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# ESSENTIAL TIPS FOR COMMUNICATING WITH YOUR STRATA MANAGER



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**There is no doubt that strata managers play an important role in the day-to-day management of strata communities and their agenda.**

They work to coordinate the affairs of the lot owners, to achieve consensus in decision making, all whilst assuming important and consequential responsibilities. Importantly, strata managers are professionals, who possess the knowledge and skills to facilitate the operation of the community in accordance with a complex legislative environment.

However, sometimes it is important to put into context that individual strata managers are often responsible for overseeing the management of multiple communities alongside yours, which may span hundreds, or even thousands, of lots.

As such, in some instances it may take some time to address your concerns. Rest assured, your manager is not ignoring your inquiries, and is instead doing their best to allocate their time in the most efficient and effective manner possible.

The following are some tips that you may follow to help your communication with your strata manager, and assist in guiding your experience:

## **Establishing a positive relationship**

Building a positive relationship is an important

first step to ensuring there is effective communication between strata managers and the strata community. Introducing yourself, attending meetings and collaborating in a calm and respectful manner will go a long way in building trust and an overall positive connection.

## **Clear Communication**

Strata managers receive hundreds of emails a day, and as such can only spend a limited time with each email and matter. By outlining your communication as clearly and specifically as possible, including your strata plan number, address, subject and urgency level, your manager may be able to quickly process the issue and effectively take action. Over communication may serve to confuse your manager, and make the process take longer than if you were to engage in simple communicative measures.

## **Types of issues**

Strata managers will always try to resolve matters as quickly as possible, however will often need to prioritise all the matters they engage in based on urgency and importance. Emergency



## OVERCOMMUNICATION MAY CAUSE CONFUSION AND CAUSE THE PROCESS TO TAKE LONGER

issues arise every day that strata managers must deal with. Therefore, when considering contacting your strata manager about a matter, it is important to ensure that you are differentiating between issues that are non-urgent, urgent and an emergency:

**Non-urgent:** Most matters will fall under the umbrella of a 'non-urgent' issue, and may include concerns relating to account inquiries or administrative actions, for example. These issues are best raised with a strata manager via email, with an expected response time of 3-7 business days.

**Urgent:** Matters that are urgent should be advised as such, and raised either via email, or through the strata manager's preferred communication channel if otherwise indicated. These issues may include facility outages, security issues or utility failures (to name a few), and you should expect a response time of 1-3 business days.

**Emergency:** If a matter is an emergency, then phoning your strata manager is your best bet. Most of the time, matters of emergency will relate to imminent safety issues and dangerous circumstances. As always, if emergency services are required, they should always be your first contact point.

### Document Everything

When contacting a strata manager with an issue, ensure that you are documenting and providing photos, locations, dates/times, descriptions, and access details.

The more information that the strata manager has access to (and that stays on the record of communication), the less the manager has to piece together and confirm, and ultimately the less time it will take to rectify a given issue.

### Follow-ups

Like all of us, strata managers are human, and are not always available, or may in some rare cases accidentally have missed your inquiry.

Similarly, the reason for a delay in response may be that your strata manager is waiting on information, quotes or a response from a third party. Whilst your manager will always try to keep you informed, if you've reported an issue and haven't received a timely response, you shouldn't hesitate to follow up with your manager.

Polite and persistent follow-ups will ensure that your manager is not missing your inquiry, and that they are keeping you in the loop. When following up, make sure you attach your previous correspondence, or use the same email chain, to assist your manager in assessing the history of the matter and increasing efficiency. Additionally, when communicating with your manager, asking for an update by a specific date may help in establishing a concrete timeline for rectification.

At the end of the day, remember that your strata manager is here to help you! Maintaining patience and courtesy with your strata manager will always lead to more positive outcomes.