

Communicating With Your Strata Manager

Did you know, Strata Managers often receive hundreds of emails and many calls every day? Below is a simple guide to help cultivate an effective communication process between you and your Strata Manager.



1

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

Yes

No

Non-urgent

Most other matters are non-urgent. Please EMAIL your Strata Manager with details and photos (if possible). This may include account enquiries, access device orders etc. Please expect a response within 3-5 business days.

Urgent

Please PHONE and EMAIL and advise that your matter is urgent. Include photos (if possible) and details of the matter. This may include minor water leaks, hot water failure etc. Please expect a response within 24 hours and action with 1-3 days.

Emergency

Please PHONE your Strata Manager. This may include lift outages, major water leaks, fire etc. Don't forget to call the appropriate emergency services (Police, Fire etc) first.

Is it an emergency, urgent or non-urgent?

This may be a personal property matter

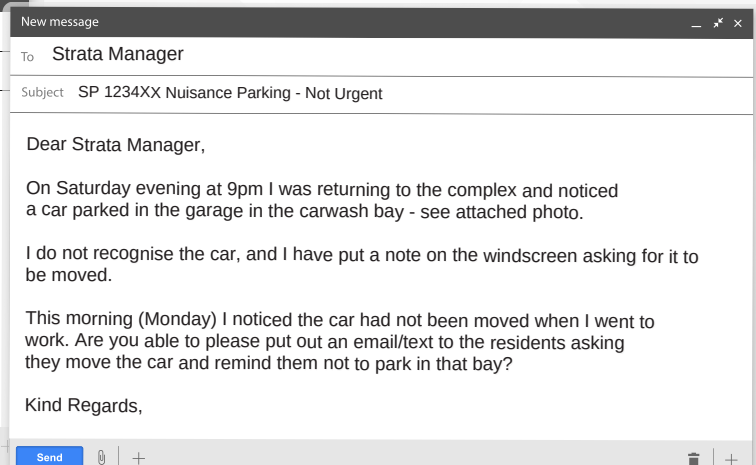
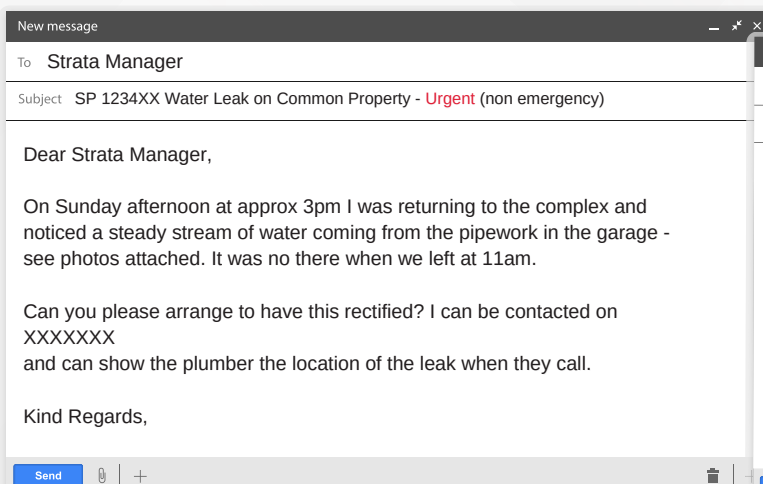
Please Remember

All strata decisions are made by the owners or by the elected Council of the Strata Company / Council of Owners.

Your Strata Manager will always try and resolve your matters as quickly as possible, but will prioritise the multitude of emails they receive based on urgency.

2 Construct your email in a clear and concise way

To help your Strata Manager get to your enquiry as quickly as possible, please ensure your subject line in your communications is clear and concise, as detailed below.



New message



To Strata Manager

Subject SP 1234XX Water Leak on Common Property - Urgent (non emergency)

Dear Strata Manager,

On Sunday afternoon at approx 3pm I was returning to the complex and noticed a steady stream of water coming from the pipework in the garage - see photos attached. It was no there when we left at 11am.

Can you please arrange to have this rectified? I can be contacted on XXXXXXXX and can show the plumber the location of the leak when they call.

Kind Regards,

Send



New message



To Strata Manager

Subject SP 1234XX Nuisance Parking - Not Urgent

Dear Strata Manager,

On Saturday evening at 9pm I was returning to the complex and noticed a car parked in the garage in the carwash bay - see attached photo.

I do not recognise the car, and I have put a note on the windscreen asking for it to be moved.

This morning (Monday) I noticed the car had not been moved when I went to work. Are you able to please put out an email/text to the residents asking they move the car and remind them not to park in that bay?

Kind Regards,

Send

