel money should be spent on, personality clashes.

I'm just sort of wondering like in a sense ... and the 3 will email us separately, the other 3 will email us separately, they don't include each other in the emails, and I just find that we're getting caught up in this particular dispute by in a sense, we're not the target because when people are fighting you seem to be extricated until you actually take a position that they don't agree with.

But I'm just finding it really hard, Amanda, when they email me and they say, "This is just emailing you," and they said, "Don't email the others." The other side says the same thing and I'm saying, "But you need to copy each other in because there's no point to telling me. I can't help you if you have these concerns which are valid or which may need more information from the other side, why don't we just please share information?" They won't. So now what's happened actually is that each member of each camp is now lodged a mediation application against the other side.

Amanda Farmer: Oh, no.

Reena Van Aalst: It's really interesting because I think the hearing is going to be sort of side by side. Then the other problem that we're going to be facing is in one case the other's corporation is a respondent, but they have no problem in a sense because the majority in this particular instance are not concerned about the issue that's been brought forward. While and on the other hand, the

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other 2 members of the committee have been joined in as correspondents, which is an unusual first time for me where you've got 2 parties who are the respondents, you've got the owner's corporation and you've got two individual members. In a sense, you've got 3 respondents.

Amanda Farmer: Whoo, complicated. As I have said previously, I think it was probably in one of my webinars last year where I was talking about the power of strata committees to dramatically improve our experience of strata living, I mentioned how difficult it is when you have committees that are even numbers, when you have a committee of 6, or you have a committee of 4, a committee of 8 because it's so easy for them to fall into this deadlocked position.

Reena Van Aalst: Yes.

Amanda Farmer: Now if a committee is functioning perfectly well, then as a strata manager, Reena, I imagine that you receive instructions from either a nominated committee member, someone who the committee has told you via a strata committee meeting resolution that they are happy for this person, whether it's the secretary, the chair, the treasurer or someone they've chosen, to communicate to you the day to day decisions, and the strata manager agrees to accept that instruction from that person. That is obviously not happening in the case, they're not agreeing to be, and not going to happen. They're just not going to agree.

Reena Van Aalst: No.

Amanda Farmer: Then every decision needs to be made by the committee as a whole. So it needs to be made if it's on the urgent basis and we're having to make a decision by email, we can't wait for a committee meeting to happen, then you need to receive instructions from the majority of committee members. That's 4 committee members telling you to do something or not to do something and then that decision should, as we say, is best practice, be ratified at a later strata committee meeting, but so far as possible in order to protect you as the strata manager and the committee members, this is the kind of committee that really needs to hold regular meetings. Once a month, I would say

Reena Van Aalst: Well Amanda, because of what's happening nothing is being done without a meeting because nothing is being done by majority. So therefore if there's no majority then you have to have everything by meeting and things are just obviously falling down and failing. My fear is, and I keep trying to sort of reiterate this to the committee members on both sides, is that unfortunately, if this continues, I mean I've had people saying to me, "I'm going to go and get a compulsory appointment." I said, "By then you'll have no control over what the managing agent decides to do."

I said, "It's better to try and work together and keep some semblance where you have control over how you want to do things, what priority you want to give to certain outstanding works, et cetera." So we've already had like 3 general meetings and 3 committee meetings in less than 5 months. All have been just sort of, yes, not really going very far. But anyway, I just think I know what the answer is that I need to do in my mind.

Amanda Farmer: Well, I think definitely holding formal committee meetings and making decisions by majority resolution, if that's possible. But if they're getting deadlocked at meetings as well, then it is quite possible that they're dysfunctional and that's a difficult situation. Is it possible that at the next AGM somebody else could nominate for the committee, so you've got 7 on the committee? Would that assist or perhaps somebody who has done their time and is happy to step down, then you have 5, would that help?

Reena Van Aalst: Yes, well I think there is another person that could break the deadlock, but they've been on financial for quite some time and I don't think they're going to be able from what I understand of their personal financial situation, that's not going to be rectified anytime soon. So yes. Anyway, I think it's one of those ones that I've got to think about in terms of as a company because I think any strata managing agent knows when there's conflict, all you're doing is just answering emails, trying to help, and it just becomes so time-consuming with no real benefit to either side.

I mean, the building aren't improving, they're just trying to sort of keep people informed and explain what the law is, and even

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example for contractors, Amanda, trying to hire them. I've got to make sure that this one wants that one and someone wants that one. It's like, "No, well this one doesn't have insurance. This one's asking for 50% deposit, that's allowed on the Home Building Act, it's only 10% deposit." Everything is becoming problematic. It's just quite, yes,

Amanda Farmer: Yes. Gosh. I'll tell you what, new strata managers have a job and a half-

Reena Van Aalst: Yes, sometimes you do.

Amanda Farmer: I said it before, I don't envy you.

Reena Van Aalst: Yes. It can be quite challenging.

Amanda Farmer: Well look, if that building does see some light at the end of the tunnel or there's a resolution that you're able to achieve, we'd love to hear about it.

Reena Van Aalst: Yes.

Amanda Farmer: But just hearing that you as an experienced strata manager struggle with those kinds of situations, I'm sure is helpful for our listeners who-

Reena Van Aalst: Yes, that's right.

Amanda Farmer: are in the same position.

Reena Van Aalst: Exactly.

Amanda Farmer: Okay. My challenge for this week relates to the expiry date that is placed on a strata managers agency agreement, so the expiry of their appointment on our standard agreements, whether it's the SCA template or the REI template or your own agreement you have, you will usually have on the front page the date that your contract ends. We know in New South Wales that that can't be longer than a 3-year appointment.

The question that I have been asked is, "How does that sit with Section 50 in our Strata Schemes Management Act?" This is a section that we have spoken about previously on the podcast, Reena. We pointed out that section 50 Subsection 6 of the New South Wales Act requires a strata managing agent to give the owners corporation written notice of the end of a term of appointment and they must give that written notice at least 3 months before the end of the term. Also, if the term is extended by a strata committee resolution, they need to give 1 month notice before the end of each extended term. So you and I had discussed previously, Reena that we didn't think a lot of strata managers knew about this. We didn't think they were doing it-

Reena Van Aalst: No.

Amanda Farmer: giving particular notice of end of term arising. The question that was put to me, "In the context of a contract, an agency agreement where the expiry date is actually written on the front page or written somewhere in the contract, is that sufficient compliance with Section 50 Subsection 6? Is the strata manager actually giving written notice of the end of the term when they disclose the end of the term, the date, the expiry date on the front page of their contract?" It took me a couple of goes at understanding that question. What do you think, Reena, is that written notice of the end of a term?

Reena Van Aalst: No, I don't believe so. It's like a lift contract that might be, a 10-year contract and they've got to actually let you know I think 1 month before if they intend to roll over, which now they can't. But I mean there's got to be some notice written. I don't believe that sending an agency agreement 3 years ago, means that people are going to remember that on the front page of that

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15-page document that there was a date that had to be remembered.

Reena Van Aalst: It's normally, I think it's up to the incumbent, the person who's providing the service to say, "Hey, owners corporations via strata committee, agency agreement is expiring in 3 months." Normally what we do is we give the written notice to the strata committee and we also say, "Well, your AGM is not going to be held till this date," like this is outside of their 3 month period and therefore we have to convene a strata committee meeting in writing to extend the term.

Alternatively, if the AGM is coming up within that 3 month period, we ask the strata committee if they're happy for us to continue on as agent, this is our revised terms. Or in recent times we've actually had 2 buildings where our agency agreement was expiring and we actually resigned. So we said, "Thank you very much." They go-

Amanda Farmer: "Oh, what?"

Reena Van Aalst: We say that basically that in particular cases, Amanda, when we find the committee's not working well together or they have all these meetings. We don't know what they're doing. We just sort of find out after the event, you can't work well with a strata committee like that. Yes, so in our case, we use that as an opportunity to say, "Yes, we're happy to work with you and continue working with you. Are you also happy to continue working with us? Are you happy for this agency agreement to continue on this level of number of years, up to 3," or alternatively we're saying, "Thank you very much. It's been great, but goodbye."

Amanda Farmer: Yes, look I agree with you. I think the legislation was intended to remind if you like, put buildings on notice that the end of their term is coming up. So I think whilst it could have been worded a little better, and I say that because it's of similar effect to when you have to exercise an option under a contract or under a lease, for example, if there is an option that's available to be exercised, notice must be given of an intention to exercise an option at a particular time.

There's a window that is stipulated which is usually something like, not earlier than 6 months before the end of the lease but not later than 3 months before the end of the lease. So that means you can't give your notice to exercise your option too early but you can't give it too late.

Reena Van Aalst: Yes.

Amanda Farmer: I think the boundary of that window has not been defined in Section 50 Subsection 6-

Reena Van Aalst: No.

Amanda Farmer: and that's where this confusion is arising from because technically you are going written notice at least 3 months before the end of the term if you're giving that notice at the beginning of the term. In fact, that's correct, but I do think that the intent with this section has been to give notice close to the end of the term so that owners, corporations, strata committees can be aware that they have the opportunity to go and tender for new management or seek a new agreement from their current manager, or indeed as you say, Reena, their current manager can say, "I'm done, guys. I am out of here," which must feel good.

Reena Van Aalst: Oh, yes, "Well, I think I'm done." I'm thinking of this particular case, we actually took on this scheme because an owner had come to us and we had an arrangement with that particular owner, but we knew that it was going to be difficult and she managed to have us appointed, but we were never happy. From day dot it was never a close or fruitful relationship, let's say.

Amanda Farmer: Yes, and sometimes that's it. It just doesn't work out.

Reena Van Aalst: Yes, it wasn't adversarial. You know when things just aren't right.

Amanda Farmer: Yes, and that is the beauty of shorter term contracts maybe in the beginning, I know, Reena you've said before,

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you have a practice of not less than 2 years in the beginning because it does take some time to find your feet. It often takes some time, as I know you've experienced in the past to get all the documents from former managing agents. So you need that time to settle in. But maybe if you're not sure or you're new to this building, it's the first appointment, then not more than 2 years might be a good idea for that reason.

Reena Van Aalst: Yes.

Amanda Farmer: Okay. Well, good question.

Reena Van Aalst: It was a very good question.

Amanda Farmer: Interesting to see how different people read different parts of the legislation, especially non-lawyers who read the legislation as it's written, at its face, and don't make assumptions. I always find that interesting that we bring to our legislative interpretation some baggage and some assumptions as lawyers or as strata managers working in the space for a long time. So it is fascinating to me to hear other interpretations.

Reena Van Aalst: Very interesting actually, Amanda, yes.

Amanda Farmer: Reena, share your win for this week.

Reena Van Aalst: Yes, so the win that I'm sharing is an AGM that we had about 2 months ago, which is probably one of our last in-person AGMs, and I think this would have been a hard one to have remotely because we had about maybe 8 by-laws that were on the agenda. Some were being amended, existing by-laws being amended, and others were fresh, brand new by-laws and because some people weren't happy with certain clauses of the by-laws, I think it was very interesting in the sense how to put amendments.

And so, basically, someone was trying to put 1 amendment, another person was trying to put another amendment. Unfortunately, I think at the time people were getting confused. So what I said to them is that we would... I mean obviously, I wasn't chairing but I was assisting the chairperson who couldn't really handle all the amendments coming at once and didn't really know how to take the vote.

So for strata managers out there, we know that the amendments for a by-law are only put by ordinary resolution, they're not special resolution. So what I advised the chairperson to do was for each amendment, to put that one to the vote and then read it out and then do the next one so that each amendment was being dealt with separately.

He was trying to do them all at once, which didn't work because when you put a by-law, some people were happy with one clause, some people were not happy with the second amendment, and therefore it was quite an arduous task because when you have very tiny amendments or people trying to make issue with things that really aren't that important but it doesn't really matter, they've got to be put forward.

So at the end, it was like, I don't know, a very long meeting, but we were quite successful in a sense, in getting the by-laws passed and having the amendments passed, which reflected the people's ability to actually compromise. Sometimes the amendments weren't really significant but some of the owners thought, "Well hang on, it doesn't really matter if we have an extra clause here or an extra bit there in terms of adding various amendments."

So I just wanted to perhaps give some guidance to our listeners and especially to strata managers and chairpeople that when you are putting forward amendments to a by-law, they need to put forward individually. Then once that amendment's put forward, then it becomes part of the by-law. So in a sense, I sort of read out that section so people understand how it reads when you add that particular words or take out the particular words, put it to the vote, and then it has to be put forward again by ... The final amended

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by-law gets put in by special resolution.

Amanda Farmer: I think being clear on the terminology to be using for the purpose of the meeting while you're there and also for the minutes, that we're talking about motions to amend a motion that is already on the agenda.

Reena Van Aalst: Correct.

Amanda Farmer: The motion already on the agenda is to make a by-law by special resolution. As you said, Reena, the motion to amend is a motion that's put from the floor. It is not a motion that is disclosed on the agenda, and that motion can be determined by ordinary resolution. If that then passes, then the motion that's on the agenda has been amended and it is the amended motion that can then be put to the vote.

Reena Van Aalst: Correct.

Amanda Farmer: Reena, tell me, in practice, do you have access to a whiteboard or some butcher's paper, or some way of writing up these amendments so people can see them? What do you usually do?

Reena Van Aalst: Sometimes we do, Amanda, sometimes we don't. In this case, we didn't because there were just so many, you'd be writing ... there's like 8 or 9 by-laws with various amendments. What I try and do is read it out more than once so that people can understand that this is the extra words that have been added to the motion or the by-law, in this particular case, this has been deleted. So we can actually show it how it reads. We read it more than once so people understand that this is what in effect you're voting for.

Sometimes when the chairperson also was then trying to explain what that meant. So was saying, "If you delete this clause, this means that you're going to have 10 people at the swimming pool on a weekend as opposed to only 3." So we're trying to also give feedback and analogies of what the amendments meant in reality and in practice.

Of course, when you write up the minutes, I mean the minutes are very long because every single amendment has to be put forward. It's got to be said that the amendment was then passed, then the motion has to be put forward again. So in terms of the minutes themselves, it's quite a long and arduous process to make sure that that's also recorded correctly. So in the future, if there's any doubt about, especially a by-law that's a registered document, you've got to make sure that everything's been done correctly in terms of how the proposed by-law was changed.

Amanda Farmer: Yes. The other thing to be careful of when considering motions for amendment at a general meeting is that you're not actually changing or proposing to change the substance of the document.

Reena Van Aalst: No.

Amanda Farmer: For example, if it's a by-law, say it is a common property rights by-law and somebody says, "No, I actually don't want lot 4 to have the exclusive use of the front garden. I'd like lot 4 to have the exclusive use of the back garden." So I'm going to propose a very significant amendment to this by-law that changes the exclusive use area altogether. Where all in our Strata Schemes Management Act, we have to have motions notified on the agenda of a general meeting in order to be properly considered at a meeting.

The usual approach and what we're talking about here when it comes to amending motions is not actually set out in the Strata Schemes Management Act. These are general principles of company law that we apply and general procedural rules for meetings that have been adopted by strata managers over the years. If we're putting a motion to amend from the floor, the amendment, if it goes through, we have to be very conscious, has not been notified to owners on the agenda. So if you're changing matters of form, yes, if there's a typo, for example, there's a numbering issue, if maybe you want to make a small change-

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Reena Van Aalst: For example, like the hours of operation of a swimming pool.

Amanda Farmer: Right.

Reena Van Aalst: We had from 8:00 AM to 9:00 PM during summer. Someone said, "Oh, can we have it at 7:00 AM, for example as opposed to 8:00 AM?"

Amanda Farmer: Yes, so that's a good example, changing the hours of operation of a swimming pool, but changes of substance, if you are at all concerned that there's going to be some challenges down the track, that it is a change that should have been notified to owners, and somebody is not going to be happy with that change, then I'd be very careful about accepting motions to amend from the floor.

Reena Van Aalst: Yes. I think you're right, Amanda, it's what we try and put it to owners at meetings is that the intention, the intention of the motion and cannot change. So what you're intending to achieve cannot change, perhaps, maybe there could be some changes to how we get there, that it's still not that different from what has been proposed because owners that aren't there would have not known about these proposed changes and will not have an opportunity to cast their votes accordingly. So what you're saying is very correct. Again, we had to be mindful at the meeting about making sure that any amendments weren't changing the intention as well of the actual by-laws.

Amanda Farmer: Yes, indeed. Excellent. Thank you for sharing that one, Reena. My win for this week, we are recording this at about the beginning of May, Reena, and I want to be careful about saying that because our world is changing quite quickly at the moment. But I have been working with a building that needs to hold a general meeting. They are very conscious of social distancing requirements. They haven't passed that resolution to conduct electronic meetings, meetings other than in-person. So A, they want to pass that resolution and B, they actually need to resolve to engage a lawyer for some court proceedings that are going on at the moment.

So they had a chat to me about how they might best do that. They have decided, and I think this is quite clever, they have decided that they will hold the meeting on their common property in their back garden. They have a large garden area out the back. I have said to them that gathering on the common property is not a breach of the public health orders in New South Wales because those public health orders prohibit gathering in a public place. In my view, a strata scheme's common property does not fall within that definition of public place in the public health orders.

So it is perfectly legal for them to have a meeting in their back garden. They are outside, they have the space to ensure social distancing, and they have in a letter that's been sent out to all owners, encouraged non-resident owners, so investors, to appoint a resident owner as a proxy because those who don't live in the building really shouldn't be attending the building. That is not a reasonable excuse to be leaving your home, "Attending my general meeting at my investment property," or appointing a member of the strata management team who is going to be present to assist with conducting the meeting.

So having the least amount of people that are possible, lots of proxy holders as far as possible, and having that meeting outside. So far, from what I'm hearing, everybody's been happy with that arrangement and the meeting's going to go ahead. So I thought that was quite creative.

Reena Van Aalst: Yes, very creative, Amanda. I think what I'm finding without meetings that we're holding by Zoom, so the ones that have already had that ability approved, and not many people who are actually joining. I think that people that perhaps might have been there physically perhaps may join, but I think that the amount of interest has not increased more than what would have been the case had there been physical means because those people probably wouldn't have had an interest anyway.

Even though now it's much easier, you don't have to travel to the actual meeting, you're attending via Zoom or any other form that you may wish to attend by. But I haven't yet seen a significant increase in numbers as a result of people being able to attend

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electronically. But it's early days yet. So who knows? Over the effluxion of time, and I think many of us sort of have been talking about this, how things will eventually go back in the future when these restrictions are lifted, Amanda, I don't believe that people will still ...

I think people will embrace some of the new technology reforms that have been occurring for meetings. I mean, I spoke to a building manager this morning and he said to me like before we're taking him an hour to drive somewhere, get home at 9:00 after the meeting or 10:00. The meeting go on for hours, people want to talk to you outside. He said now the meeting was held in 45 minutes and it was very efficient.

So I think we'll find that people will probably continue to embrace this on some level. Yes, it'd be interesting to see how other managers perhaps give you feedback that you're working with, Amanda, in terms of the numbers of people attending meetings remotely.

Amanda Farmer: Yes, I have definitely heard that it is something that managers want to keep doing, and in particular, it assists with flexible work practices. So when we have strata managers who are working part-time, strata managers who are not able to attend meetings after-hours, I know there are a lot of managers out there quite hopeful that this is the end of after-hours meetings.

Look, I'm an owner in a strata scheme, I need to attend meetings. I have no problem if that meeting is in the middle of the day as long as we have notice. If it's electronic then we log on just as we do anything else we might be interested in attending during the day and it's done and dusted.

Reena Van Aalst: Yes. Well, I haven't found that people want to have meetings through the day, Amanda, because I think some of them are still working, so I haven't found that to be the case. I've just found that they're happy to have the meeting at 6:00, but have it electronically, but whereas before you'd have to leave maybe an hour earlier because of the traffic, I can now like keep working till 5 to 6.

Amanda Farmer: Yes, fair enough.

Reena Van Aalst: ...and then have the meeting and then have my dinner at a reasonable time and getting home, you know?

Amanda Farmer: Yes.

Reena Van Aalst: So I think in some cases you're right, some buildings may change the timing of their meetings, but I think others may continue to keep it at the same time, but all preparation can be done so much more easily.

Amanda Farmer: Yes, definitely. For a building to have the option of course, if it suits them to have the meeting at a particular time of day because they're just logging on. It's a strata committee meeting perhaps, and it's going to be a half hour quick run through. Why do that?

Reena Van Aalst: Yes, I agree.

Amanda Farmer: Yes, I like it.

Reena Van Aalst: We should all have a lunch break.

Amanda Farmer: We should all have a lunch break, Reena. Well, it's been lovely catching up with you again, Reena, and I look forward to our next chat, sharing our wins and our challenges. Have a fabulous week in strata.

Reena Van Aalst: You too, Amanda and keep safe.

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Amanda Farmer: Yes, I will do.

Reena Van Aalst: Bye.

Amanda Farmer: 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.

You can also ask questions in the comments section, which Amanda will answer in her upcoming episodes. How can Amanda help you today?