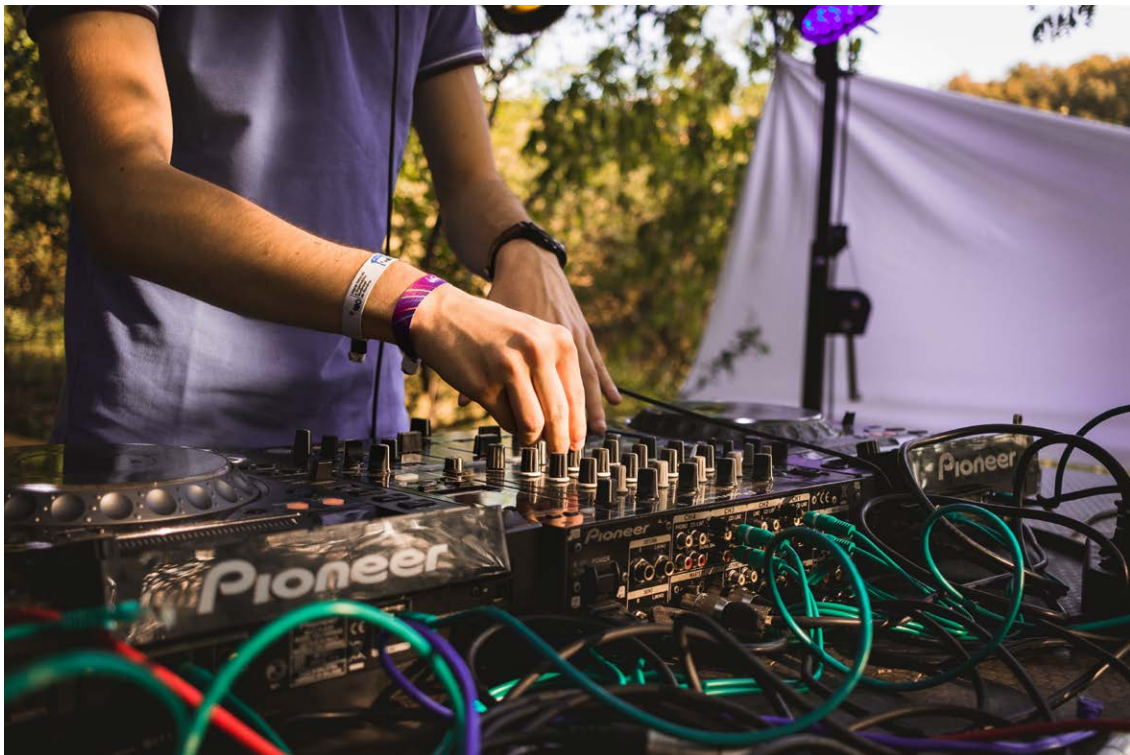


SIX COMMON COMPLAINTS IN STRATA BUILDINGS

To enable you to make the most of strata living and enjoy your property, here's our recommended solutions to the six most common problems:



1. Noisy neighbours

If your loud parties are causing trouble for your neighbours, you should tone it down, so you don't have to face the music with your owners corporation for disrupting the peace of the property.

The first step is to be in tune with your building rules and by-laws. Remember, while you

have every right to enjoy your private property in your own way, so does your neighbour. If you're looking to let out your property to guests or tenants, make sure they have a copy of the rules and by-laws within the first two weeks of moving in.



2. Sharing boundaries

When you're sharing space and amenities, you should be aware of the boundaries and responsibilities that go with maintaining fences and walls.

Knowing where your private property ends and your neighbour's property or common property begins is the first step. So, you should be aware of the lines on a strata plan and know what each line means. For example, thick lines mean common property walls and thin ones denote boundary walls with no structure. Dotted lines mean surveyor marks and curvy lines depict the joining of two parts of a lot through common property.

Getting on the same page with your neighbours and the committee helps you know who takes care of what regarding maintenance, repairs, and sharing of costs. Before making any renovations or adding structures to your property, make sure to check with your committee and take their approval wherever necessary so you're not left on the back foot with bills.



3. Annoying pets

Owning pets is a privilege and a responsibility. Strata community living has all kinds of people, and your neighbours may not be as enthusiastic about pets. Some people may be allergic to certain animals and that can cause various health risks too.

Make sure you're aware of your by-laws regarding pet ownership and care so everyone enjoys their property without hassle. You should keep an eye on your pets at all times so they don't wander into other owners' private properties or create a mess in common areas.



4. Smoke drift

Even when you're smoking on your private balcony or within the confines of your home, remember smoke tends to drift into neighbouring apartments. Passive smoking is a big health risk that others haven't signed up for and shouldn't be subjected to.

Make sure to close your doors and windows so the smoke doesn't get into other's private property or common areas. You should also take note of any signs your committee may have put up to demarcate public and shared areas.

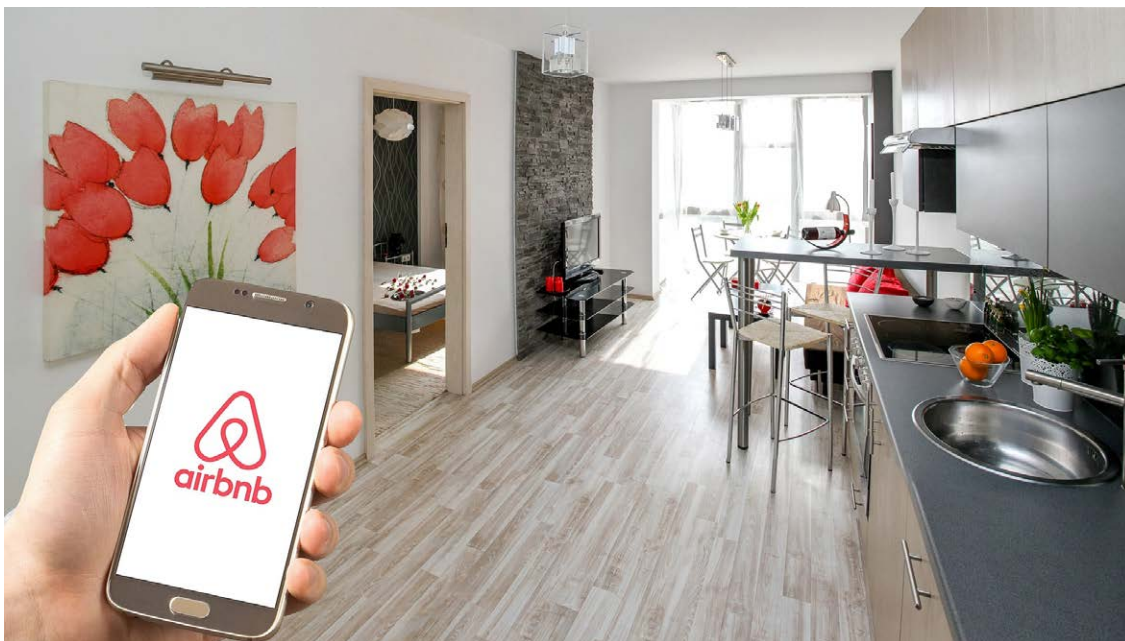


5. Parking problems

Parking remains one of the most common strata concerns. If another owner, resident or visitor is taking up your spot or parking in a common area that's causing an obstruction, you can take the help of the committee to help them get familiarised with the building rules and by-laws.

Visitor parking is usually allowed in common parking lots. Your committee can put up signs to specify these parking areas and timings.

Committees should take care that vehicles are not blocking fire exits and other emergency exits. They can move such vehicles to another part of the common area. However, they cannot forcibly remove or tow a vehicle without providing prior and clear notice to the vehicle's owner or driver first.



6. AirBNB and other online letting services

Many strata and body corporate communities are divided on how to deal with the trend of short-term holiday letting such as Airbnb and Homestay.

Some owners are able to get some extra cash on their property during the travel and holiday season, and it's great for tourism too. However, many owners corporations are concerned about the security risks of having unfamiliar and transient guests who are given access to common properties and shared amenities without the accountability that goes with maintaining them.

While the state laws are still being formed on the matter, as an owner, you can ensure that your guests are aware of the by-laws and building rules from the get-go. You can keep a list of do's and don'ts along with emergency contact numbers handy when they move in. Most importantly, you should be available on the premise and in contact so as to handle any issues that may arise with respect to your guests.

OFFICE NEWS

The Management of Integrity Strata Wollongong has invested in a chairlift to assist our elderly clients and those with disabilities. We recognised the need to have a solution to the steep stairs that people have encountered.

This will allow for meetings to be held at the office and eliminate the WH&S

issues with Managers doing meetings on site.



STAFF NEWS

Wollongong Staff



RETIREMENT

We have received notice from Luanne Martins that she will be retiring at the end of July after a long career in the Strata Industry. Our Management and staff wish her all the best for her retirement plans.

BIRTHDAY

Wishing Kellie Rickwood our Operations/Strata Manager the very best for her birthday on 22nd July 2019. We enjoyed the celebration at the office.



MILESTONE

Our Director Leo Paternoster will be celebrating 40 years in the Strata Industry in mid-September and is still active in the running of the family business with David Paternoster and the team.

OUR SERVICE TO DEVELOPERS/BUILDERS

Integrity Strata is hands on with our clients and often our General Manager David and Director Leo Paternoster get their "hands dirty" to assess sites and recommend the best way forward for our clients.



Trades & Services Directory



**PLEASE CALL
4295 3222**

With staff dedicated to true customer service, Wollongong City Plumbing provides a 7 day, 24-hour maintenance and emergency repair service. Wollongong City Plumbing emergency services include, but are not limited to the following:

1. ***All general plumbing services,***
2. ***Bathroom, laundry and kitchen renovations,***
3. ***Hot Water installation and repairs,***
4. ***Blocked drains, CCTV drain camera inspection,***
5. ***Waterproofing.***

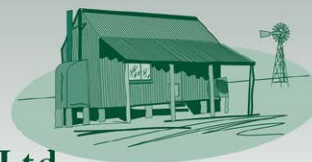
As valued clients of Integrity Strata, we offer a 10% discount on private works.

Please quote your Strata number when calling.

Homestead

Concreting & Property Maintenance Pty Ltd

Trading as: Homestead Property Maintenance Pty Ltd
ACN: 099 723 654 ABN 35 174 173 224



We specialise in:

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Ph: (02) 4285 3986

Geoff & Vicki Meehan (Directors)

(BL No. R93683)

8 Francis Street, Corrimal NSW 2518

Ph: (02) 4285 3986 Mobile: 0414 453 986 Fax: (02) 4283 6411

HOMESTEAD

Homestead Concrete and Property Maintenance is a family run business and has been providing a range of strata services to the Illawarra residents for over 20 years.

The majority of our qualified tradesman has been with us for over 10 years allowing us to provide our clients with the highest quality service.

For more information contact the following:

Paul - 0499 988 394

Craig - 0414 505 365

Geoff - 0414 453 986

Office - 02 4283 5797

Welcome to All Trade Services Illawarra

All Trades Services Illawarra provides a maintenance management service for strata management and real estate agents from Helensburgh in the north to Ulladulla down south. All Trades Services Illawarra work with you and your clients to provide the best service, tradesmen and quality of work assuring you and your clients have a hassle-free experience while we maintain your properties.



All Trades Services Illawarra will work with your tradesmen you have on file or we also have our own tradesmen we use if needed. The benefit in using All Trades Services Illawarra is you and your staff only need to contact one tradesmen for all maintenance issues, quotes and reports while we deal with all trades to ensure the job is completed to the highest of standards. All Trades Services Illawarra is on call 24/7 for all emergencies and after hour services needed.

ALL TRADES ILLAWARRA

For more information:

Contact: 0431 147 746

Website: www.alltradesillawarra.com.au



2f&d

2 FIND and DESIGN

Selling your home? Time to build or renovate?

Located in the Illawarra, NSW, 2 find and design endeavour to assist the homeowner to make the most of what they have to achieve the most favourable outcome. You can save time, money and stress with a little help!

We specialize in Interior Decorating, Colour Consultancy and Styling. Our services also include Pre Sale Property Preparation advice, Partial Property Styling and Full Property Styling.

Let us create a home or office that reflects who you are.

Contact our stylist at 0408 421 642



STRATA INSURANCE

CRM Brokers' Strata division engages specialist strata brokers whose main function is to deal solely with all things strata. Our in-house Claims team ensures we provide accurate assessments when discussing claims and potential issues with insurers.

We are mindful of the fact that the Owners Corporations' premium is one of the major expenses for strata, however, this should not be isolated as a sole factor when considering the placement of cover with an insurer. The importance of having claims paid when most needed; i.e. the speed at which a claim is assessed and approved; the policy wording to accompany a claim, are additional factors that must be taken into account during the broking process.

Loz Electrical is licenced and insured to carry out Electrical, Security & Air Conditioning work, servicing areas from South Sydney to Huskisson. Our diversity in the industry allows us to be your one-stop-shop.



Contact Peter - Loz Electrical
Phone: 0414794753
Email: peter@lozelectrical.com.au

LOZ 
ELECTRICAL

LOZ ELECTRICAL

Loz Electrical holds a current Master Licence in Security which permits us to carry out all aspects of security installations.

Our licenced staff are trained in all areas of the services we provide, including current WH&S practices and Customer Service. Loz Electrical is a 24hr / 7days Emergency Service.

Loz Electrical provides the following services at the highest standard:
All Electrical work:

- All Domestic & Commercial ranging from a single house to a multi-development construction
- Patient areas
- Strata maintenance
- Real Estate maintenance
- Emergency Lighting installation and testing
- Smoke Alarm installation and testing
- Electrical installation – Periodic Verifications
- Test & Tagging
- Data
- TV
- Air Conditioning

Security Alarms

- CCTV
- Intercom Systems (House and Apartments)

Contact Peter - Loz Electrical

Phone: 0414 794 753

Email: peter@lozelectrical.com.au



Our Team

OUR STAFF:

Leo Paternoster	Director	leo@integritystrata.com
David Paternoster	General manager	davidp@integritystrata.com

NOWRA:

Managers

Narell Whitehead	Licensed Strata Manager	narell@integritystrata.com
Tamara Warfield	Licensed Strata Manager	tamara@integritystrata.com
Claire Clarke	Trainee Strata Manager	claire@integritystrata.com

WOLLONGONG:

Kellie Rickwood	Licensed Strata Manager	kellie@integritystrata.com
Debbie Kominkovski	Licensed Strata Manager	debbie@integritystrata.com
Luanne Martins	Licensed Strata Manager	luanne@integritystrata.com
Amelia Knott	Trainee Strata Manager	amelia@integritystrata.com

Personal Assistants/Administrative Staff

Donna Morice	PA to David Paternoster	donna@integritystrata.com
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Charley Shepstone
Lynette Green

PA to Debbie Kominkovski
PA to Luanne Martins

charley@integritystrata.com
lynette@integritystrata.com

WOLLONGONG 0242294699 AND NOWRA 0244 235 028 | [WEBSITE:WWW.INTEGRITYSTRATA.COM](http://WWW.INTEGRITYSTRATA.COM)

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