



# 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 3-7 days.



### Urgent

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



### Emergency

Please PHONE your Strata Manager. This may include 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.

