



# Communicating with your Strata Manager

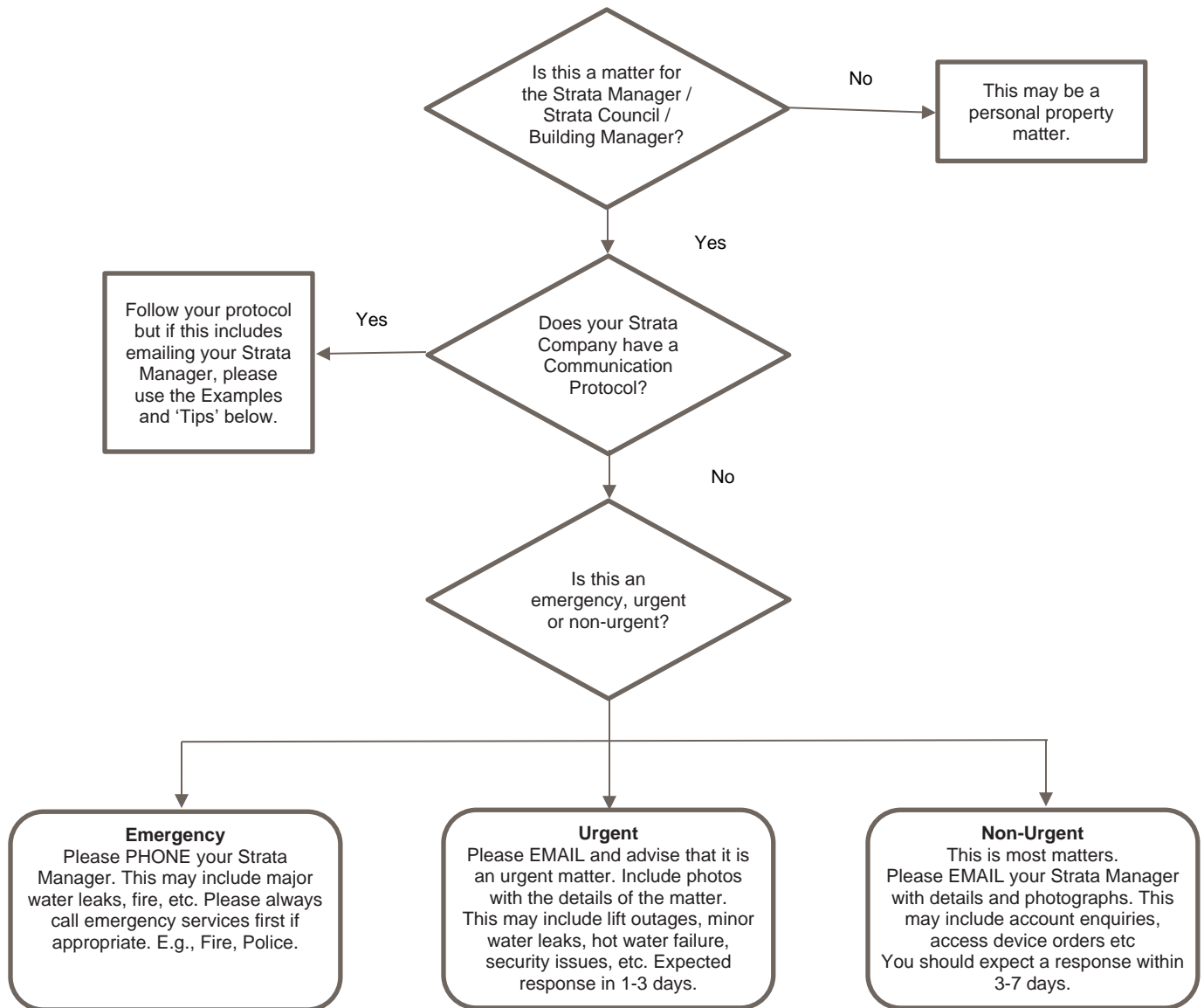
This Guideline has been developed for Residents living in Strata Properties.

In the interest of each party's mental health and well-being, and in order to help prioritise your matter so that it can be attended to as quickly and efficiently as possible, the Strata Community Association (WA) endorses the following industry communication guideline.



[www.wa.stratacommunity.org.au](http://www.wa.stratacommunity.org.au)  
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# Communicating with your Strata Manager



## PLEASE NOTE:

It is useful to remember all strata decisions are made by the owners or by the elected Council of the Strata Company / Council of Owners (Council).

Strata Managers carry out the decisions of the Council, and deal with the administration such as sending out work orders, paying bills, tax, sending out communication. After receiving your detailed email, your Strata Manager is likely to liaise with the Council for approvals before further action can be taken.

Your Strata Manager will always try and resolve all matters as quickly as possible for you but will prioritise the hundreds of emails they receive, based on urgency.

## Electronic Communication Guidelines

In the subject line of your email please include the **strata plan number, address, subject and urgency level**. When writing the body of the email please **be clear and provide facts**. Do not assume the reader will remember the history of the event.

**Please provide photos, location, dates/times, description, and access details.** It is also important that you detail the outcome or **the action you would like the strata manager to pursue with the Council**.

<p>Example of urgent email:</p> <p>SP 513xx Water Leak on Common Property - Urgent (Not Emergency)</p> <p>Dear Strata Manager On Sunday afternoon 3pm I was returning to the complex and noticed a steady stream of water coming from pipework in the garage - see attached photo. It was not there when we left the garage at 11am. I remember this leak already being attended to last month. Can you please arrange for the same plumber to attend if possible. I can be contacted on XXXXXXXXX and can show the plumber the location of the leak when they call.</p> <p>Kind regards</p>	<p>Example of Non- Urgent email:</p> <p>SP 513xx Nuisance Parking - Not Urgent</p> <p>Dear Strata Manager On Saturday evening 9pm I was returning to the complex and noticed a car parked in the garage in the carwash bay - see attached photo. It was not there when we left the garage at 6pm. I do not recognise the car, and have put a note on the windscreen asking for it to be moved. This morning (Monday) I noticed the car had not moved when I went to work. Are you able to please put out an email/text to the residents asking they move the car and reminding them not to park in the carwash bay.</p> <p>Kind regards</p>
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## Helpful Tips

- Always communicate professionally and respectfully.
- Include photos wherever possible and appropriate. This not only assists the Strata Manager but also the contractors who may not be familiar with the property.
- Do not write an email when you are angry. Please wait, gather your thoughts, and write a clear, fact-based email, without emotive language.
- It is never appropriate to use aggressive, patronising, or abusive language.
- Sending daily emails or a stream of emails to your strata manager is not appropriate and, in some circumstances, could be viewed as harassment or bullying.
- Over communication becomes ineffective, is confusing and may lead to items not being addressed effectively.
- If you want to follow up your email, then please leave 2 days for urgent emails and 7 days for non-urgent emails. Emergencies obviously need to be dealt with immediately by phone.
- When following up, always attach the previous email. This ensures more efficient use of the Strata Manager's time is applied to resolving your matter, rather than researching the history. It is effective when the same email chain is used, so that a catalogue relating to the history of the event is readily available.
- Strata managers will often manage up to 60 schemes, comprising hundreds of owners, tenants and other service personnel which can generate over 300 emails daily. Your email is important to your Strata Manager and they will respond, however, each day they encounter emergencies and these matters will always be given priority.
- Your Strata manager is here to help and appreciates your patience when dealing with your concern that has been raised, thank you!

**SCA (WA) wish to acknowledge and thank the Legal Affairs and Public Policy Committee for their contribution.**

This publication is only a guide. Readers should make and rely on their own expert enquiries. No warranty is given about the accuracy of the material and no liability for negligence or otherwise is assumed by SCA (WA), its servants or agents in any way connected with this publication.

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