



COMMUNICATIONS POLICY

Background

SP38936 is a self managed strata. All of the administrative work is managed on a volunteer basis by members of the committee. An important part of this management is to have a clear policy so that everyone knows what to expect when they communicate with the committee or operational part of the building. Normally all this works smoothly, but there are instances where it does not due to a few owners/occupiers who choose to communicate excessively.

To help us manage communication in a sensible way, we have adopted the following policy:

1. Where correspondence can be sent

- 1.1. All formal correspondence with the strata committee is via:
 - 1.1.1. sp38936@71victoriast.com.au email address; OR
 - 1.1.2. Owners corporation letter box (whether posted or by hand).
- 1.2. There can be no assumption that any correspondence sent other than in accordance with paragraph 1.1 will be received or noted by the strata committee.
- 1.3. No correspondence is to be sent to any committee member's personal email address unless expressly agreed with that committee member. Note also 1.2 applies.
- 1.4. All correspondence and phone contact concerning building management and operational matters should be addressed to the building manager
 - 1.4.1. 02 9357 4444
 - 1.4.2. Emergency: 0458 472 013
 - 1.4.3. Reception@71victoriast.com.au

2. Requests to inspect records

- 2.1. Our web site can be found at: www.71victoriast.com.au. Our commonly used documents are available at this site.
- 2.2. Any request to inspect the owner's corporation's records must be made in writing and accompanied by the fee prescribed by the Act: see Section 182, *Strata Schemes Management Act 2015*.

Note: as at the date of this policy, that fee is \$31 plus GST (\$34.10), plus an additional \$16 plus GST for each half-hour or part of half-hour after the first hour of inspection. It is acceptable to provide the base fee that is \$34.10 or the appropriate amount if this is varied, with the application.

The strata committee may consider any of the following to be an invalid request to inspect records:

- 2.2.1. a request made other than in writing;

- 2.2.2. a request that does not specify the records, or classes of records, which are sought to be inspected;
- 2.2.3. a request that is not accompanied by the fee.
- 2.3. Upon receipt of a request to inspect records that is not an invalid request, the strata committee will seek to reach agreement with the person making the request as to a time and place to conduct the inspection within the following time frame:
 - 2.3.1. within three days of receiving the request; but
 - 2.3.2. if the last day of the three day period falls on a Saturday, Sunday or public holiday, by the first day following that day which is not a Saturday, Sunday or public holiday.
- 2.4. If no agreement can be reached within the period specified in paragraph 2.4, the strata committee will specify a time and place at which the inspection of records is to take place within the following time frame:
 - 2.4.1. the inspection is to take place within ten days of receiving the request; but
 - 2.4.2. if the last day of the ten day period falls on a Saturday, Sunday or public holiday, by the first day following that day which is not a Saturday, Sunday or public holiday.

3. General correspondence

- 3.1. Any correspondence will generally be referred to a strata committee member for action, based on the nature of the correspondence.
- 3.2. That strata committee member will take responsibility for addressing any issues raised and preparing a response for the secretary.
- 3.3. If there is a serious issue raised, the correspondence may be referred to the strata committee, a sub-committee or to a strata committee meeting for consideration.
- 3.4. The secretary of the strata committee has the sole discretion in relation to the following matters:
 - 3.4.1. responding to correspondence without referring it to a meeting of the strata committee, where the subject matter of the correspondence is within the authority of the secretary;
 - 3.4.2. referring correspondence to a meeting of the strata committee for which the closing date for correspondence has passed;
 - 3.4.3. referring correspondence to the strata committee by email for consideration prior to a meeting of the Strata committee; and
 - 3.4.4. referring correspondence to a sub-set or sub-committee of the Strata committee, whether by email or at a meeting.
- 3.5. Urgent correspondence should be identified by the word "URGENT" written in the subject line (if sent by email) or on the envelope (if sent in hard copy). If the secretary agrees with the assessment as to the urgency of the correspondence, he or she will respond to or refer the correspondence as appropriate.

4. Excessive Communications

4.1. 39.SPECIAL BY-LAW NO. 17:

- 1. An owner or occupier of a lot must not:
 - (a) send unreasonable, unnecessary and/ or excessive amounts of correspondence; or
 - (b) display unauthorised advertising material on the common property.

2. The Owners Corporation, including the Strata Committee, will not be required to address or reply to any correspondence from lot owners which:
 - (a) is repetitive;
 - (b) is excessive;
 - (c) is disorganised;
 - (d) addresses issues which have already been considered and determined; and/or
 - (e) is unreasonable
- 4.2. The secretary is responsible for the management of correspondence and has authority to determine where there is a pattern of correspondence of this kind. While this discretion will be exercised sparingly, it will be exercised where communications have prompted the issue of a notice to comply under the strata schemes Management Act and breaches of the by-law continue.
- 4.3. Apart from not responding to correspondence in these instances unless it relates to current matters concerning Owners Corporation responsibilities, the Secretary may also designate alternative contact arrangements where a lot owner persists with communication of this kind, including:
 - 4.3.1. Aggregating and responding to communication in a summary format at the following strata committee meeting.
 - 4.3.2. Limiting communications to one email per month of no more than one page and addressing a maximum of 3 new issues/concerns. Those new issues/concerns will be responded to; or
 - 4.3.3. Allowing a 3 minute period on the next strata committee agenda when they are free to raise new issues/concerns. Any such new issues/concerns will either be answered at that meeting or taken on notice and responded to in due course.
- 4.4. The secretary will take into account paragraph 3.5 in his/her determination of paragraph 4.2.

APPROVED BY STRATA COMMITTEE MEETING
December 2019