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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.

Amanda Farmer: Hello and welcome. I'm Amanda Farmer and I have with me today, Reena Van Alst from Strata Central. How you doing, Reena?

Reena Van Aalst: Happy New Year, Amanda.

Amanda Farmer: Happy New Year to you. Our first chat for 2025. It's great to be back. I hope you had a fantastic break. Not too much waiting for you when you got back.

Reena Van Aalst: Yes, well, I mean, there was a lot that happened before we left, unfortunately. We had some residents had to be vacated in December when we were still at work, so that took a lot of time, both on the day and then during the break.

Amanda Farmer: Wow. They had to be like evacuated from the building.

Reena Van Aalst: Yes, well, they had to move out of their apartments. Yes. Because of something I really can't talk about at the moment because it would actually identify the building. It's something that sort of. But these people, unfortunately, yes. They were told on Friday 20 December that they had to leave their apartments and not come back until we told them. And so therefore we can imagine trying to find accommodation at such short notice at that Christmas period in Sydney. So, yes, it's that.

And that obviously would have that continued during the break in terms of people contacting us, which is fine. Obviously, you know, we need, we're happy to help people when it's needed and. Yes, so it was still a good break, but unfortunately I just sort of felt really sad for those people because, you know, for Christmas, especially if you had things that you had organised for Christmas Day which people, may have added people coming over and things like that, those plans had to be quickly amended.

Amanda Farmer: Ooh, it always happens at Christmas, doesn't it? In my building we had a hot water heater go out, I think a couple of days before Christmas and we're a bit worried there wasn't going to be any hot water. Luckily it was okay and we're able to get that repaired pretty quickly once again with help from our strata manager. So. Yes, just that time of the year.

Reena Van Aalst: Yes, exactly.

Amanda Farmer: But it's good to be back and we shall not be escaping our challenges or hopefully our wins in 2025. So lead the way, Reena, what's been challenging you already?

Reena Van Aalst: Yes, I actually received an email from one of my colleagues, a strata managing agent, who I've known for many years, and we actually used to work together. And she wanted me to bring this to the attention of the podcast, I suppose in a way, just to perhaps show people that as strata managing agents, we do with the public in general, which we obviously do in any customer service type of function where you're dealing with the public.

But I think sometimes people forget the sort of the vitriol and how strata managers are being treated and sometimes, you know, people can be unhappy about anything in life. You know, you can say you're not happy with the cleaning, with the standard, whatever it is that you're not happy with the conduct of someone, the performance of someone.

But I think when people start to put such things in writing, and I think this is why she asked me to sort of talk about it, there was an email that she was copied in between the cleaner that this owners corporation was terminating. And she just mentioned to them, you know, just to let you know that we're not no longer your managing agent. Please copy your new strata manager.

So which of course is the right thing to say. You want to make sure that they're using the right email addresses and sometimes people obviously may be using an old thread and they forget to add the new person in, which is all fine. So all she said was to her just making sure that she said, you've incorrectly included me, please add your new strata managing agent.

And then the owner responded to say it was a flick of a wrist. You know, there's so many of you with that particular name out there. And then she said, I'll actually read out what she said: "Do you think I care about the likes of you? You are a Persona non grata, an old memory. Growing up, you silly prima donna. Ashamed of myself. Never. You do you realise the non importance of your role in society?"

Amanda Farmer: Oh my God.

Reena Van Aalst: "It's classified along with used car salesmen and real estate agents. Don't get above your station in life." Exactly.

Now you know, it's just one of those things where sometimes people do think of strata managers in that way that we are sort of down the bottom of the. I wouldn't say, I mean I wouldn't put real estate agents and used car salesman in terms of trying to say what society thinks of those. But I mean obviously if you look at the studies I've done about different professions, people that don't charge or seemed to be in more caring type roles, like doctors and nurses are usually at the highest scale and...

Amanda Farmer: In terms of trustworthiness. Yes.

Reena Van Aalst: And also perception, like, I mean if you go to a dinner party and you say you're a doctor or something like that, people look at you differently than if you say you're a strata manager.

Amanda Farmer: Yes.

Reena Van Aalst: Whereas in terms of people that charge or people that are seen to be, perhaps acting certain ways, certain professions do have certain reputations because of the way that certain people conduct themselves. And that's, society positive to say to someone, your role, basically, you're nothing in society irrespective of what you think of that person.

And I just wanted to bring this to the forefront and I suppose it's not a really great way to start 2025 in terms of our challenges, but I think with the last year with strata management getting a lot of focus and negative attention, we are noticing, I think, a lot of burnout and people in Strata sort of getting more pressure put on them when people are being sort of tarnished with the same brush.

And I just thought I'd perhaps bring it out there to people that, you may not like your strata manager, you may not like your cleaner, whoever it is, you may not like, but I don't think anyone deserves to be written to in that way and spoken to in that way. And I think that sometimes people forget that, you know, there's that saying that "The customer's always right." and definitely the customer is not always right because the customer comes from many walks of life, may have mental health issues, may have many different issues in their life, and sometimes people feel that they can espouse these emotions or their thoughts on people. Because they think of them as being lower in their mindset as opposed to someone else, where they would never speak to someone else in that way that they would speak to, say, a strata managing agent.

And I think that as a profession we do need to be respected, even though we don't have to be liked. I think respect is the minimum that we should be able to expect from our committees and owners.

Amanda Farmer: For sure. This is not the first time that I've heard about such communications and I've seen some managers that have posted these things on LinkedIn or on Facebook. Not necessarily something that I'm advocating, but that's pretty bad. The one that you've just read out and where is the voice for strata managers in response to this type of communication?

I mean, you've said at the top there Reena, that your colleague asked you to bring this to the podcast because that person obviously knows that we have a large audience, owners and managers are listening and they want people to be aware that this is

the kind of communication that you are subject to. I mean, there's an industry association out there that is supposed to be representing strata managers. Do they know about this? I say tongue in cheek.

Reena Van Aalst: Yes, they do have a thing called respect or something like that. They do have some wording about respect.

Amanda Farmer: That advocacy or campaigning or communicating is happening to owners to say this is not on. I mean, there's got to be some kind of big advertising campaign, you know, like we sometimes see how state governments do on television when it comes to road safety and things like that.

Reena Van Aalst: Yes.

Amanda Farmer: And, you know, post-COVID how to treat people properly, even though you might be frustrated. Surely we've got to ramp it up. Those in charge, quotation marks "in charge" have got to ramp it up. It's not getting better.

Reena Van Aalst: No, unfortunately, yes, it is actually getting worse. And I think because of the fact that some of the members of that body that we're talking about were implicated in all the negative attention that strata managers get, I think that now there's been a loss of faith in terms of those people out there that would look to that organisation as being the right advocate.

Because if you're part of the reason, that I mean it's not the organisation itself, but if members of that organisation that were in. In senior positions are responsible for the negative attention strata managers received and continue to receive. Even yesterday I was asked the same question about, you know, like, what was the fallout? Had someone come to me and asked me as a prospective client, what was the fallout from these recent events that were in the media? And I'm sure everyone. I'm sure you've watched it, said everyone's watched it.

Yes. So it's still now resonating with people. It really hasn't gone away and people are looking at a new agent or even their existing agent, they're now being more... And obviously there's now changes to the Act which require more disclosure. But I think this is now, again, put such a dampener on the profession of strata management and I think that it's.

Yes, I think something does have to change for people to continue to stay in the industry, because I think there's a lot of burnout that's been spoken about by many people in terms of, you know, I mean, I've. I've already had two meetings this year and. And one of them started at 6 and finished at, you know, 9:25. I mean, really like. And they are nice people. And I mean, an hour and a bit was taken. Taken more than on one thing because there was a new committee and with changing the strategy that had been adopted by the previous committee and it's not, you know, people are friendly, they're great committee. I've worked with them for, since, you know, six years now, seven years. But it's one of those things where, like, you get home at quarter 10 or 10 o'clock. I mean, it's just not feasible for people to work these hours.

And even if you had a very small portfolio, which I think is also being advocated by people, it's still like to do this once or twice a week, even if you're doing not that long. But it's still contributing to burnout by strata managers as well.

Amanda Farmer: Yes, well, in New South Wales, at least, I think we're uniquely placed with the brand new board for SCA New South Wales to have a fresh look at this, to recognise that things are not getting better from the perspective of owners. And from my point of view, that's a sales and marketing conversation that strata managers most efficiently, through their representative body, need to be having with owners.

I mean, we can look to the owner representative groups, OCN and say, "Look, what can you do to try and rein in this behaviour, to educate, perhaps to better inform." But when I think about those owners who are members of the OCN, I don't think they're the ones who are sending these emails, right?

Those who are members of the OCN, who are members of my community, those are our engaged, already more informed, already more educated owners who are less likely, I'm not going to say they don't, but less likely to communicate in that fashion. So, yes, look, it's an issue that I do hope those with the power to implement change have on their radar, top of their list for 2025. Thanks for

sharing that, Reena, and thanks to your colleague for sharing that with you.

My challenge for this week, rather different, relates to compulsory managers. Strata managers who have been appointed by the Tribunal to bring a dysfunctional community back on track. They very often hold all powers of the owners corporation, all powers of the strata committee for a period of time, up to two years in New South Wales.

I had a conversation with a colleague late last year and it was brought to my attention that some compulsory managers are particularly bad at record-keeping. And this doesn't come as a surprise when you think about the power that a compulsory manager has to make all decisions, including to raise levies, to make decisions about repair and maintenance, to create by-laws, all without the need for meetings, without the need for any instructions, without the need to consult with any owners. You can kind of understand how there may be a failure to keep records or forgetting of the importance of keeping records.

And I've certainly been involved in cases where a compulsory manager has been replaced with another compulsory manager because of their, not just failure to keep records, but inability to comply with the legislation, with poor record keeping being a key component of that.

Now, I wanted to share this with you, Reena, because I think this is probably going to resonate with a lot of our audience who have been subject to these compulsory appointments, don't understand what's going on in the building. Compulsory manager says, "Well, I don't have to consult with you, I don't have to have a meeting, I'm not going to do it. These things are just going to happen. You're just going to get a levy notice, there'll be a special levy. You just have to pay it. Not up to you to know what it's for or why."

I know that you, Reena, do a lot of compulsory appointments and are often in that rare position where you are then appointed as the voluntary or agreed manager once your compulsory appointment is up. So that tells me that you're doing something right with your compulsory appointments.

And I think record-keeping, from what I've seen where I've been involved, where you've been a compulsory manager, I think record keeping is a real focus for you in that role. Can you share a little bit about that?

Reena Van Aalst: Yes. So basically what I try and do is keep all the owners up to date in terms of what's happening. So I've got one at the moment that's on the central coast and basically, you know, water penetration, water ingress, not addressed for many years. And so every time I get a communication from the engineer, I forward it to all the owners. And obviously, what's happened in this particular building because of this happening, other owners are coming forward and saying, "Well, I've got the same problem." So now we're sort of trying to include all of them.

And the owner who was responsible for having Strata Central appointment, said, but, you know, what about me? I said, no, but I am doing you. But my functions are to look after everybody, so I can't just exclude everybody just for you. So basically, that was the orders, but I had the functions of all of the owners corporation in full, so I have to also address all the other things.

And I always have meetings with people like for levies, for everything. I have an AGM. I'm having an AGM coming up on Friday for a building where we've had to raise a lot of money. And borrow a lot of money.

To get a compulsory order is not easy. So I think that's number one. So I think people have to understand that if your building is compulsory managed, there is enough evidence, because these orders aren't made lightly, so the building has to look at itself, number one, why are we in this position?

Number two, I think a compulsory manager needs to hold meetings and issue agendas, is if it was a normal manager. Now, I don't. I'm not concerned about the statutory time frames for those. Like, I haven't given 14 key days for an AGM. I've given, I think, 10, because I want to hold the AGM and I want to raise, you know. But end of the day...

Amanda Farmer: Can I just. I just want to address the legality of that point, because that is exactly the subject that my colleague was talking to me about last year. Do compulsory managers need to be holding meetings? And the short answer to that is no. And

we have Court of Appeal Authority in New South Wales, a case called Andrews from 2009, which I'll link to in the notes, that makes that clear.

The compulsory manager can make decisions, doesn't have to have meetings. But you're saying, Reena, you do that anyway and because you don't legally have to do it, you're not too worried about the strict compliance, but you're just being reasonable in putting that agenda notice together, giving everyone a reasonable amount of notice, serving them at their address for service.

Reena Van Aalst: Yes.

Amanda Farmer: And what are you actually then doing in the meeting? People turn up or.

Reena Van Aalst: Yes, people turn up. Yeah. And I. So basically, like, I have them as being in attendance and for example, if there's a. Like, if there's a by-law, we will put that on there because if all the owners are against it, then I'm not going to approve it. So in the day, you know, I do try and take heed of the wishes of the owners where the owners should have a choice. I mean, we have another one where an owner wants to convert a commercial into a residential lot.

Now that I can approve that, but I'm not. We sent the email to all the owners saying, give us your feedback, because I don't want the owner to go to all this cost of getting all these reports done for council, et cetera, et cetera, if the majority of the owners are against it. And we gave people 14 days to give their thoughts and we only having two people that objected to it, I think it was. So I thought, well, that's not really enough out of this many owners. So therefore that proposal will be supported.

And again, I'll have a formal meeting when the time comes. As in, like, invite all the owners. I try and have the meetings at lunchtime rather than evening, because with my meeting schedule, so at least lunchtime people can join on their lunch breaks if they can't come in the evening. So I do try and make it as easy as possible for people to have a voice and we send out all the reports.

What I'm finding, I think, with compulsory is that you can tell people more things than you would as a normal manager, because the community all of the time want to control what people know about. So, for example, a lot of reports I'm not allowed to send out to all the owners because the committee doesn't want me to do that. So whereas as a compulsory manager, every time a report comes in, so the tender document for the lifts, well, normally that doesn't get sent out to all the owners, but I've sent it out. And when the tender results come in, I'll send it out. So normally that would only happen once a general meeting is being held to raise the money for the thing. It wouldn't be sent out in the meantime.

So the owners would get the agenda for the general meeting to raise money for a new lift, and then they would get the tender report, but they will never get it beforehand. Whereas I can send all that stuff out as I get it.

Amanda Farmer: Yes. So there's even more transparency under at least your compulsory appointment and it's easier. It's such a good point. I am so often telling clients who are coming to me saying they're frustrated with their strata manager because he or she won't respond to my communications. He or she won't send me this document or that document. And I'm saying, please understand that your strata manager takes instructions from the committee.

And not always, but often what you will find is the committee is telling the strata manager, don't send that document, communicate with that person. The strata manager is taking those instructions. And it's very hard. You're in a really difficult position then as a strata manager because they may think you're being rude or you're breaching the law or whatever it is.

But it's the committee and it is this lack of transparency that I'm always banging on about at committee level that is frustrating owners, that is confusing them, that is making them imagine all of these terrible things are happening in their building when they're not. Committee's just getting on with the job along with the strata manager, but forgetting to tell people about it.

Reena Van Aalst: Yes, yes. But sometimes in some buildings, a man, you know, and you may obviously be aware of this with your experience within your own building and acting for other clients, is that sometimes if you give people too much information, it can

cause problems. Because I've had people where they go, ring the consultant and they try and you know what I mean, and we could talk that I don't communicate with that person. You got to come through us. It's not like that person can't tell you what to do.

So sometimes in some cases, where there's friction in buildings or there's something happening, it can be counterproductive. But on the whole, in most cases, I would say, as you get something, issue it because. Or put it on on the portal or whatever, so people can go there and have a look at it.

So, yes, and so I find actually managing compulsories in that way much, much easier. Not because I've got the power as such, which I do, but it's more about having the ability to communicate with people at the level and timing that I think is appropriate. And not what someone tells me is appropriate, which sometimes is and sometimes isn't.

Amanda Farmer: And it's so important for your role, as you said, you're acting for the owners corporation. You essentially are the owners corporation in many cases, but you have been appointed on the recommendation often of one owner. So the applicant for the compulsory appointment has proposed you. And there can be. There very often is a perception that you are then in that owner's camp. And that perception can come from the owner themselves, who then, as you said, "Well, hang on, what about my place? I'm the one who got your appointment. And why aren't we doing mine first?"

And the perception from other owners that you're in the pocket of this applicant. So to be fully transparent, to be including everyone in the discussions, to be holding these meetings, to be sending out the documents, is protecting your position there as that impartial, disinterested professional.

And I guarantee that that's why you find yourself then getting appointed for a longer term on a voluntary, voted in appointment down the track. I think there's a lot that others could learn from the way you approach it, Reena.

Reena Van Aalst: Thank you, Amanda. Yes, I think it's just, I think easier, I think if you document everything then later on, like even when we're taking over a building that had two different compulsory managers, but unfortunately, again, they didn't document all their decisions and therefore I've got to rely on the owners to tell me what happened. So it does make it harder in that sense as well when you continue management after compulsory from another manager.

Amanda Farmer: Yes. Something to bear in mind. Well, thank you for sharing that. My next step in this stage of the podcast is usually to invite you to share your win. Reena. That was a good one. I like. Thank you for that share. Have you got a more to share with me and what's going right at the moment?

Reena Van Aalst: Yes, well, I mean, it's funny because I think we're talking about professionalism in strata management and our. And fees. And I think people understand that to get better service from your managers, you do need to pay them more money if you're getting the service. I think that no one's saying that managers should get paid more. There's got to be value for money. If you want something, someone professional, obviously you've got to be paid to pay.

And many people just look at, you know, when they're comparing quotes, they just compare the price. They don't look at anything else. They might. Because most of the time the terms of the agreements are usually the same, apart from, say, inclusions. Some will say we want three meetings included or whatever. But apart from that, there's really no real comparison between two managers. When you look at, if you're looking at a contract, for example, like, what are you going to get? They're going to issue a levy. Is it going to do this? They're going to do that.

So there's no comparison. So I think this is obviously discussion that's being now had more prevalently in wider circles, but we had a building that came to us from the central, another one on the central coast. So they came to us in 2022, we had an interview and you know, we sent them our proposal and we, you know, they said, "Oh sorry, blah blah, just fine." I mean, you win some, you lose some anyway, and then they wrote back to me just before Christmas saying, "Oh, you know, you may remember me, blah blah. I came and saw you, you know, two years ago, et cetera, et cetera."

I said, "Oh yes, because I remembered it was just a unique place and unfortunately it hasn't worked out with our manager and we

want to come back and would you reconsider? And I said, "Well, first of all, I want to know why, what's happening with your current agent and what are the pain points? Because the other day I don't like going like to me there must have been a reason. And of course, as I had presumed when we met recently that it was to do with the pricing.

And they said, I mean this other company, came in so cheap and all the owners thought, "Oh, you know, like whatever the manager doesn't do, the committee can do." So I said, "Yes, well, if you pay peanuts you get monkeys." And so now. And I said, well, obviously our price is much higher now than even than it was back then and so that's the deal.

So. But as comedian was, you know, we don't want to be doing the extra work. And I've said that to people like, why do you want to be on a Sunday afternoon subsidising the rest of your neighbours and owners, doing the work that everyone else should be contributing to proportionately? So yes, so we're going to reset. I said, "Well, that basis, I mean, the secretary came up with the person to meet with us and fortunately the other secretary had passed away in the meantime."

So yes, and so we thought, okay, on that basis, you know, we'll put out price and you know, if people want service, I'll have to pay for it. So yes, and I think sometimes people, you know, learn that the hard way. So yes, so that was nice that they came back and wanted us to reconsider taking them on as in like not our pricing. But you know, would you even consider submitting another proposal?

Amanda Farmer: Yes, and the pain that they've gone through in the last two years to save a few dollars. Exactly. Yeah. There's an important lesson there. Always better to learn from the mistakes of others than to make them yourself. So listen closely, owners who are looking at new strata management. It's not all about price.

Reena Van Aalst: No.

Amanda Farmer: Excellent. Well, my win for this week. We are recording this at a time where I can helpfully share an event that has just happened. A member inside our online membership community has posted in the forum about a big win that they have had in the Tribunal just within the last 24 hours.

This is a member who has had success in the Tribunal before being represented and having learned a few things, I think watching the lawyers along the way has felt confident to take steps themselves to take on a few other issues that are happening in the building.

Unfortunately, this one was a bit of a surprise issue. There was a burst pipe that then caused a water leak to this person's property, damaged the flooring. And this owners corporation, for whatever weird reason, I don't know, they weren't getting the right advice from their strata manager. They just put their head in the sand and just said, "No, we're not dealing with it, we're not going to pay to repair your floors." I don't actually think the problem pipe itself itself has been fixed or properly fixed.

So this person, with the confidence of previous tribunal experience and Tribunal success, as well as the support that they're getting from us all inside the member forum proceeded to the Tribunal seeking an order that the owners corporation properly repair and maintain the common property and fix the damaged flooring.

Owners corporation turned up to the tribunal with strata manager in tow. I think it was one committee member and the Strata Manager by this member's report got a dressing down from the Tribunal member after they tried to raise excuses that this isn't covered by insurance. We don't have any money in the bank, we really just don't want to do it. Tribunal member did not take kindly to that position. Especially when the Tribunal member heard that the owners corporation had refused to mediate with the owner before the application was filed.

Tribunal member sent the parties out to have a discussion in the hope that if they put their heads together and having heard what the tribunal member had said about the owners corporation's position, they might come to a conclusion and the matter promptly settled with a cash payment being made to this lot owner and permission for the lot owner to get their flaws done in the way that they would like, to which this owner was very happy with.

Not sure about the further details of that settlement, whether anything else was involved in that. But it was definitely a very happy member who was posting in the forum just overnight. I think it was letting us all know how that went.

So congratulations to that person. I know that you tune in. Well done.

Reena Van Aalst: That's great news, Amanda. So this is another example of what I was alluding to earlier in terms of, you know, starter committee is really thinking that they have the ability to decide what they should and shouldn't do when there are certain things you can put off, certain things you need to plan for.

But when someone's had their flooring damage by, you know, a burst pipe, I mean to me it's just a no-brainer. And raise the money like end of the day this is the thing I think now with costs rising in strata schemes, mainly because I would say of neglect, I mean if owners have been raising levies every year by 5% by the time these things happen you've got a buffer unfortunately at least 5%. Sometimes you need to do raise more.

But I mean, if you think about it, if you're income stays the same and your costs are rising, well it's a no-brainer in terms of what you need to do and your asset is appreciating. I mean house prices in Sydney are not, you know, this probably stabilising now by a few per cent but over the last 10 to 15 years they've doubled in price.

And unfortunately, people have this mindset that they treat the strata scheme like they treat their own life. And that's the problem. I think that exists in strata where people think, "Well I haven't got money so I'm not going to do it now some people might borrow the money in real life if they haven't got money, they might ask someone for money, they might say okay, I won't spend money on X so I can spend money on Y because I've got this new built res in strata.

People just and especially there are certain types of personalities that take over committees where you know, they're quite strong and because people may not agree with that person's view but because they also don't have money then it's like, you know, they'll support such an erroneous, flawed way of dealing with an owner who had to go, I mean even though she self-represented Amanda and didn't pay a lawyer as such, it's still a lot of time.

Amanda Farmer: Oh absolutely. Day off work, all the preparation.

Reena Van Aalst: Yes. And also I mean like he or she has a job, they probably have to take time off to be at the Tribunal, they get behind in their own work. I mean, so it's not really right that people have to spend so much personal energy and time for something that's really a no-brainer. In this case, we're not talking about, you know, we're talking about water ingress, we're talking about damaged flooring.

Amanda Farmer: And it was great that the tribunal member expressed that view really early and was able to say, "Look, owners corporation, you know, you're looking down the barrel of an order here."

This is not the way to behave. And when I've been involved in cases where the tribunal member has taken that very clear position straight up, I'm so grateful because it's important for owners, corporations, sometimes strata managers, committee members to hear that.

And it's often the thing, and I know in this case this owner was saying exactly those things for many months before getting to the Tribunal. When the tribunal then expresses or confirms that view, and yes, that is the law, and yes, this owner is correct, it can resolve the matter really, really quickly without the need to spend the rest of the day arguing the case, it can often lead to a settlement, which is what happened here.

So great result there and I know that member was very grateful for the support that they'd received in the forum helping to prepare the case. There was one point made that the Tribunal member didn't have copies of any of the material that this owner had filed. The owner had filed it all online. The online system is very unreliable. You've just said Reena, and it happens a lot. That's certainly been my experience.

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So I always, always turn up to the Tribunal with multiple hard copies of material, just assuming that the member is not going to have everything. I had prepared the owner for that exact experience. And in the post last night they said, "Amanda, that's exactly what happened. Member didn't have anything. But because you gave me that heads up, I was there with copies of the material. So that was not a big deal."

So yes, having to go to all of that preparation, that's stress and it's a stressful process. This shouldn't be the case for something as simple as properly repairing the common property.

Reena Van Aalst: Yes. After the burst pipe, I mean, not as if it was her fault. I mean...

Amanda Farmer: Exactly. Yes. Well, thank you, Reena Van Al, for joining me for our first chat for two, 2025. I'll look forward to chatting to you again in a few weeks time build up some wins for me, maybe a challenge or two.

Reena Van Aalst: The challenges are coming fast and thick, Amanda.

Amanda Farmer: Don't worry, we'll work through them. Have a fantastic week in strata.

Reena Van Aalst: You too, Amanda. Bye bye for now.

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 yourstrataproperty.com.