

THE COMMON GROUND

MAR 2026

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A Message from the Team

Welcome to the March Edition of *The Common Ground*

As we settle into the year, we're excited about what 2026 has in store for RSMS and the Strata sector as a whole.

In this edition, we bring you the latest updates, highlight the work happening in the communities we manage, and share practical insights for Owners and Councils of Owners.

Strata Management is continuing to evolve with new legislation, compliance requirements, and rising community expectations shaping the way we operate. Our focus remains on supporting our clients with clear guidance, reliable processes, and consistent management practices.

This month, we showcase highlights from our team, reflect on industry engagement and professional development, offer tips on communication and compliance, and take a closer look at a major works project recently completed in one of our schemes.

We're looking forward to a year full of progress, collaboration, and shared success.

Useful Links

Below are some useful resources to help Owners better understand their roles, responsibilities, and key aspects of living in a Strata Scheme.

- ▶ [Understanding Strata Emergencies](#)
- ▶ [Who Does What When It Comes to Insurance?](#)
- ▶ [Your Guide to Property Titles in WA](#)
- ▶ [Sustainability In Strata Communities](#)
- ▶ [What is a Strata Council?](#)
- ▶ [What is Common Property?](#)
- ▶ [Can I have a Pet?](#)
- ▶ [How To Access The Online Portal](#)



Click Here

WORK AND WINS

2025 SCA Conference & Awards



In November, members of the RSMS team attended the 2025 Strata Community Association Conference and Awards, one of the significant events on the Strata calendar. The conference brings together industry leaders from across Western Australia to share knowledge, discuss emerging challenges and explore the future of Strata Management.

This year was a fun one for RSMS. Strata Manager Ella Mirco was nominated for the Rising Star Award, recognising emerging talent within the industry. As one of the fresh faces at RSMS, Ella's nomination reflects her enthusiasm and dedication to developing her skills in Strata Management. We are proud to see her efforts recognised at an industry level.

Running alongside the event was the SCA Owners Conference, which some members of our team also attended. A number of our clients were present as well, making it a valuable opportunity to connect with Owners in an educational setting.

Our Directors Karen Richardson and Kyra Murphy both participated as panel speakers. Karen joined industry colleagues Mark Atkinson, Gordon Bell and Kristy Ward on a panel titled The Wildest Days In Strata. The session offered insight into the realities of Strata Management and the lessons learned through some of the most challenging and memorable moments.

Kyra, in her capacity as President of SCA WA, interviewed Robert Anderson, President of SCA NSW. Their conversation provided an eye-opening discussion on the current national Strata climate, touching on regulatory pressures, industry expectations and the challenges being faced across different states.

Overall, the event was a fantastic opportunity to celebrate the people shaping the Strata industry while sharing knowledge, experiences and insights that continue to strengthen the profession.



Giving Back: Up All Night and Supporting WA Families



Giving back to the community remains an important part of who we are at RSMS. This year marks another milestone in our ongoing involvement with the Up All Night fundraiser for Ronald McDonald House Charities.

As a team, we have now raised over \$35,000 across the years to support sick children and their families across Western Australia.

Recently, our team had the honour of touring the Ronald McDonald House in Nedlands and visiting facilities within Perth Children's Hospital. Seeing firsthand how donations are used to provide accommodation, care and support to families during some of the most difficult periods of their lives was incredibly powerful and reinforced the real impact of the funds raised.

We are excited to continue this journey and will once again be walking through the night this year. Our initial goal was to raise \$5,000, however thanks to the incredible generosity of our supporters we have already raised \$7,545, exceeding our target. We are so grateful to our sponsors, including our friends, family, clients and contractors who generously donate and support us each year.

The walk takes place on 21 March, so there is still time to contribute to our team. If you would like to support this worthy cause, please use the QR code to make a donation. Every contribution helps ensure families can stay close to their children when they need it most.



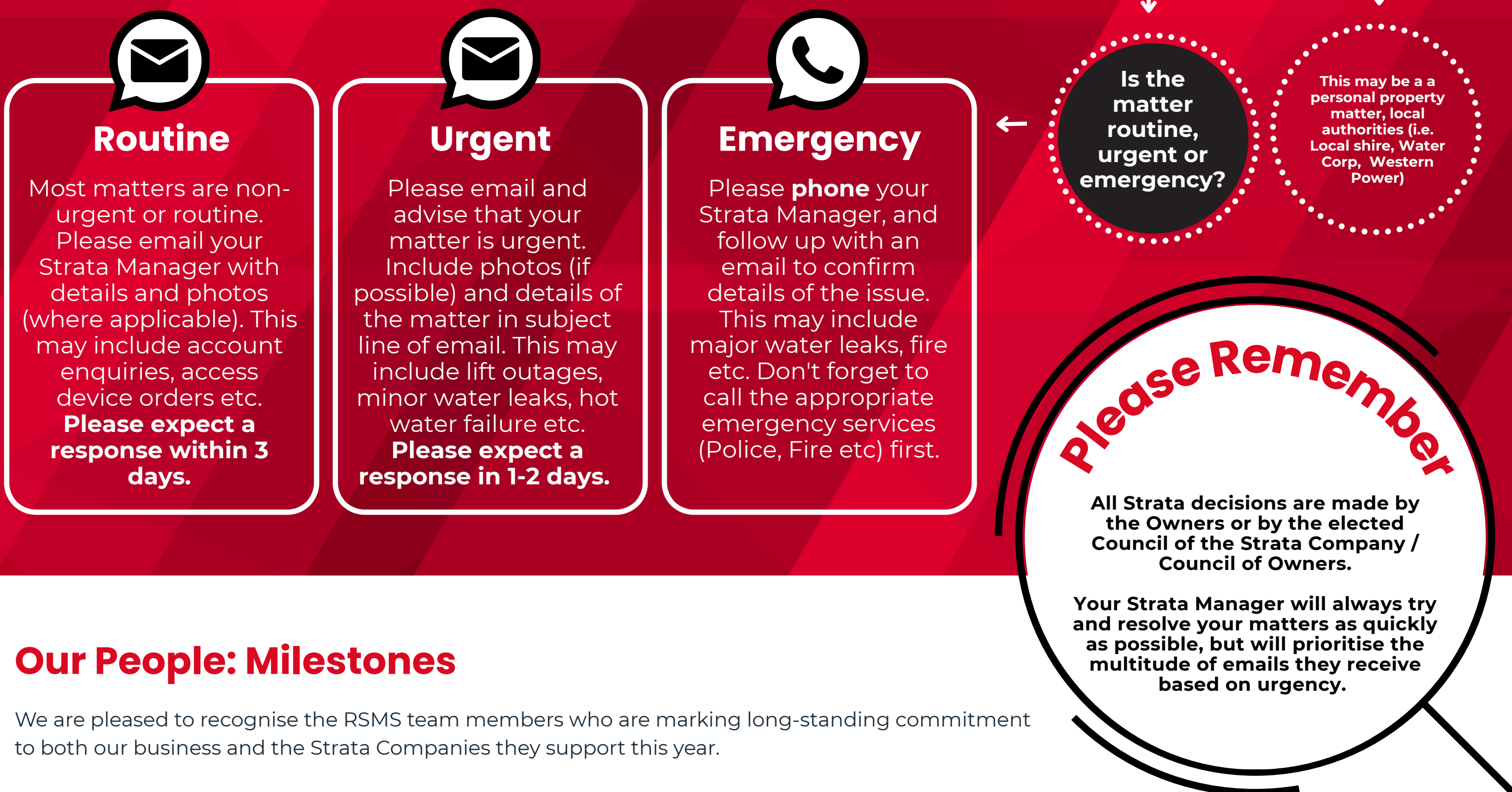
Client Feedback and Communicating with Strata Managers

At RSMS, client feedback is an integral part of how we improve our services and adapt in the evolving industry. In our recent NPS survey, communication was highlighted as an area where we can continue to align owner expectations with our company communication standards. Feedback like this helps strengthen understanding between Strata Managers, Owners, and Residents.

To support this, we are re-sharing our Standard Communication Guide, designed to provide clarity and foster effective communication between you and your Strata Manager. These align with the Strata Community Association best practice standards.

We will also be conducting another NPS survey soon and warmly invite all our clients to participate. Your proactive and constructive feedback is how we can continue to grow, adapt, and deliver the best outcomes.

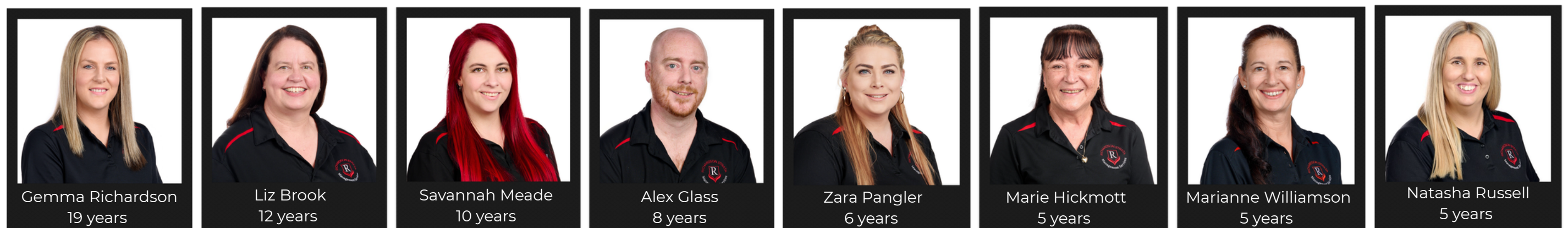
Is the matter for the Strata Manager / Strata Council or Building Manager?



Our People: Milestones

We are pleased to recognise the RSMS team members who are marking long-standing commitment to both our business and the Strata Companies they support this year.

In this edition, we celebrate team members reaching 5+ years with RSMS in early 2026 - through career development opportunities they have embraced and the portfolios they have built over their time here. We are incredibly grateful for their continued hard work and dedication, and we look forward to many more years of success together.



A100 Certifications

Big congratulations to Ngahua, Mya, Will and Cori, who recently received their A100 certification. In February, they completed their A100 – Essentials of Strata Community Management training through Strata Community Association, developing their knowledge and skills in Strata Management.

We're excited to see what they tackle next!



COMPLIANCE AND MAJOR WORKS

Insurance Commissions and Informed Consent

Has your Insurance Broker asked for an Informed Consent and do they disclose what Commission they receive?

Recent legislative changes introduced in July 2025 have updated the requirements around insurance commissions and informed consent for Strata schemes. These reforms aim to improve transparency, compliance, and trust between Brokers, Strata Managers, and Owners, ensuring that all parties fully understand how insurance arrangements operate.

Under the updated legislation, **Insurance Brokers** are required to obtain informed consent from Strata Companies before any commissions are paid. This means Owners must be clearly informed of the commission arrangements and provide agreement with full knowledge of the disclosure.

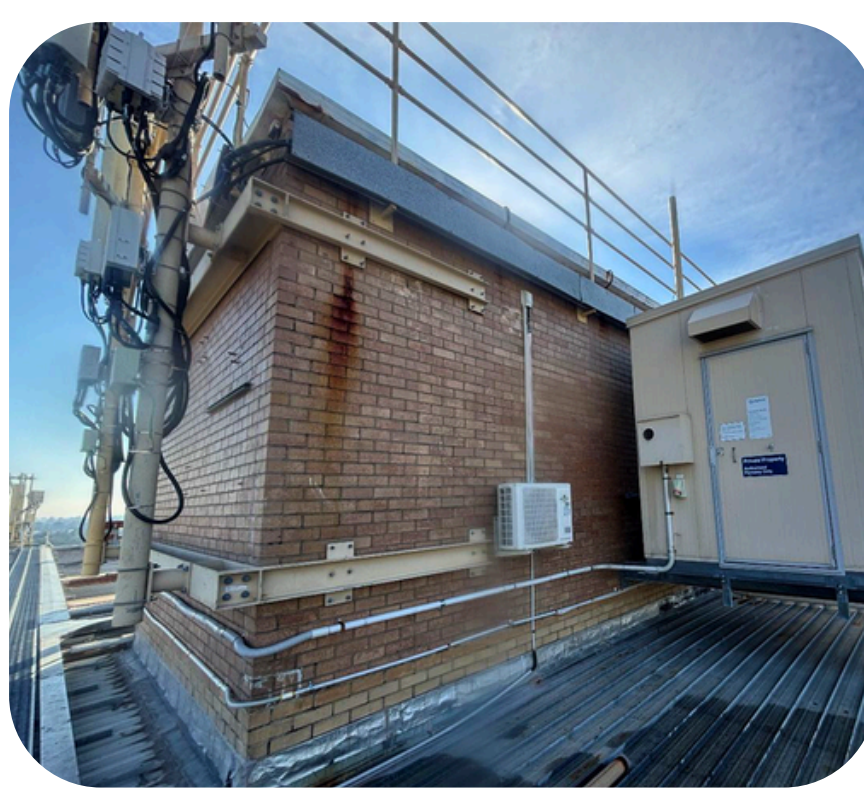
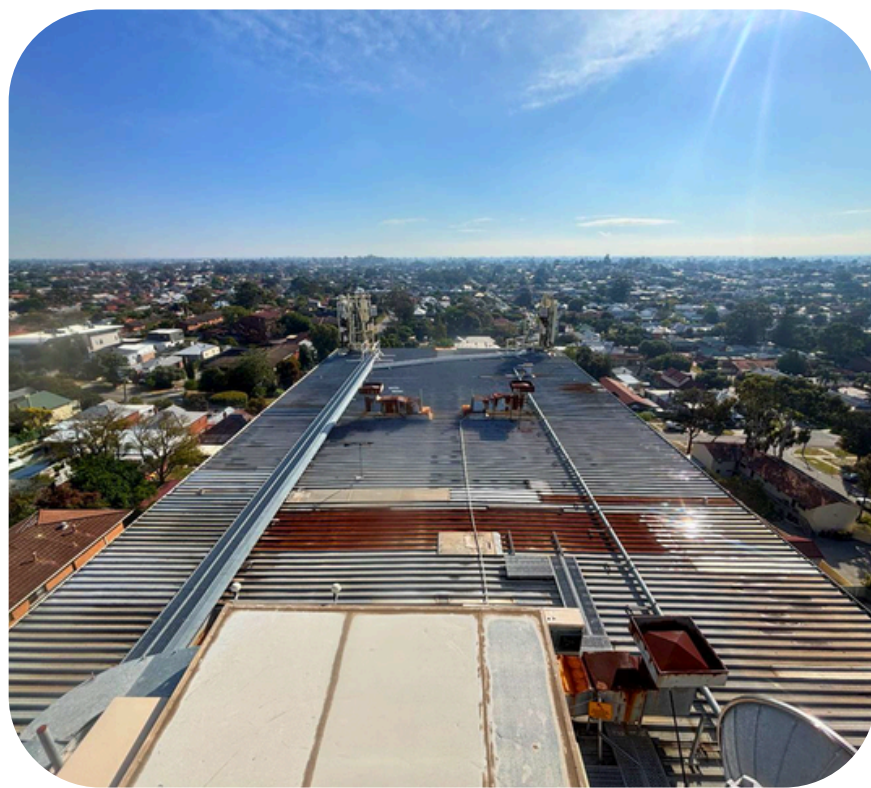
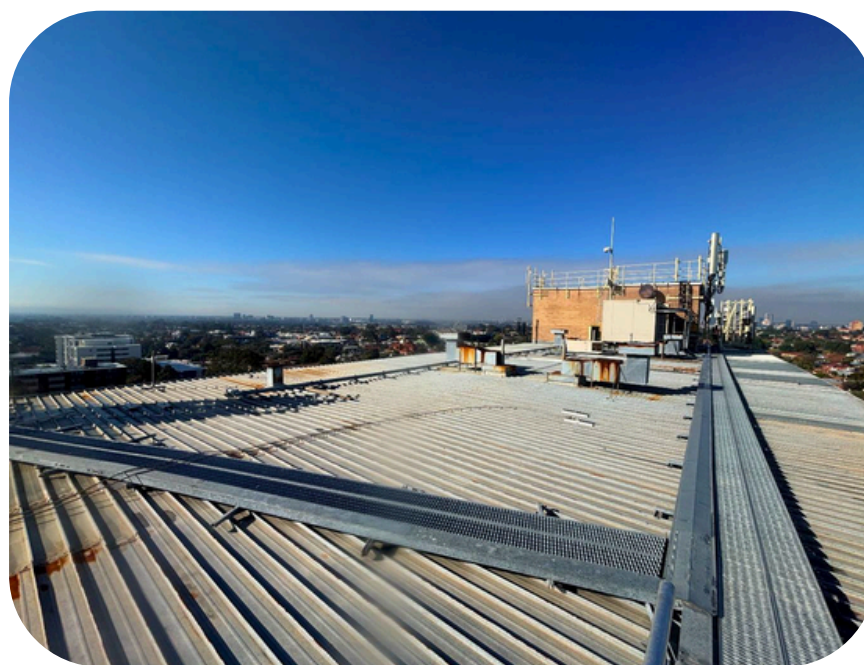
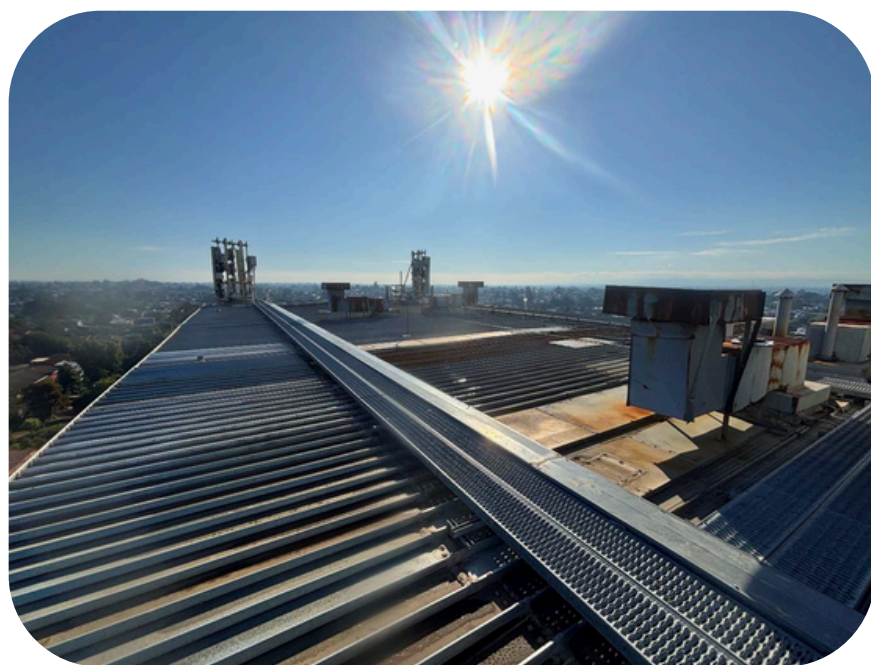
To comply with these requirements, our office has begun reaching out to Strata Companies to secure informed consent. Consent can only be given by the Council of Owners through one of the following:

- Written confirmation
- Approval at a council meeting
- Signing a formal informed consent form

As your Strata Managers, we are committed to guiding Strata Companies through this process, providing education and support so Owners are fully informed and confident in how insurance matters are disclosed and approved.



Major Works: Inglecrest Roof Replacement



Inglecrest – one of our managed Strata complexes in Maylands – has successfully completed its roof replacement, a project that spanned five years of careful planning and preparation. Originally built in the 1970s, the old roof had reached the end of its serviceable life, and Owners' contributions to the sinking fund over many years allowed this major upgrade to proceed without special levies.

The planning process was particularly detailed due to the telecommunications towers located on the roof. This required temporary removal and reinstatement of the towers during the works, which involved multiple approval stages and coordination with the relevant telecommunications providers. Securing the necessary permissions and aligning contractor schedules was a process that took several years, but it ensured the project could proceed safely and with minimal disruption.

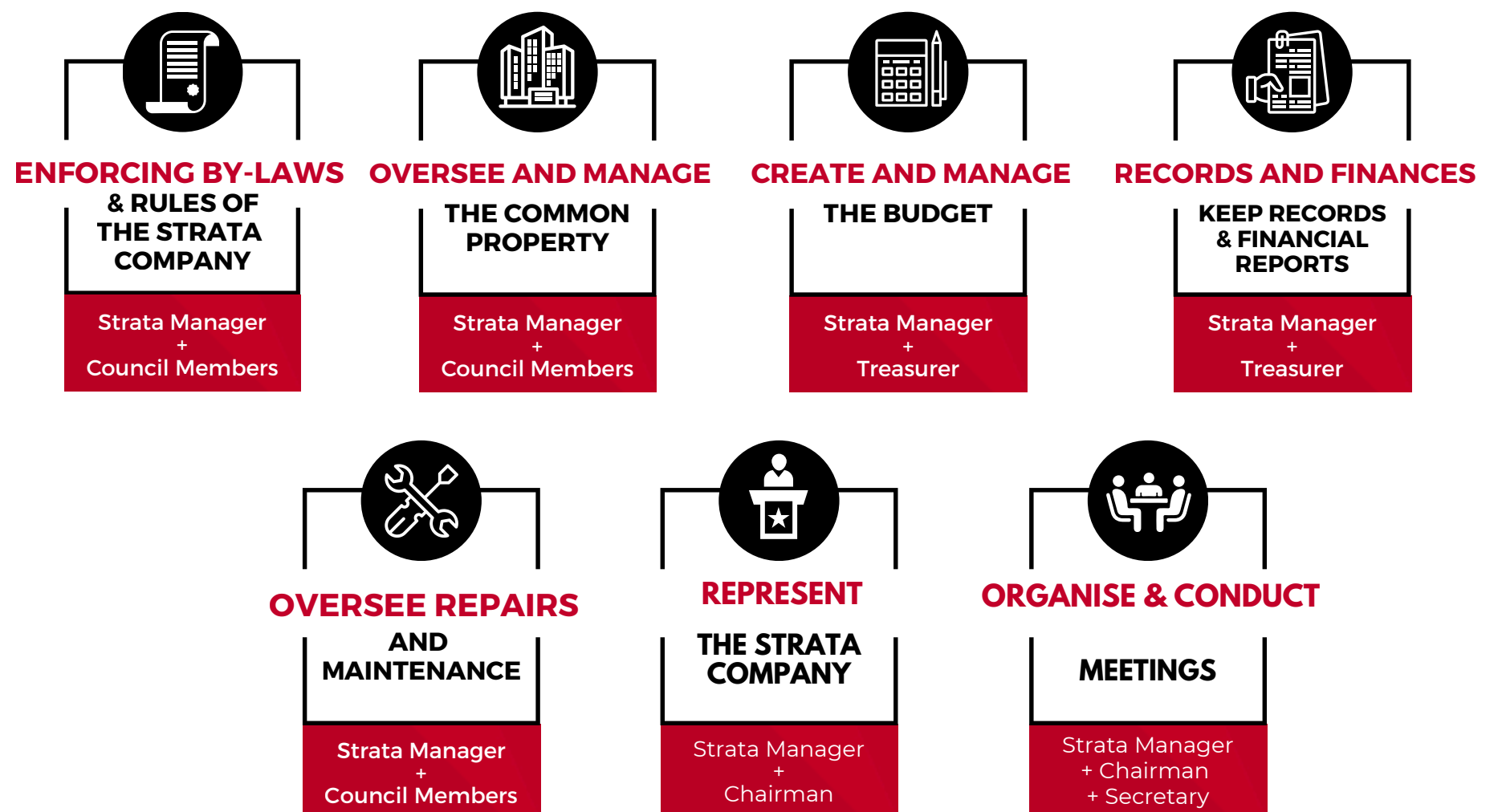
We are proud to report that one of our trusted contractors, REVA Commercial, accomplished this mammoth task with professionalism and efficiency. The project involved the full removal of old sheeting, replacement of damaged battens and flashings, installation of new Colorbond roof panels, and renewal of all guttering and downpipes.

A thank you goes to all Owners for their patience throughout the process, to the Strata Committee for their meticulous oversight, and to the REVA team for delivering such a high-quality outcome.

The Role of Strata Managers and Council of Owners

The effective management of a Strata Community relies on the collaboration between the Strata Manager and the Council of Owners.

By working together, the Strata Manager and Council ensure that by-laws are enforced, repairs and maintenance are carried out promptly, finances are transparent, and the interests of all Owners are represented.



When Does Upstairs Noise Cross the Line?

Noise remains one of the most common challenges in Strata living, particularly in multi-storey buildings where the impacts of everyday activity can travel well beyond the boundaries of an individual lot. While Strata living naturally requires a level of tolerance, there is a point at which noise may be considered unreasonable and in breach of scheme by-laws or legislation.

This recent article from BAGL explores where that line is drawn, how Strata Companies and Councils can assess complaints objectively, and why evidence, context and communication are essential when addressing noise concerns. It also reinforces the importance of early, informal resolution wherever possible, before matters escalate unnecessarily.

[CLICK TO READ THE FULL ARTICLE FROM BUDGEN ALLEN LAWYERS](#)

Supplier Spotlight : Premier Electrical Services

In this edition of our newsletter, we are proud to highlight Premier Electrical Services, a trusted partner we've collaborated with for many years.



They specialise in commercial and larger Strata properties, offering expert services such as documented response times, service level agreements, compliance and certification support, clear pricing, and preventative maintenance reports and plans tailored for large Strata companies.

Over the years, Premier Electrical Services has been a reliable partner on numerous projects, and we value the expertise and consistency they bring to every job.

Ecologi Update

We're still committed to making growth good for the planet. Through our partnership with Ecologi, we plant a tree for every new Lot that joins our portfolio- turning each addition into a tangible environmental contribution.

So far, this initiative has:

- Planted **3,089 trees**
- Prevented 12 tCO₂e
- Restored 10 m² of habitat around the world

These efforts support meaningful projects, including:

- Restoring wildflowers, wetlands, and wildlife habitats in the UK
- Protecting the Tambopata-Bahuaja Biodiversity Reserve in Peru
- Supporting renewable wind energy in Brazil
- Conserving the Mataven Forest in eastern Colombia

