



NEWSLETTER

Issue: October-December 2023 - Vol. 29



EXCITING NEWS

We are pleased to announce an important transition that will take place in the coming days. We will be entering into a collaboration with Coverforce Insurance Broking Pty Ltd [ABN 11 118 883 542 AFSL 302522] to manage our strata insurance broking needs. This partnership has been carefully selected to offer several key advantages to our scheme:

1. **Competitive Pricing:** Coverforce brings a competitive edge to the table with its pricing structure, offering access to multiple quotes tailored for our scheme.
2. **Local Expertise:** We will benefit from a dedicated team with in-depth local knowledge and extensive experience in strata insurance.
3. **Efficient Claims Processing:** With Coverforce's innovative online system, the entire claims process will be streamlined, providing timely updates from the initial notification through to resolution.
4. **Customised Solutions:** Coverforce's approach aligns with our emphasis on transparency and will offer insurance solutions customised to meet the unique requirements of our scheme.

Acknowledging that some members have expressed concerns with our previous insurance service providers, we have diligently searched for an alternative that would better serve our community's needs. For your convenience and further understanding, I have enclosed a brochure detailing the services and advantages offered by Coverforce.



NEW PROPERTIES

We welcome the following properties to the Integrity Strata Family.

- Princes Hwy, Bomaderry [7 lots]
- Surfside Drive, Port Kembla [8 lots]
- Addison Street, Shellharbour [4 lots]

[Read More](#)



For Strata Insurance Choose Coverforce



Coverforce is one of Australia's largest insurance brokers and the trusted insurance partner for thousands of discerning owners corporations throughout the country.

Our highly experienced strata insurance team are here when you need us. We focus on providing better solutions, better rates and being easier to do business with.

Renewals Process

Our comprehensive renewal process ensures you get the right cover at the best possible price.

Starting 8 weeks out from renewal your dedicated service team will:

- > Coordinate your renewal with your strata manager 8 weeks ahead of policy expiry.
- > Review your current insurances and assess your needs for the next insurance period.
- > Present a detailed report to at least 6 insurers to obtain quotes.
- > Negotiate on your behalf, leveraging our size and reputation to get the best possible value.
- > Issue a comprehensive renewal report to the owners corporation 4 weeks from expiry. Report includes:
 - details of the quotes received,
 - comparison of each policy offered,
 - our recommendations, and;
 - information about cover provided under strata insurance policies.
- > Place cover in accordance with your instructions and promptly provide your certificate of insurance & policy wording.

Claims Management

When you have a claim, we'll be by your side. We ensure you get your full entitlement without delay.

Coverforce has a dedicated strata claims team. We work on your behalf with insurers to expedite your settlement and deliver the full amount due under the policy.

Acting in your best interests at all times, we leverage our market scale to negotiate the prompt and favourable settlement of claims where "grey areas" or disputes arise.

Advice and Amendments

Our service doesn't stop once your policy is placed. As your appointed broker, we are here when you need us.

Owners corporations can contact us at any time throughout the year for claims, insurance advice or specific policy information.

Your time is valuable, that's why there are no call centres or buttons to press, we provide the direct contacts for your service team so you can get in touch when you need us.

Our Panel of Providers

A minimum of six insurers from our panel are asked to provide a quotation for your insurances each year.

Our panel of providers includes all of the major strata insurance underwriters in the market.

We approach each panel provider capable of insuring your property for a quotation at each renewal.

We present these to you in our insurance report along with our recommendations.



CHUBB

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INSURANCE



STRATA
COMMUNITY
INSURANCE



STRATA UNIT
UNDERWRITERS

Talk to a Coverforce strata specialist today

- strata@coverforce.com.au
- 02 9376 7993



Are we required to conduct a five yearly test on our fire panel?



Our fire provider says we must undertake a five yearly fire panel review/test. Is it a requirement or a recommendation?

I live in an older six lot apartment block. We have monthly fire alarm tests and follow the AFFS tests and reporting. Our provider says we must undertake a five yearly fire panel review/test. The fire panel was replaced five years ago by the same company. Is the five yearly test a requirement or a recommendation?

AS1851-2012; whilst the only standard for maintenance of fire systems, is listed, but not directly enforceable, by law, until February 2025.

Five yearly testing is required by AS1851-2012 – the Australian Standard for maintenance of fire protection systems. It's an important and far more extensive test than the annual test to ensure the quality and reliable operation of the systems for the future.

The owners of a strata building are required, by law, to maintain their buildings and the systems within, so it is reasonable to make a connection that these five yearly tests must take place.

AS1851-2012; whilst the only standard for maintenance of fire systems, is listed, but not directly enforceable, by law, until February 2025.

Hence, until Feb 2025, the decision to proceed is the owners and should be decided based on the level of risk to the lives of their families and the building's safety they are willing to accept.

Rob Broadhead | 2020 Fire Protection
rob.broadhead@2020fire.com.au

The information provided is based on resources from [lookupstrata.com](https://www.lookupstrata.com) and is intended for informational purposes only.

1300 154 797

enquires@integritystrata.com

324 Crown Street Wollongong

Get FOGO-Savvy: Join Our Upcoming Webinar on Sustainable Waste Practices

Join us for a webinar on Monday, 27 November at 9 a.m., tailored specifically for strata managers and committee members, conducted via Zoom.



Topic: Wollongong Council - FOGO

Time: Nov 27, 2023 09:00 AM Canberra, Melbourne, Sydney

Join Zoom Meeting: <https://us02web.zoom.us/j/81970166421>

Meeting ID: 819 7016 6421

What is FOGO? Why should we use FOGO? How should we use FOGO? Join our upcoming webinar presented by Wollongong Council, covering use of the Food Organics, Garden Organics waste service in multi-unit dwellings.

Bring along any questions you have and learn how it all works, from kitchen to compost.



📞 1300 154 797

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📍 324 Crown Street Wollongong



CHRISTMAS CLOSURE




With the end of the year fast approaching we want to remind our clients that our office's will be closed from 1pm on Friday 22nd December and will re-open at 9.00am on Monday 8th January 2024. We wish all our clients a festive, safe and happy holidays!

Note: In the event of an emergency during our office closure please refer to the emergency trades section of our website – www.integritystrata.com


STRATA COMMUNITY ASSOCIATION (NSW) PRINCIPAL'S RETREAT IN HAWAII

Leo, our esteemed Director, recently represented Integrity Strata at the Principal's Retreat organised by the Strata Community Association (NSW) in Hawaii. The Strata Community Association (NSW) is the peak industry body for Strata and Community Title Management in New South Wales, and their Principal's Retreat is a prestigious event that gathers key stakeholders and thought leaders in the industry. The retreat was an exclusive gathering aimed at facilitating high-level discussions, skill-building workshops, and networking opportunities with industry professionals.



 1300 154 797

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 324 Crown Street Wollongong



Our Team

Director: Leo Paternoster – Licensed Strata Manager
Director: David Paternoster – Licensed Strata Manager (Wollongong)
General Manager: Katrina Longmore – Licensed Strata Manager (Wollongong)
Operations Manager: Claire Clarke – Licensed Strata Manager


Donna Morice	Licensed Strata Manager – Wollongong
Michelle Parker	Licensed Strata Manager – Wollongong
Erin Williams	Licensed Strata Manager – Wollongong
Amanda Hay-Hansen	Licensed Strata Manager – Wollongong
Margaret Carlotto	Licensed Strata Manager – Wollongong
Tori Longmore	Licensed Strata Manager – Wollongong
Catrin De Jong	Licensed Strata Manager – Wollongong
Tanya Chapman	Licensed Strata Manager – Nowra
Simone Montgomery	Licensed Strata Manager – Nowra
Oxana Rozdolovskaia	Licensed Strata Manager – Nowra

Personal Assistants

Jeevan Hetti	Nowra Administration
Ella Ruiz	Receptionist/Administration
Erin McCure	Wollongong Administration



Congratulations
Victoria on getting
your Strata License

 1300 154 797

 enquires@integritystrata.com

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TRADES & SERVICES DIRECTORY

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:

Your Master in Security & Electrical Services

Fully licensed for all security installations.
Our team is trained in WH&S practices, customer service, and more.
Available 24/7 for emergencies.
Services We Offer:

Electrical work for both domestic & commercial properties, including patient areas, strata, and real estate maintenance.
Emergency lighting & smoke alarm installation/testing.
Periodic verifications, test & tagging.
Data, TV, Air Conditioning services.
Security solutions: alarms, CCTV, intercom systems.
Contact Peter:
☎ 0414 794 753
✉ peter@lozelectrical.com.au

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,
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Termite repairs, Concreting, Plastering & Painting

Ph: (02) 4285 3986

Geoff & Vicki Meehan (Directors)
(BL No. R93653)
8 Francis Street, Corrimal NSW 2518
Ph: (02) 4285 3986 Mobile: 0414 453 986 Fax: (02) 4283 6411

Homestead Concrete & Property Maintenance

Family-run business serving Illawarra for 20+ years. Dedicated tradesmen with 10+ years with us for top-quality service.
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Paul: ☎ 0499 988 394
Craig: ☎ 0414 505 365
Geoff: ☎ 0414 453 986
Office: ☎ 02 4283 5797



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enquires@integritystrata.com



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<https://www.integritystrata.com/>



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Happy with our Service? Please leave us a friendly Google review!



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WOLLONGONG

To avoid disappointment in seeing your Strata Manager who often may be away from their desk, please call their Personal Assistant 1300 154 797 and book an appointment.

CONTACT US!

Phone number: 1300 154 797

Email: enquiries@integritystrata.com

Website: www.integritystrata.com

All correspondence: P O Box W81 West Wollongong NSW 2500

WOLLONGONG AND NOWRA 1300 154 797 | WEBSITE: WWW.INTEGRITYSTRATA.COM

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