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# MONTHLY NEWS

FROM NOWRA & WOLLONGONG

SEPTEMBER - OCTOBER 2021 VOLUME 21

Liability limited by a scheme approved under Professional Standards Legislation.



*One of the real joys this holiday season is the opportunity to say thank you and wish you the very best for the new year.*



## OFFICE SHUTDOWN 2021-2022

The office will close for the Christmas and New Year on the **23RD OF DECEMBER 2021** and will reopen on **MONDAY 10TH JANUARY 2022.**

Please consult our website for emergency contacts on [www.integritystrata.com](http://www.integritystrata.com)

## ANNOUNCEMENTS

*Coming soon!*



*Special Announcement*



David Paternoster and his fiancée Sally Scholes are expecting the birth of a new baby in October. The team at Integrity Strata are really excited for the pending birth.

**WELCOME  
TO THE TEAM**



We welcome Rebecca Hawke to our team at Wollongong.

## Owners Corporation Responsibilities

Owners corporations must take appropriate steps to ensure the safety of owners and residents. Owners corporations and community associations should make their own risk assessment to determine if facilities should remain open.

If the measures above can't be implemented, public health advice would be to close the facilities for the safety of residents and staff. Failure to do so puts owners corporations at risk of legal liability claims.

Owners corporations and community associations must develop communication strategies to meet the needs of diverse communities. Particular attention should be given to more vulnerable residents such as the elderly, disabled, and anyone who may not use the internet.

The New Normal In response to the impact of COVID-19 on strata and community schemes, the NSW Government has made temporary changes to the law to give schemes the flexibility they need to function.

From Friday, 5 June 2020, strata and community land laws have been changed so owners corporations and community associations can:

- ✓ meet and vote at general and committee meetings electronically
- ✓ provide an alternative to affixing the common seal so documents can be validly executed with electronic signatures
- ✓ have more time to hold the first annual general meeting for new schemes and to determine how to reimburse money transferred from one fund to another. These laws will be in place for six months to help strata and community associations manage their responsibilities during COVID-19. Meetings and Voting As of 5 June 2020, new strata schemes now have 6 months in which to hold their first annual general meeting.

### **COVID-19 OWNER AND MANAGER GUIDE**

Electronic voting and meetings All strata schemes and community associations can now meet and vote electronically at general and committee meetings. Previously, strata schemes could only meet and vote electronically if the owners corporation or strata committee had adopted a resolution to allow it. Community schemes laws did not provide for electronic voting. For some owners, using technology to participate in meetings and voting will be unfamiliar. To ensure these owners are not excluded or disadvantaged, the scheme's secretary must take reasonable steps to ensure all owners can participate in and vote at meetings.

This requirement applies to strata schemes that haven't previously authorised electronic voting

and to all community schemes. It doesn't apply to strata schemes that have previously resolved to allow electronic voting. They are unaffected by these changes.

Electronic voting and meetings are new for all community schemes and required new laws ensuring:

- ✓ community associations can vote by teleconference, videoconference, email or other electronic means
- ✓ certain motions can be voted on before the meeting using pre-meeting electronic voting
  - schemes can hold elections electronically for committees

#### Common Areas

Use of common areas should generally be limited to:

- ✓ access to and from your home (including moving in or out)
- ✓ avoiding injury or illness or to escape risk of harm
- ✓ emergencies or emergency assistance

Shared facilities can open as long as restrictions are in place including physical distancing and hygiene. Most importantly, only one person per four square metres is allowed in each space.

### **COVID-19 OWNER, MEMBER AND MANAGER GUIDE**

These facilities can include:

- ✓ swimming pools, saunas and spas
- ✓ barbeques
- ✓ gyms
- ✓ rooftop gardens
- ✓ indoor recreation rooms (for example, games rooms)
- ✓ outdoor or indoor playgrounds

These facilities can be open for residents (as they aren't a facility open to members of the public). However, facilities need to operate safely and comply with physical distancing and hygiene measures. If an owners corporation temporarily closes facilities on the common property, a notice of closure must be posted so all residents are aware. The common property must still be maintained and in good condition.

Cleaning The following document is the Australian Government Department of Health Cleaning guide. We highly encourage all cleaners, caretakers, Building Managers and Strata Managers to reference this when discussing cleaning plans.

### **Buildings Operating at Capacity**

With the devastating effects the COVID-19 pandemic is having on our health systems, the housing sector, unemployment rates and the economy in general are in a downturn. Less documented are the effects that the pandemic will have on the Strata Sector and specifically the residents that live within multi-residential properties.

There are thousands of apartment complexes in NSW where continued operation and resident support and protection is needed because of the heavy use of common areas and resident interaction in high density living. Since lockdown measures were implemented, there has been enormous strain on all building infrastructure, waste and recycling management, cleaning demand, water/electricity/gas usage and facilities. Due to the unforeseen nature of COVID-19, many Owners Corporation's would not have budgeted adequately for these additional expenses.

### **COVID-19 OWNER/ MANAGER GUIDE**

However, any reduction in continued operation will have a snowballing effect for all residents and owners alike. With more residents working from home and others following self-isolation measures, it's likely that buildings will see a spike in water and utility consumption, as well as other services. In preparation, managers and Committees should consider how they will manage:

- ✓ Additional cleaning and garbage services
- ✓ Increased water and utility bills
- ✓ Likelihood of increased expenses for plumbing maintenance

#### Repairs, Maintenance and Deliveries

Schemes may approve essential repairs and maintenance but must consider the welfare of residents if they engage tradespeople or other contractors to work within the scheme:

- ✓ residents should be advised of the date, time and timeframe for work being done
- ✓ schemes must ensure contractors follow hygiene practices
- ✓ interact with contractors outside, where possible residents need to maintain social distancing of 1.5 metres between themselves and workers Renovations and non-essential work It makes sense for owners corporations and lot owners to delay renovations or non-essential work where it is possible to do so.

Most residents are now at home, and renovations can impact other residents more than usual. Owners who have already started renovations must consider the welfare of other residents by limiting noise or other disturbances and ensuring contractors follow hygiene practices.

By-laws and new COVID-19 measures introduced by a scheme may restrict when people can access the property for renovation purposes.

If disputes arise and an agreement cannot be reached, you can apply for mediation with Fair Trading.

## Fire inspections

Owners corporations still have legal obligations to ensure an annual fire safety inspection is completed. If a person has COVID-19, a fire safety inspection of their lot must be deferred until the resident has obtained medical clearance. Owners corporations can only access a lot with the occupier's consent or under an order from NCAT, unless it is an emergency.

Owners corporations should plan ahead for fire safety inspections to ensure adequate time in case there is a delay in obtaining access. Increased deliveries and concierge services

With people staying home, there will be more deliveries to many buildings. Large buildings may require additional concierge services.

All residents, including those who may not have access to the internet, must be advised of any restrictions placed on usual access and delivery times. Be mindful of the needs of self-isolated, disabled or vulnerable residents who are unable to access deliveries made to communal areas such as foyers

**Disclaimer: Integrity Strata makes no warranty, guarantee, or representation as to the accuracy or sufficiency of the information featured in this Guide. Integrity Strata is reliant upon what we believe to be reliable and expert sources to provide accurate and sufficient information. The information, opinions, and recommendations presented in this Guide are for general information only and any reliance on the information provided is at your own risk. The Guide should not be considered legal advice. **This article has been supplied by SCA NSW for the benefit of all Owners Corporations and managers.****

## Communication protocol



1. Communication from a Sender to a Recipient must always be:

- a. polite
- b. respectful
- c. reasonable
- d. appropriate
- e. constructive and
- f. succinct

2. Communication from a Sender to a Recipient must not:

- a. be abusive, offensive or threatening
- b. be unnecessarily voluminous or lengthy
- c. contain false statements or allegations unsupported by evidence or specific detail
- d. be defamatory
- e. be aggressive
- f. be unnecessarily repetitive
- g. be rude or insulting
- h. be a nuisance
- i. contain personal insults or invective.

3. Communications should comply with standard business protocol and/or accord with what an ordinary person would view as a reasonable level and content of business communication.

- j. be aggressive
- k. be unnecessarily repetitive
- l. be rude or insulting
- m. be a nuisance
- n. contain personal insults or invective.

4. Communications should comply with standard business protocol and/or accord with what an ordinary person would view as a reasonable level and content of business communication.

**New Pet Reform Laws Commenced on 24 August 2021:  
Why You May Need a New By-Law**





Amendments to the Strata Management Schemes Act 2015 (NSW) (SSMA) and its regulations came into effect on 24 August 2021. These changes significantly move the legal position on pets from the recent Court of Appeal decision in Cooper.

The newly included Section 137B in the SSMA provides that a by-law that unreasonably prohibits the keeping of an animal on a lot has no force or effect, which effectively means that it cannot be enforced. The new section does not stop owners corporations from making a pets by-law that places conditions on the keeping of animals as long as the conditions reasonably prohibit the keeping of an animal.

If an owners corporation which has an invalid pets by-law wishes to regulate the keeping of animals moving forward, the invalid pets by-law should be repealed and replaced by an updated pets by-law that reasonably prohibits the keeping of animals

[Read more](#)

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**COMMUNITY NEWS**





Integrity Strata, supporting the local community, donated a defibrillator to the Jamberoo Sproulee Cres over 55's complex.



## MEET OUR ADORABLE PETS

Integrity Strata staff have their very own stress buster pets.



## Our Team

### STAFF

**Director:** Leo Paternoster - Licensed Strata Manager (Nowra)  
**Director:** David Paternoster - Licensed Strata Manager (Wollongong)  
**General Manager:** Katrina Longmore - Licensed Strata Manager (Wollongong)  
**Branch Manager:** Claire Clarke - Licensed Strata Manager (Nowra)

**Donna Morice** Licensed Strata Manager - Wollongong  
**Caitlin Hosking** Licensed Strata Manager - Wollongong  
**Michelle Parker** Portfolio Manager - Wollongong  
**Jennifer Paternoster** Portfolio Manager - Wollongong  
**Ruby Foster** Portfolio Manager - Wollongong  
**Simone Montgomery** Trainee Strata Manager – Nowra  
**Tanya Chapman** Licensed Strata Manager – Nowra

### Personal Assistants

**Lynette Green** Nowra  
**Oxana Rozdolovskaia** Nowra  
**Margaret Carlotta** Wollongong  
**Samantha Walsh** Wollongong  
**Sarah Pogson** Wollongong  
**Amanda Hay-Hansen** Wollongong  
**Tori Longmore** Receptionist/Administration  
**Rebecca Hawke** Administration Assistant - Wollongong

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[Integrity Strata](https://www.facebook.com/IntegrityStrata)

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**CONTACT US!**

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Email: [enquiries@integritystrata.com](mailto:enquiries@integritystrata.com)

Website: [www.integritystrata.com](http://www.integritystrata.com)

All correspondence: P O Box W81 West Wollongong NSW 2500

**TRADES & SERVICES DIRECTORY**



ABN 34 107 690 228  
Licence # 227021C

**PLEASE CALL**

**4295 3222**

At CityWide Group (NSW) we provide the following services:

1. *Plumbing*
2. *Excavations*
3. *Fire Services*
4. *Pumps*
5. *Waterproofing.*

In addition, we also provide 24 hour on-site emergency repairs.

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

Please quote your Strata number when calling.

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**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:**  
**Building /Carpentry works, Maintenance repairs,**  
**Bathroom Renovations and waterproofing,**  
**Termite repairs, Concreting, Plastering & Painting**

**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

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# 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](http://www.alltradesillawarra.com.au)



2f&d

## 2 FIND and DESIGN

Property Styling | Colour Consultation | Interior Decorating

[2findanddesign.com](http://2findanddesign.com)

*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.

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**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.**



## **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](mailto:peter@lozelectrical.com.au)