



Through our seasonal newsletter we aim to keep you informed of current news and updates relevant to Strata Industry.

Richardson Strata Management Services provides an online portal service for all of our where information relevant to your building can be viewed online using a unique username and password for each owner. If you do not already have your username and password please contact your Strata Manager for assistance.

To log into the online portal please follow the link below:

[Online Portal](#)

**Go Paperless Today!**

Did you know you can receive all of your levies, utilities and important information via email? Simply [click here](#) and let us know you would like to go paperless.

Don't forget to tell us your name and the full address of your property.



Strata Community Association (WA) recently held an awards evening to recognise and award those individuals and companies who are committed to the professionalism, service excellence, ethical practices and innovation to the Strata Community sector.

**Karen Richardson** was awarded life membership to Strata Community Association (WA), a very prestigious award which is only held by a handful of people in Western Australia. This is an outstanding achievement and recognition for over 40 years that Karen has worked and contributed to the Strata industry.

**Mikayla Wallace** was a finalist as Strata Community Manager of the Year 2019

**Shanae Jeakes** was a finalist for Support Person of the Year 2019

A massive congratulations to these staff who were highly deserving of these awards.



**Life Member  
Karen Richardson of Richardson Strata Management**



**2019 Strata Community Manager of the Year  
Finalist  
Mikayla Wallace of Richardson Strata Management**



**2019 Support Team Member of the Year  
Finalist  
Shanae Jeakes of Richardson Strata Management**

**Change of Strata Titles Act and how it will affect you**

The changes to the Strata Titles Act have now been passed by Parliament which means a lot of new & improved changes for Strata Managers and Strata Clients. Richardson Strata Management Services have been holding owners seminars to introduce some of the areas owners can expect to see changes. These include:

- Electronic Communications
- Requirements to undertake a 10 year maintenance plan (subject to the size of the complex)
- Requirements to establish a reserve fund (subject to the size of the complex)
- Statutory duties for Strata Managers
- New Community Schemes being introduced
- Better Buyer information

Richardson Strata Management Services will continue holding owner's forums in 2020 to educate their clients on the new changes. Please contact our office if you are interested in attending the next forum.

## Some reminders over the Festive Season...

### **PARKING**

With the silly season upon us, it will be normal for more visitors attending your complex. Please make sure all residents are mindful of your Strata properties rules in relation to parking and visitor parking at all times.

### **NOISE LIMITS**

Residents need to also ensure that they are being mindful of their neighbours over this time of the year. Noise travels and can disturb other residents if not kept at an acceptable level. Be courteous of others during the festive season.

### **RUBBISH**

Christmas lunches, dinners and presents usually means additional rubbish being created. Please ensure that you are disposing of your rubbish correctly over this period. Large boxes should be broken down and placed in the bins.

### **SECURITY**

Be safe this Christmas & New Year and ensure that your properties are locked and secure at all times. Keep an eye out for any suspicious behaviour. Collectively we can all ensure our belongings & security of the property is safe.

## 2019 - The year it has been & whats to come .....

The 2019 year is starting to wind down and what a busy year it has been at Richardson Strata Management Services. Here's just a snippet of what we have been up to:

- In January/February all staff donated apparel and other household haberdashery to the RUAH Foundation which is a centre for people who are homeless or at risk of becoming homeless.
- In March/April, staff donated their time and attended the Ronald McDonald House to cook a meal for the regional WA families who were using the facility whilst their children were treated in hospital. It was a humbling experience and a great way to provide a helping hand to families dealing with difficult situations.
- Throughout the year Richardson Strata Management Services has contributed to the National Kidney Foundation, Motor Neurons Disease Association and the Royal Lifesaving Society WA.
- In October/November we held several owners seminars providing updates and information on the changes to the Strata Titles Act. The feedback received on these seminars was extremely positive and owners felt they better understood the reforms and how the changes would impact them as owners. Richardson Strata Management Services will be conducting more of these seminars in 2020.
- With the new requirements of staff education being introduced to the industry, this has prompted Richardson Strata Management Services to have all of their staff register for certification in the Strata sector. We are excited to announce Strata Manager, Savannah Corlett expedited her education this year to obtain her Certificate 4 in Strata Management qualification.
- Strata Community Association (WA) recently conducted their Annual Convention which saw Mikayla Mason being one of the presenters to the industry. This convention also recognised the achievements of a number of staff members with Karen Richardson being awarded "Life Member" of the industry, Mikayla Mason "Strata Manager of the Year" finalist and Shanae Jeakes "Support Team Member" finalist.
- Earlier this month the company held a gathering of contractors and staff, who bought along a children's gift to the value of \$10.00. These gifts have been donated to a local Primary School for underprivileged families that tend to struggle at Christmas.

Here is a sneak peak of what Richardson Strata Management Services will be doing in 2020

- In January we will be conducting the Strata Management Practice Standard audit which is endorsed by the Strata Community Association (WA)
- All staff will be working towards accreditation with the Strata Community Association (WA)
- Richardson Strata Management Services will continue to invest time, involvement, donations etc. to charities within Perth that go towards help those who are less privileged in the community. If you have a charity that is meaningful to you, please contact the directors to see if we can help or become involved.
- New services including but not limited to, electronic meetings, electronic notices, services applications, tailored insurance services will also be offered to our clients.

## Mail Theft

Over the past few years, mailbox theft has really become rampant in Perth, with Strata properties constantly being targeted due to the high volume of mail.

Here are some helpful hints to try and stop your letterbox being the next target:

- Always have your letterbox locked
- Have your letterbox emptied daily. Full letterboxes attract thieves – notify a relevant party should you notice a neighbours letterbox is overflowing.
- Have your Strata Company consider upgrading to more secure robust letterboxes
- For more important postage items, make sure these are tracked and require a signature on delivery



## RSMS Holiday Closure

Our office will be closed from Monday, 16<sup>th</sup> December 2019 and will re-open on Monday, 6<sup>th</sup> January 2020.

We would like to wish our clients a very Merry Christmas and a safe and Happy New Year.



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*Please note that the information contained in this newsletter is intended to be general news and not advice as each individuals situation will vary depending upon the specific circumstances. You may wish to seek professional legal, taxation, accounting and financial advice as it relates to your personal circumstances.*