

The QLD STRATA MAGAZINE

APRIL 2024



**Concerned about other
owner's stance on low levies?**

Page 4 | Tower Body Corporate

**Can a single proxy vote
document be used for several
months?**

Page 14 | Strata Solve

**Recovering Outstanding
Body Corporate Levies:
Strategies for Dealing with
Overseas Owners**

Page 18 | Mahoneys

About Us

LookUpStrata is Australia's Top Property Blog Dedicated to Strata Living. The site has been providing reliable strata information to lot owners, strata managers and other strata professionals since 2013.

As well as publishing legislative articles to keep their audience up to date with changes to strata, this family owned business is known for their national Q&A service that provides useful responses to lot owners and members of the strata industry. They have created a national network of leading strata specialists across Australia who assist with 100s of the LookUpStrata audiences' queries every month.

Strata information is distributed freely to their dedicated audience of readers via regular Webinars, Magazines and Newsletters. The LookUpStrata audience also has free access to The LookUpStrata Directory, showcasing 100s of strata service professionals from across Australia. To take a look at the LookUpStrata Directory, flip to the end of this magazine.

Meet the team



Nikki Jovicic
Owner / Director

Nikki began building LookUpStrata back in 2012 and officially launched the company early 2013. With a background in Information Management, LookUpStrata has helped Nikki realise her mission of providing detailed, practical, and easy to understand strata information to all Australians.

Nikki shares her time between three companies, including Tower Body Corporate, a body corporate company in SEQ.

Nikki is also known for presenting regular strata webinars, where LookUpStrata hosts a strata expert to cover a specific topic and respond to audience questions.

Liza came on board in early 2020 to bring structure to LookUpStrata. She has a passion for processes, growth and education. This quickly resulted in the creation of The Strata Magazine released monthly in New South Wales and Queensland, and bi-monthly in Western Australia and Victoria. As of 2021, LookUpStrata now produce 33 state based online magazines a year.

Among other daily tasks, Liza is involved in scheduling and liaising with upcoming webinar presenters, sourcing responses to audience questions and assisting strata service professionals who are interested in growing their business.



Liza Jovicic
Sales and Content Manager



Learn more here → <https://www.lookupstrata.com.au/about-us/>

You can contact us here → administration@lookupstrata.com.au

Disclaimer: The information contained in this magazine, including the response to submitted questions, is not legal advice and should not be relied upon as legal advice. You should seek independent advice before acting on the information contained in this magazine. Strata legislation is updated regularly. The information in this magazine is based on the legislation at the time of publishing.

Contents

- 4 **Concerned about other owner's stance on low levies?**
William Marquand, Tower Body Corporate
- 6 **Should a unit vendor disclose discussions about terminating the scheme**
Todd Garsden, Mahoneys
- 8 **Breaching by-laws even though we're hanging washing inside**
Chris Irons, Strata Solve
- 10 **Be ready for when the developers come knocking**
Frank Higginson, Hynes Legal
- 12 **My cash settlement does not include GST**
Tyrone Shandiman, Strata Insurance Solutions
- 14 **Can a single proxy vote document be used for several months?**
Chris Irons, Strata Solve
- 16 **Who on the committee is responsible for lodging and managing the flood claims process?**
Tyrone Shandiman, Strata Insurance Solutions
- 18 **Recovering Outstanding Body Corporate Levies: Strategies for Dealing with Overseas Owners**
Todd Garsden, Mahoneys
- 20 **Every apartment can view a live stream of the CCTV footage**
Frank Higginson, Hynes Legal
- 22 **Can we change the windows and security grills on our villa?**
Chris Irons, Strata Solve
- 24 **Do we need approval to install a key safe on our front door?**
William Marquand, Tower Body Corporate
- 26 **Are new evacuation diagrams required every 5 years?**
Stefan Bauer, Fire Matters
- 28 **Limiting access to common property**
William Marquand, Tower Body Corporate
- 30 **The SCAQ Difference**
SCAQ
- 32 **The QLD LookUpStrata Directory**

Thanks to our sponsors





Concerned about other owner's stance on low levies?

Q

One owner in our small scheme votes down levy increases. How will we have enough to keep the building maintained? What can we do?

A lot owner owns two units, and one unit has a poll vote. Over the last three AGMs, the owner used his poll vote to stop any increases in the sinking fund. As this is an older building, we must keep a reasonable amount in the sinking fund. What, if anything, can we do? There are only five units in the block.

A

The corporate body must repair and maintain the common property in good condition, and it is reasonable for you to expect that obligation to be maintained.

Any owner who is unhappy with the decision on the body corporate has the right to challenge that decision.

In this case, you can't stop the other owner from voting how they see fit. However, the body corporate has an obligation to repair and maintain the common property in good condition, and it is reasonable for you to expect that obligation to be maintained. If it isn't, you can take the matter to the Commissioner's office, and they can make orders against the body corporate to require maintenance works to be done. If there aren't available financial reserves, **special levies** may be required.

Regarding evidence that you might present to support your case, you may submit documents like the **sinking fund plan**, which outlines anticipated works the body corporate requires. You will also have access to **financial records** that show the scheme's spending. You could also get quotes from contractors for necessary works.

Depending on your relationship with the other owners, it is probably worth advising them of your intentions before meetings discussing levies. You can remind them of their legal obligations and that you will proceed with the matter for legal interpretation if they don't meet those obligations. Sometimes, people need to hear this message to sharpen their minds.

William Marquand | Tower Body Corporate
willmarquand@towerbodycorporate.com.au

[READ MORE HERE](#)



Your Building Matters.



TOWER

BODY CORPORATE



OVER TEN YEARS
EXPERIENCE IN THE BODY
CORPORATE INDUSTRY



HONEST, CLEAR ADVICE FOR
STRAIGHTFORWARD
DECISION-MAKING



FRIENDLY STAFF, EFFICIENT
SERVICE



EASY, TRANSPARENT ACCESS
TO YOUR INFORMATION

towerbodycorporate.com.au



Should a unit vendor disclose discussions about terminating the scheme



Q At our AGM, we had a heated discussion about terminating our scheme. Nothing was in the minutes. An owner is now selling. Should the discussion be disclosed?

During our 2023 AGM, there was a heated and unresolved discussion regarding **terminating our community title scheme**. One **business owns 65%** of the 40 apartments. No mention of the discussion was **recorded in the AGM minutes**.

Following the AGM, an apartment in our scheme has been listed for sale by a new owner only four months after he purchased it.

Should the real estate agent be advised that a termination discussion occurred at the AGM? Does the real estate agent have a duty to prospective buyers to advise that the body corporate had discussed terminating the community title scheme at the AGM?

A This is not really an issue for the body corporate, but one between the seller and buyer.

The seller (not the real estate agent) has the disclosure obligations to a buyer. There is no clear obligation to disclose a discussion around the termination of the scheme.

Arguably, the seller may be required / ought to disclose the circumstances as there is a warranty provided by the seller to the buyer that:

as at the completion of the contract, to the seller's knowledge, there are no circumstances (other than circumstances disclosed in the contract) in relation to the affairs of the body corporate likely to materially prejudice the buyer.

A proposed termination of the scheme may fit within the ambit of what needs to be disclosed. However, this will depend on the seller's knowledge of what took place and the relative prospects of termination – which may remain low. In either case, this is not really an issue for the body corporate, but one between the seller and buyer.

Todd Garsden | Mahoneys
tgarsden@mahoneys.com.au

[READ MORE HERE](#)





Strata Insurance Premiums Surpass General Inflation.

+40% increase
for buildings with known defects

+15% increase
for buildings with no identified defects

Lannock's **Insurance Premium Funding** offers peace of mind - you maintain your cover and gain the ability to spread the expense.

Be confident managing rising insurance costs with an Insurance Premium Funding Facility from Lannock.

Speak with our strata finance specialists today.



 1300 851 585

 lannock.com.au/IPF

Breaching by-laws even though we're hanging washing inside



Q How far back from a door or window can owners hang washing to avoid breaching the by-law prohibiting washing visible from outside?

We live in an 8-apartment 2-level complex under BUGTA legislation. We have a standard by-law prohibiting the hanging of washing where it is visible from outside. Four upstairs units have outside washing lines provided. Some do not.

Those without lines hang their washing in their apartment, but it is visible if someone wants to look inside the unit.

The body corporate is prosecuting owners without clotheslines as the washing can be clearly seen from common property.

How far back from a door or window can those owners reasonably hang washing so it does not breach the by-law?

A It is in everyone's interest for this matter not to have to proceed to a referee.

You may be aware of this already. Under BUGTA legislation, there are different provisions concerning by-laws to the provisions under the *Body Corporate and Community Management Act 1997*. For example, the provisions about a **by-law not being 'oppressive'** do not necessarily apply in your case.

So, it is less a case about how far back residents hang washing and more a case of having to now engage with this process. It is in everyone's interest to **avoid proceeding to a referee**. In addition to the lengthy process, which can induce stress and incur significant expenses, it's not an optimal allocation of the Commissioner's Office resources to address matters concerning laundry. And do residents want an order possibly made against them about washing? Please ask yourselves that question.

If residents can, I'd be strongly encouraging them to open up discussions with your committee to try to resolve this matter.

This is general information only and not legal advice.

Chris Irons | Strata Solve
chris@stratasolve.com.au

[READ MORE HERE](#)

STRATA
SOLVE
UNTANG
STRATA
PROBLEMS



Helping the strata community
navigate their building concerns

BUILDING CONSULTANCY

- Defect reports and forensic engineering
- Scope of works
- Dilapidation and risk surveys
- Dispute mediation and expert witness
- Contractor procurement and cost validation
- Construction management
- Capital works funds/maintenance plans
- Technology driven solutions (incl. AI)
- Façade assessments

REPAIR SOLUTIONS

- Emergency make safe
- Fire water damage restoration
- Leak detection
- Contamination response
- Building repairs
- Cost validation services
- Technology driven solutions (incl. AI)

TO LEARN MORE, CONTACT:

1300 735 720

sales.au@sedgwick.com

1300 654 599

sales.au@sedgwick.com

Be ready for when the developers come knocking

WHEN A DEVELOPER COMES KNOCKING ON A STRATA SCHEME'S FRONT DOOR, THE BODY CORPORATE COMMITTEE NEEDS TO BE READY TO TALK.

With cities building up rather than out, the likelihood of a development going up adjoining an existing scheme is only going to increase.

And inevitably, the affected Body Corporate will need to take care when considering any impacts that could flow from the development.

Because what you're going to have is disturbance.

It is not uncommon for the owner of an adjoining construction site to need something from a body corporate as their project progresses.

That might simply be access to swing a crane over a building, or it might be to install rock anchors under a building to make sure that their own building stays up while it's being constructed.

They may need access to a part of your common property for a period of time to allow them to complete a particular aspect of the overall project.

There are many components to any development, and the reality is the courts will generally not allow a body corporate to refuse access for those purposes when a construction is taking place.

For a body corporate, you are far better off negotiating with the developers to agree an outcome that protects everyone. What type of crane are they using? What's the swing plane going to be? What's the area of property that we're talking about and what are the disturbance costs for that?

What about dilapidation reports? What does the building look like when the work starts and when it finishes? Is the developer going to wash down the building, because inevitably a side issue with construction is dirt and dust.

The body corporate is certainly entitled to be paid in exchange for giving up its rights.

One of the difficulties is you can't really control amenity. But you can control to a degree things such as risk.

That can be by way of securing some form of cash bond from the developer or a bank guarantee or evidence that they're insured in relation to the risk that they're going to expose you to.

There's also potential disturbance to individual commercial lots that might need to be negotiated by those individual owners.

There are many moving parts in any adjoining development. How an agreement is negotiated depends to a degree on what the developer needs from the body corporate and the approach the body corporate takes in response.

Whatever is agreed should be documented, should be locked down and should be approved at a general meeting. If the body corporate is going to give away rights in relation to common property, that's a restricted issue from a committee perspective which needs the approval of owners.

Any agreement that has not been signed-off by owners will potentially lead to a legal quagmire.

We've negotiated our way through dozens of these agreements over the last couple of years.

So, when the developer comes knocking, getting legal advice is a body corporate's best first step.



FREE BY-LAWS ASSESSMENT

THE TIME TO ACT IS NOW

New strata laws commence on 1 May 2024. Review your by-laws now to ensure they remain relevant & enforceable.

4

Reasons to review your by-laws now

1. Prohibit smoking in common areas
2. Prepare for the wave of electric vehicles
3. Ensure pet applications are enforced
4. Effectively deal with nuisance

Get your **obligation-free assessment** on whether your by-laws are valid and enforceable.

hyneslegal.com.au/by-laws

Hynes
LEGAL

My cash settlement does not include GST



Q

The BC's insurer offered a cash settlement for a claim on water damage to my lot. The amount was paid to the BC ex GST, and this has been passed onto me. How do I recover the GST?

The body corporate (BC) insurer offered a cash settlement for a claim on water damage to my lot. Because the BC is registered for GST, the agreed amount was paid to the BC ex GST. I paid for the repairs, not the BC. When the BC transferred the money to me, they paid me the amount ex GST. We are now in a legal battle concerning the GST amount.

The agreed cash settlement was over \$100,000, so I've lost over \$10,000.

A

For the GST component to be claimable, the invoice must be in the name of the body corporate.

For an entity registered for GST, insurers can only settle the GST exclusive amount according to tax laws, as in theory, the entity can claim the GST back from the Australian Tax Office in their next tax return. This can create problems for a lot owner seeking a reimbursement where the body corporate is GST registered, and the lot owner is not.

If you are an owner and not GST-registered, and you wish your invoice to be settled as the GST-inclusive amount, we have detailed the process we recommend below.

Ensure the repair invoice is in the name of the body corporate and submitted to them. Despite receiving the GST-exclusive amount, the body corporate should reimburse you the total amount, including GST. The BC will then claim the GST back on their next tax return. It is essential to note that for the GST component to be claimable, the invoice must be in the name of the body corporate.

If you have not completed repairs, I recommend following the above process to request the GST component of your claim.

Tyrone Shandiman | Strata Insurance Solutions
tshandiman@iaa.net.au

[READ MORE HERE](#)





ASSET STRATA
VALUERS

LEADERS IN STRATA PROPERTY VALUATIONS

We Specialise In

- Insurance Valuations
- Capital Works Fund Reports
- Work Health + Safety Property Reports
- Common Property Valuations
- Exclusive By-Law Valuations
- Expert Witness Valuations
- Compulsory Acquisition Valuations
- Units of Entitlement Valuations
- Easement Valuations
- Asbestos Reports

 **Areas of Service**
NSW, QLD, ACT and VIC

Providing strata valuation reports
of exceptional standards.

Why Choose Us

- ✓ Reputable Industry Leaders
- ✓ Wealth of specialist knowledge
- ✓ Comprehensive, timely and affordable strata valuation reports
- ✓ Transparent and detailed reports
- ✓ All properties physically inspected



CONTACT US
1800 679 787

www.assetstratavaluers.com.au
workorders@assetstratavaluers.com.au



Can a single proxy vote document be used for several months?



Q

If a committee member is absent for several months, how many times can a proxy vote be used? Is the single proxy vote document valid for multiple uses, or is a new proxy required for each meeting or vote?

A

It is possible for the body corporate to prohibit the use of proxies altogether.

Provisions about proxies for committee members can be found in Chapter 5, Part 2 of the **Standard Module** (and equivalent provisions of other Regulation Modules).

It is difficult to drill down to your specific query, as the entirety of these provisions would need to be looked at. For example, it is possible for the body corporate to prohibit the use of proxies altogether. That said, **s121(5)** of the Standard Module may be relevant to your query – reproduced below:

5. A proxy under this part—

- a. has effect for not more than 1 meeting of the committee; and
- b. ceases to have effect immediately after the meeting.

Also relevant, potentially, to your query is **s44(2)(d)** of the Standard Module, reproduced below:

2. A member's position becomes vacant if the member—

- d. is not present personally, by proxy or by any electronic means authorised by a resolution of the committee, at 2 consecutive meetings of the committee without the committee's leave

This is general information only and not legal advice.

Chris Irons | Strata Solve
chris@stratasolve.com.au

[READ MORE HERE](#)

STRATA
SOLVE UNTANG
STRATA
PROBLE!

Turning every building digital

Every building should have a digital system in 2023.

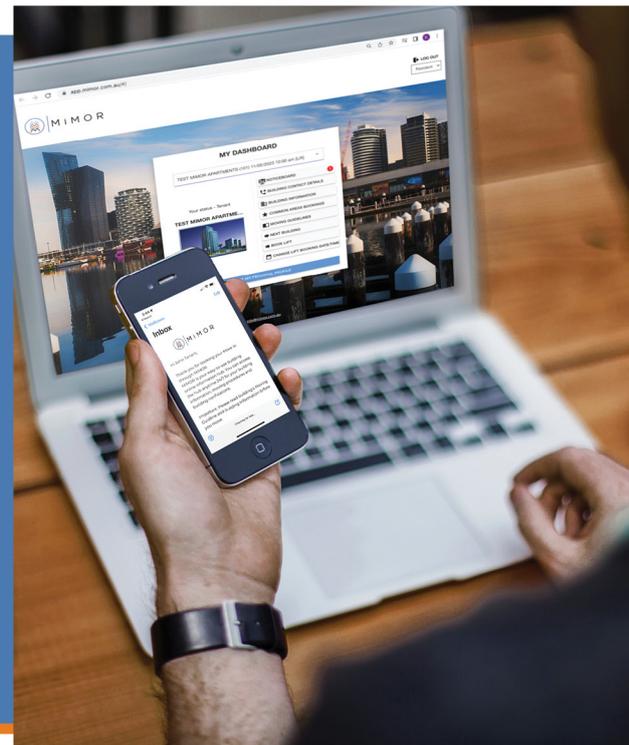
MiMOR's industry-leading online strata management software provides features that remove unnecessary frustrations by automating everyday tasks and providing information to residents at the click of a button.

MiMOR can turn any building digital no matter the age or size.

Streamlined communication between residents, managers and owners.

Convenient, central, online hub for information and alerts.

Accessible anywhere, anytime with great functionality and an easy setup.



EMAIL/SMS
COMMUNICATIONS



BUILDING
INFORMATION



MOVE-IN
MOVE-OUT
BOOKING
SYSTEM



COMMON AREA
BOOKING
SYSTEM



DIGITAL
NOTICEBOARD

Who on the committee is responsible for lodging and managing the flood claims process?

Q Some units and part of our complex were flooded in the recent FNQ rain. Is someone on the committee responsible for lodging and managing the claims process?

A While it may seem logical for a committee member to assist with claim lodgement in the absence of a strata manager or insurance broker, they have no formal obligation.



The *Body Corporate & Community Management Act* does not explicitly assign the responsibility for lodging and managing claims to any specific member of the committee. However, it is generally understood that owners are responsible for the upkeep of their respective lots, which extends to managing insurance claims related to their property.

For those with a strata manager or insurance broker, it is advisable to initiate the claim process through them. They are equipped to facilitate and streamline the claims on your behalf. If you do not have a strata manager or insurance broker and are insured directly, in cases where a committee member does not manage the claim process, owners should reach out to their insurer directly. The insurer's claims department will then either work with you directly or assign an assessor to oversee your claim process.

While it may seem logical for a committee member to assist with claim lodgement in the absence of a strata manager or insurance broker, it is important to note that there is no formal obligation for them to undertake this role. The primary goal is to ensure that all affected owners are supported through the appropriate channels to manage their claims effectively.

Tyrone Shandiman | Strata Insurance Solutions
tshandiman@iaa.net.au

[READ MORE HERE](#)



REDUCE YOUR PREMIUM PAYABLE

WITH OUR LOW FEE FOR SERVICE POLICIES AND NO HEFTY COMMISSION TO YOUR STRATA MANAGER.

Mention this offer when requesting a quote from us and we will provide a discount off our standard fee for service of \$250 (GST Inc) for buildings with 10-25 lots or \$500 (GST Inc) for buildings with more than 25 lots for the first year you insure with Strata Insurance Solutions.

To redeem this offer email a copy of your current policy schedule to Strata Insurance Solutions within 1 month of the publication of this magazine. Your policy can expire any time in the next 12 months, however we can only provide quotes 30 days prior to the expiry of your policy – if your policy is not due now, we will schedule to quote at the appropriate time. To ensure we apply this offer to our quotes, please specifically mention you would like to redeem the “LookUpStrata Special Offer” .

Take the test today – see how much you can save.

SPECIAL OFFER
SAVE UP TO \$500

1300 554 165
info@stratainsurancesolutions.com.au

stratainsurancesolutions.com.au

The right side of the advertisement features a dark background with a blurred image of a modern building interior. Overlaid on this is a large, white-outlined graphic containing the text "SPECIAL OFFER" and "SAVE UP TO \$500" in a bold, sans-serif font. Below this graphic, the phone number "1300 554 165" and email address "info@stratainsurancesolutions.com.au" are listed. At the bottom, the Strata Insurance Solutions logo and website URL "stratainsurancesolutions.com.au" are displayed.



Recovering Outstanding Body Corporate Levies: Strategies for Dealing with Overseas Owners

Q

What options are available to pursue outstanding body corporate levies, given the lot owner resides in China and is significantly behind on payments?

We have a lot owner, believed to reside in China, who is significantly **behind on their levies by over \$100,000**. Despite our efforts to serve court-ordered documents for payment, we've been unsuccessful in China as no one acknowledges ownership.

We've attempted to contact all known email addresses without success. The apartment is rented as part of **our holiday pool**, and the agent's address we have on file has responded that they no longer act for the owner and to not contact them. How can we pursue the outstanding body corporate levies, as we're in urgent need of resolution?

A

If a defendant (in this case, the lot owner) is attempting to avoid service, or you are unable to personally serve them, the Court can permit them to be served in another way.

If a defendant (in this case, the lot owner) is attempting to avoid service, or you are unable to personally serve them, the Court can permit them to be served in another way. This is called substituted service.

To be successful in a substituted service application, the plaintiff (body corporate) must show:

1. It is impracticable to serve the documents in the usual way; and
2. Using the substituted method, the document must come to the knowledge of the defendant.

For service to be “impracticable”, you must prove to the Court that personal service is not

practicable and that, having made genuine and reasonable attempts to do so, the party has been unable to get the documents served, as required by the UCPR.

An application for substituted service must also provide evidence that the documents (and therefore the proceeding) will likely come to the knowledge and/or attention of the defendant.

Mahoneys regularly assists bodies corporate in obtaining substituted service orders in levy recovery matters.

Todd Garsden | Mahoneys

tgarsden@mahoneys.com.au

[READ MORE HERE](#)



Experts in Body Corporate Law and Disputes

Mahoneys has a dedicated team of lawyers with experience in assisting bodies corporate with:

- management rights assignments and variations
- debt and levy recovery
- general disputes and advice
- lot entitlement issues
- new community management statements
- building defect disputes
- by law enforcement and by law reviews
- building management statement issues
- selling schemes to developers
- LAAN access notices
- caretaker performance issues
- defamation
- common property subdivision and sales
- neighbouring development issues



www.mahoneys.com.au

Brisbane office

L 18, 167 Eagle Street
Brisbane Qld 4000

p 07 3007 3777

Gold Coast office

L 2, 235 Varsity Parade
Varsity Lakes Qld 4227

p 07 5562 2959

Every apartment can view a live stream of the CCTV footage

Our security camera's feeds are live-streamed onto each apartment TV and our mobile app. Effectively, residents can spy on their neighbours unobserved in their apartments. How is this allowed?

Our building has security cameras on common property. The 19 camera feeds are recorded on a DVR in the comms room. The 19 camera feeds are also live-streamed onto each apartment TV and our mobile app. One camera points directly into two bathrooms near a function room and the swimming pool.



Effectively, residents can spy on their neighbours unobserved in their apartments.

A committee member, the system's administrator, claims it is mandatory to broadcast the camera feeds, and it is a breach of the BCCM to rely only on the DVR footage if an incident occurs. Is this information correct?

A **It is well and truly open to the committee – and then the body corporate – to provide direction in relation to this.**

Well, if it is mandatory to broadcast a feed, it is the first I have heard of it. So, I am calling that out as fiction.

The recording is certainly a body corporate record, available on request like any other body corporate record. My personal view is that the feed really shouldn't be available at call, but the recording should be if there was concern about any particular incident.

I think it is up to the committee to decide where the cameras are pointed. If people's privacy is disturbed in circumstances where they have an expectation of it, they should not be pointed in the direction that causes that disturbance. It is well and truly open to the committee – and then the body corporate – to provide direction in relation to this.

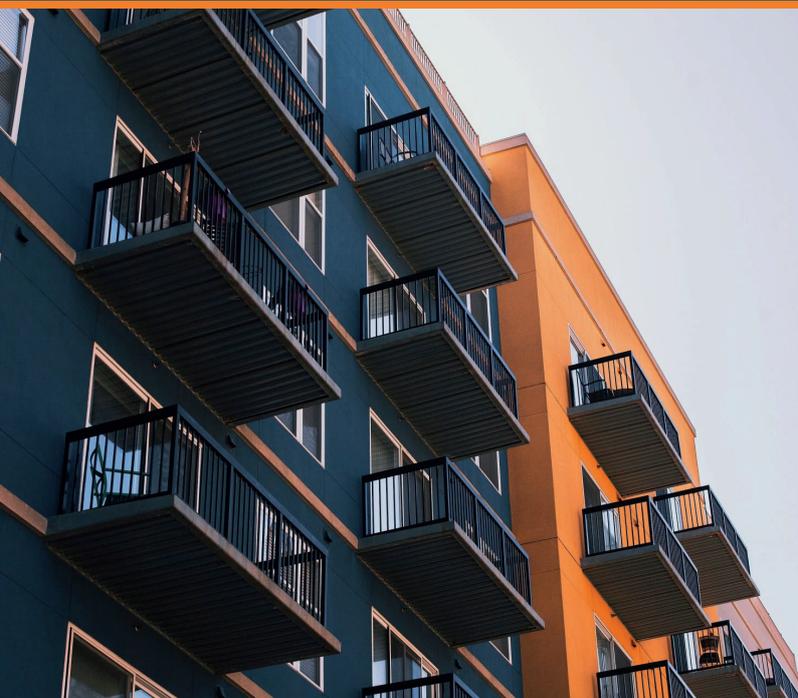
Frank Higginson | Hynes Legal

frank.higginson@hyneslegal.com.au

[READ MORE HERE](#)



STRATA COMPLIANCE REPORTS THAT ARE EASY TO UNDERSTAND



Building Maintenance Assessments



Maintenance Plans



Common Property Safety Reports



Fire Safety Audits and Reports



Insurance Valuations



Asbestos Inspections & Reports



1300 309 201 | info@qiagroup.com.au

www.qiagroup.com.au

QIA Group Pty Ltd | ABN 27 116 106 453

Can we change the windows and security grills on our villa?

Q Our complex is a series of low set villas and duplex-type adjoining lots. Our interpretation under the Standard Format Plan is we can change the windows and security grills as we like. Are we correct?

We live in a Standard Format Building Plan in Queensland. The complex is a series of low set villas and duplex-type adjoining lots.

As our windows are 'inside' our lot, can we replace the diamond grills with security crimsafe grills instead? We would also like to install low-grade glare-reducing glass. Most other villas in the scheme are not renovated and have the old diamond grill.

Can we change the windows and grills since they are our responsibility and inside the lot?

Under appearance of the lot, our by-laws say:

permission is required from the body corporate UNLESS the change is minor and does not detract from the amenity or the lot and its surroundings.

Our interpretation under the Standard Format Plan is we can change the windows and security as we like. Are we correct?

A Where there is a deviation from appearance, there is typically a degree of consideration needed.

Ah, interpretation! It is literally a free-for-all and the only definitive 'interpretation' is the one the adjudicator applies.

That said, I can offer a few observations here. You refer (correctly) to the by-law as being a key factor here. One of the points of an appearance by-law is to ensure as much uniformity as possible in a strata scheme. Uniformity of appearance is considered an essential part of maintaining the overall impression and property values in the scheme.

So, where there is a deviation from appearance, there is typically a degree of consideration needed. Which is my roundabout way of saying I'm not as sure as you that your view on things would be shared by your committee, fellow owners or an adjudicator if it gets to that.

Remember that as well as by-laws, there are legislated provisions about 'nuisance'. A 'nuisance' can be a **visual nuisance**. That may also be a consideration.

Your best bet here is to settle on your preferred change (the strata-technical term is 'improvement') and then discuss with your committee. You might like to present information about your proposed improvement (e.g., manufacturer material) which supports your position, and if necessary, perhaps you can pre-empt any queries that might arise. It may be you are worried about nothing and all is fine. If there are reservations though, then

you can work through those and perhaps arrive at a solution everyone will be fine with. The alternative – **a dispute** – will be a lot of bother without any guarantee of a good outcome for you.

This is general information only and not legal advice.

Chris Irons | Strata Solve
chris@stratasolve.com.au

[READ MORE HERE](#)

STRATA
SOLVE UNTANG
STRATA
PROBLEMS

STRATA SOLVE

UNTANGLING STRATA PROBLEMS

Strata Solve helps people untangle and resolve their strata issues. Sounds simple when you put it like that, doesn't it?

Director Chris Irons (pictured, with his strata-approved greyhound Ernest) has an unrivalled strata perspective. As Queensland's former Body Corporate Commissioner, Chris has seen and heard virtually every strata situation and nuance. He knows that while legislation provides a framework, there are many ambiguities to navigate through and in which pragmatism, common-sense and effective communication are vital.

As an independent strata consultant, Chris provides services which are all about empowering owners, committees, managers, caretakers, and others, to protect their strata interests. With a high-profile media and online presence, and as an accredited mediator, Chris is also able to carefully 'read the room' and craft the right narratives in even the most complex strata situation.

Strata Solve is not a law firm. Chris instead thinks of steps you can take before you embark on lengthy, costly, and stressful legal proceedings. Regardless of the client, all people in strata have one thing in common: their substantial investment in the strata scheme. Strata Solve prioritises that investment in each tailored solution we provide.

Get in touch to find out more.



email: chris@stratasolve.com.au
web: stratasolve.com.au



Do we need approval to install a key safe on our front door?

Q We short term rental our unit. We installed a key safe on the front door of the unit. We've been told we need to apply to install the key safe. Can they refuse the application?

We are unit owners at a resort. Our unit is let on short term rental platforms. Unit access is by keycard. Because we are not in the letting pool, there is no option for cards to be held by reception and no letter boxes.

We have installed a small key safe on the unit's front door. Guests are given the key safe code to access the keycard. Body corporate management has informed us we must apply to install the key safe because the front door is common property. Do they have reasonable grounds to deny the application?

A The body corporate may deny the application.

It's possible the body corporate could deny the application. Maybe on the grounds of the appearance of a lot or safety. Perhaps the addition of the key safe affects **the integrity of the door** and it needs to be placed elsewhere. However, what matters is that you have done the right thing in making an application.

The body corporate now has to **make a decision**. You can dispute the application via the Commissioner's office if they reject the application. The body corporate would need to show that it has made a reasonable decision to reject your application. You could also ignore the decision, leave the safe in place, and let the body corporate take you to court. Maybe they will. Maybe they won't. See what the response of the body corporate is and proceed from there.

William Marquand | Tower Body Corporate
willmarquand@towerbodycorporate.com.au

[READ MORE HERE](#)





Since 2001, Seymour Consultants has applied professionalism, honesty and integrity to every project and built a reputation as a market leader in the Strata Industry.

With a background of over 25 years experience in Quantity Surveying, Construction and Development, you can be sure to benefit from our experience for your reporting and project based needs.

Specialising in:

- Fire Safety Auditing, Evacuation Planning & Training
- Pool Certification
- Facility Manager & Caretaker Recruitment
- Lot Entitlement Reporting
- Building Condition Reports
- Quantity Surveying



Our main objective is to work in partnership with you as we share a joint interest in the success of each and every project.

Call us today on 07 5573 4011

Email us on info@seymourconsultants.com.au

Visit our website at www.seymourconsultants.com.au



- Health & Safety
- Sinking Fund Forecasts
- Asbestos Auditing
- Insurance Valuations
- Caretaking Performance Reviews
- Caretaking Remuneration Reviews – Time & Motion Study
- Management Rights – Suitability Interview & Assessment
- Project Management
- Tax Depreciations
- Part Five Reporting



Are new evacuation diagrams required every 5 years?

Q Our service provider has told us that, as the evacuation diagrams in our building are older than five years, they must be replaced. Nothing has changed in our building. Are new diagrams required?

A The diagrams do not need to be replaced just because they are five years old.



We hear this quite often. This is usually based on the Australian Standard AS3745 - Planning for Emergencies, which is called up in legislation in some states. AS3745 requires a validity date for the review/replacement of the diagrams.

AS3745 is not called up in Qld legislation and is therefore not enforceable. In Qld, the review of the evacuation diagrams is regulated by the Qld Building Fire Safety Regulations - 2008, which requires the evacuation diagrams to be reviewed annually as they are part of the building's emergency plan. This is to pick up any changes that may have occurred during the past 12 months, like additional or relocated extinguishers or any building alterations. If no changes have occurred, the diagrams are valid for another 12 months unless any changes to the building or fire equipment are made; then the diagrams are required to be updated as soon as practical.

To answer the question, the diagrams do not need replacing just because they are five years old.

Stefan Bauer | Fire Matters
sbauer@firematters.com.au

[READ MORE HERE](#)



FIREMATTERS.COM.AU

DON'T RISK IT!

If a retrospective investigation finds any aspect of your fire safety non-compliant, you risk voided insurance, hefty fines and even jail. That's why it's crucial to get an independent third-party consultant to audit your building.



Fire Matters provides an unbiased fire compliance assessment that could save you thousands. We also ensure your residents are fully trained in the event of a fire, giving you peace of mind when signing your occupier's statement.

CONTACT US: 07 3071 9088

[Email](#)

[Online quote](#)



FIRE COMPLIANCE AUDIT

- Fire Safety Installations
- Emergency Evacuation Plan
- Means of Escape
- Evacuation Diagrams



RESIDENT TRAINING

In-person fire safety training including evacuation drills. Plus, an online learning portal for those unable to attend.



OCCUPIER'S STATEMENT

We prepare the Occupier's Statement on your behalf, so you can sign with confidence knowing all the compliance boxes have been ticked.

Limiting access to common property



Citing security concerns, the committee has limited access to fire exit doors and the stairwell. Are stairwells and fire exit doors considered common property, and do we have the right to use them?

Our body corporate recently fitted security alarms to three fire exit doors on our 20-year-old, nine-story building. This has effectively stopped any use of these exit points around the building. Further, recently the access

doors to each level were fitted with a master key system, and those with key access to their level lost the right to access/exit via the stairwell. The new committee refers to the stairwell and exit doors as the emergency exits that, for increased security, should not generally be used by residents. Is the body corporate acting reasonably?

Are the stairwells and doors considered common property, and do we have the right to use them?

A As an owner, you have the right to challenge committee decisions.

It's unclear from the question, but it sounds like your body corporate's current committee has agreed on the new system.

Provided the costs of the alarms were within the committee's spending limit, they have **the authority to make decisions like this**. The basic improvement limit is \$300 x the number of lots in the scheme; for example, if you have a 50-lot scheme, the **committee can approve costs and changes** up to \$15,000.

What may be missing here is some communication around why the change was instituted. Perhaps this was included in the minutes of the committee meetings, but from the committee's perspective, if they are aware that the issue is upsetting some owners, it might make sense to send out a specific correspondence addressing the matter.

As an owner, you have the right to challenge committee decisions. You can **submit a**

committee motion asking for a review of the decision, or you could submit a motion to the next general meeting asking for the security alarms to be removed.

Before doing that, though, I think you should write to the committee asking for an explanation of why the change was instituted. There may be good reasons for the choices made. Perhaps they were the recommendation of the scheme's fire contractor or perhaps the intention is to improve security from outside threats. If there is a reasonable rationale behind the decisions and the costs were within the spending limits, it may be that while you don't like the choices made, they were legitimate. If not, you should follow the available avenues to dispute or reverse the decision.

William Marquand | Tower Body Corporate
willmarquand@towerbodycorporate.com.au

[READ MORE HERE](#)



A leader in servicing the strata industry

Tax Depreciation

Insurance Valuations

Sinking Fund Forecasts

Defect / Condition Reports
(QBCC licensed, CASA drone licensed)

Call 1300 290 235 or visit gqs.com.au

GQS complete on average over 2,700 property consultancies each year, all across Australia. Our experience will provide valuable input to any investment, business or personal, often saving you thousands of dollars.



The SCAQ Difference

Your property is one of your biggest investments and it should be nurtured and managed so it increases in value. The value of your strata property depends on the effectiveness of the body corporate and its management. SCAQ members have you covered.

Engaging a professional strata manager who is a member of SCAQ is the key to maximising the value of your property.

SCAQ members are:

- Accountable to industry Professional Standards
- Deliver trusted, expert guidance
- Protect your investment
- Increase your strata knowledge
- Save you money
- Minimise your risk
- Safeguard your fees.

Professional strata manager is not a term regulated or protected by Government. The only professional strata managers who are endorsed or accredited in any meaningful way are those who have been through the SCAQ accreditation and training.

The SCAQ Difference

The SCAQ pathway for accreditation and ongoing professional development is recognised nationally and internationally. When you choose a professional strata manager you entrust them with your money and compliance with your obligations, it is important to have someone you know can be trusted.

SCAQ members, unlike other strata managers having rigorous external standards put upon them, and they are answerable to best practice standards across industry.

Members of SCAQ are required to:

- Undergoing Mandatory Training and Continuing Professional Development to maintain their membership with SCAQ
- Maintain professional indemnity insurance
- Meet ethical requirements and conform to a code of conduct overseen by a professional standards committee

Why use an accredited Strata Professional?

The SCAQ accreditation pathway is rigorous and industry leading. It is underpinned by a staged approach to work in the industry, with stages of accreditation taking years to achieve. This supervisory approach helps ensure appropriate mentoring by senior members of industry, as well as bringing participants up to speed on the latest theory and practice in the industry.

This pathway takes years to achieve full competence and certification in it should serve as peace of mind for lot owners that their asset is being managed with professional skill, care and years of experience.



My strata manager is with **SCAQ**, is yours?

nce

Skills of an SCAQ Member

SCAQ members learn a variety of skills throughout their education and in an ongoing fashion through classroom style as well as on the job training.

These include:

- Financial management
- Insurance advisory
- Building maintenance
- Contract management
- Dispute resolution
- Administration best practice

SCAQ members are the best in their field, with professional, educational and ethical obligations on them which are second to none in the industry. If your Strata Manager is not an SCAQ member, we encourage you to make the switch to ensure that your home is protected by the guarantee of quality that comes with SCAQ membership.

Find out more:

www.qld.strata.community



strata
community
association®
QLD



Your source of reliable Strata news and information since 2013

Providing detailed, practical, and easy to understand strata information to all Australians.

Articles & Q&As

The Strata Magazine

Webinars & Newsletters

The LookUpStrata Directory



SCAN ME



LookUpStrata



STRATA MANAGEMENT



Tower Body Corporate

Your Building Matters
P: 07 5609 4924
W: <https://towerbodycorporate.com.au/>
E: info@towerbodycorporate.com.au

Bright & Duggan

Strata Professionals
P: 02 9902 7100
W: <https://bright-duggan.com.au/>
E: customercare@bright-duggan.com.au

Vision Strata Services

Your local Strata Firm based on the Gold Coast QLD
W: <http://visionstrata.com.au/>
E: info@visionstrata.com.au

SSKB Strata Managers

A Positive Difference in Strata
P: 07 5504 2000
W: <https://sskb.com.au/>
E: sskb@sskb.com.au

Northern Body Corporate Management

Specialist Body Corporate Management for North Queensland
P: 07 4723 8217
W: <https://www.nbcmqld.com/>
E: nbcm@bigpond.net.au

Bryant Body Corporate Management

Not All Agents Are the Same!
P: 07 5437 7777
W: <https://www.bryantstrata.com.au/>
E: peterbryant@bryantstrata.com.au

Quantum United Management

Creating vibrant and connected communities
P: 61 38360 8800
W: <https://www.quantumunited.com.au/>
E: info@quantumunited.com.au

Archers the Strata Professionals

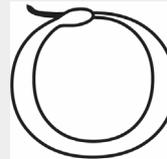
Your Partners in Stratas
W: <https://abcm.com.au/>
E: marketing@abcm.com.au

DEFECT RESTORATION



Building Rectification Services

P: 07 5539 3588
W: <https://www.buildingrectification.com.au/>
E: admin@buildingrectification.com.au



Ouroboros design

Architect assistance with upgrades and renovations
P: 0400 152 833
E: garymo12@gmail.com

TRADECOM GROUP

Innovative Commercial Building Projects
P: 1300 301 888
W: <https://tradecomgroup.com/>
E: services@tradecomgroup.com

STRATA REPORTS



Rawlinsons

Calculated Confidence
P: 08 9424 5800
W: <https://www.rawlinsonswa.com.au/>
E: info@rawlinsonswa.com.au



Strataregister.com Pty Ltd

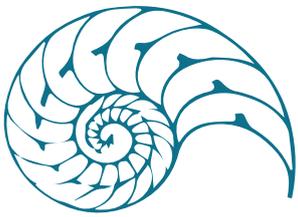
Find the Strata / CT Manager for your property
P: 0411 483 249
W: <https://www.strataregister.com/>
E: hello@strataregister.com

INVESTMENT SERVICES



Strata Guardian

Fight low returns and rising levies with us.
P: 1300 482 736
W: <https://www.strataguardian.com/>
E: contact@strataguardian.com



LookUpStrata D I R E C T O R Y

**LIST MY
BUSINESS**

BUILDING ENGINEERS & INSPECTORS



Sedgwick
Building Consultancy Division & Repair Solutions
W: <https://www.sedgwick.com/solutions/global/au>
E: sales@au.sedgwick.com



QIA Group
Compliance Made Easy
P: 1300 309 201
W: <https://www.qiagroup.com.au/>
E: info@qiagroup.com.au



GQS
Quantity Surveyors & Building Consultants
P: 1300 290 235
W: <https://gqs.com.au/>
E: info@gqs.com.au



Seymour Consultants
Body Corporate Report Specialists
W: <https://www.seymourconsultants.com.au/>
E: info@seymourconsultants.com.au



BCRC
Construction Materials & Durability Consultants
P: 02 9131 8018
W: <https://bcrc.com.au/>
E: sydney@bcrc.com.au



Budget Vals
Built For Strata
P: 1300 148 150
W: <https://www.budgetvals.com.au/>
E: reports@budgetvals.com.au



Palmer Acoustics
Specialist Acoustic & Audio Visual Engineering
P: 61 7 3802 2155
W: <https://palmeracoustics.com/>
E: ross@palmeracoustics.com



HFM Asset Management Pty Ltd
Building Efficiency
P: 0407 734 260
W: <https://www.hfmassets.com.au/>
E: info@hfmassets.com.au



Independent Inspections
Sinking Fund Forecast, Insurance Valuations, OHS
P: 1300 857 149
W: <http://www.iigi.com.au/>
E: admin@iigi.com.au



Leary & Partners
Quantity Surveying Services Since 1977
P: 1800 808 991
W: <https://www.leary.com.au>
E: enquiries@leary.com.au



BIV Reports
Specialist in Strata Compliance Reports
P: 1300 107 280
W: <https://www.biv.com.au/>
E: biv@biv.com.au



Pircsa Pty Ltd
Professional Insurance Restoration and Consultancy
P: 0460 555 077
W: <https://pircsa.com.au/>
E: steve@pircsa.com.au



Quality Building Management
keeping your buildings legally compliant and safe
P: 1300 880 466
W: <https://qbm.com.au/>
E: sales@qbm.com.au



Solutions in Engineering
Quality Reports On Time, Every Time!
P: 1300 136 036
W: <https://www.solutionsinengineering.com/>
E: enquiry@solutionsinengineering.com



CORE Consulting Engineers
Delivering 360° engineering solutions for strata
P: 02 8961 3250
W: <https://core.engineering/>
E: admin@core.engineering

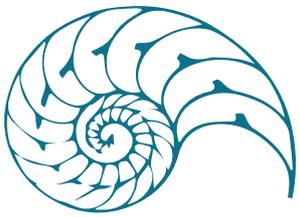


Mabi Services
Asbestos, Safety & Building Consultants
P: 1300 762 295
W: <https://www.mabi.com.au/>
E: cinfo@mabi.com.au



Olive Tree Consulting Group
Solutions in Strata Compliance
P: 0400 161 659
W: <https://olivetreeconsultinggroup.com.au/>
E: admin@olivetreeconsultinggroup.com.au

PRINT YOUR DIRECTORY HERE



INSURANCE

Strata Insurance Solutions

Protecting owner assets is who we are.

P: 1300 554 165

W: <https://www.stratainsurancesolutions.com.au/>

E: info@stratainsurancesolutions.com.au

Whitbread Insurance Brokers

Empower Your Vision

P: 1300 424 627

W: <https://www.whitbread.com.au/>

E: info@whitbread.com.au

CHU Underwriting Agencies Pty Ltd

Specialist Strata Insurance Underwriting Agency

W: <https://www.chu.com.au/>

E: info_nsw@chu.com.au

Strata Community Insurance

Protection for your strata property. And you.

P: 1300 724 678

W: <https://www.stratacommunityinsure.com.au>

E: myenquiry@scinsure.com.au

Flex Insurance

Your Cover Your Choice

P: 1300 201 021

W: <https://www.flexinsurance.com.au/>

E: info@flexinsurance.com.au

Driscoll Strata Consulting

Knowledge | Experience | Service

P: 0402 342 034

W: <https://driscollstrataconsulting.com.au/>

E: enquiries@driscollstrataconsulting.com.au

Sure Insurance

Sure. Insurance, but Fair

P: 1300 392 535

W: <https://sure-insurance.com.au/strata-hq/>

E: strata-quotes@sure-insurance.com.au

CRM Brokers

The smart insurance choice

P: 1300 880 494

W: <https://www.crmbrokers.com.au/strata-insurance/>

E: crmstrata@crmbrokers.com.au

STRATA LAWYERS

Mahoneys

Body Corporate Law & Dispute Resolution Experts

P: 07 3007 3777

W: www.mahoneys.com.au/industries/bodies-corporate-strata/

E: info@mahoneys.com.au

Hynes Legal

Industry leaders delivering real strata solutions

P: 07 3193 0500

W: <https://hyneslegal.com.au/>

E: frank.higginson@hyneslegal.com.au

Bugden Allen Graham Lawyers

Specialising in property development & strata law

P: 02 9199 1055

W: www.bagl.com.au

E: info@bagl.com.au

Douglas Cheveralls Lawyers

The Go-To Strata Lawyers

P: 08 9380 9288

W: <https://www.dclawyers.com.au/>

E: office@dclawyers.com.au

Mathews Hunt Legal

BODY CORPORATE LAWYERS... EXCLUSIVELY

P: 07 5555 8000

W: <https://mathewshuntlegal.com.au/>

E: admin@mathewshuntlegal.com.au

Moray & Agnew Lawyers

Legal strategies and solutions for our clients

P: 03 9600 0877

W: <https://www.moray.com.au/>

E: <https://www.moray.com.au/>

Grace Lawyers

Know. Act. Resolve.

W: <https://gracelawyers.com.au/>

E: enquiries@gracelawyers.com.au

Holman Webb Lawyers

Body Corporate and Strata Dispute Experts

P: 61 732 350 100

W: <https://www.holmanwebb.com.au/>

E: contact@holmanwebb.com.au

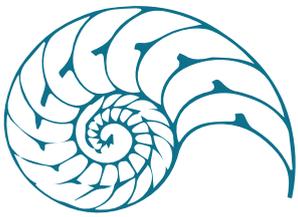
Royer Mace Lawyers

Your Property is our Priority

P: 0434 388 898

W: <https://royermace.com.au/>

E: solon@royermace.com.au



LookUpStrata D I R E C T O R Y

**LIST MY
BUSINESS**

SOFTWARE



MIMOR

MIMOR

Connecting People – Creating Communities
P: 0414 228 644
W: <https://www.mimor.com.au/>
E: info@mimor.com.au

STRATABOX

Stratabox

Building Confidence
P: 1300 651 506
W: <https://stratabox.com.au/>
E: contact@stratabox.com.au

resvu

ResVu

Customer Service Software for Strata
P: 0874778991
W: <https://resvu.com.au/>
E: enquiries@resvu.com.au

StrataMax

StrataMax

Streamlining strata
P: 1800 656 368
W: <https://www.stratamax.com/>
E: info@stratamax.com

MYBOS

Community / Building Management Software

MYBOS

Building Management - Residential & FM Schemes
P: 1300 912 386
W: <https://www.mybos.com.au/>
E: sam@mybos.com.au



STRATA
VAULT

StrataVault

Connecting people, processes, and applications
P: 1300 082 858
W: <https://globalvaults.com.au/>
E: team@thestratavault.com

Urbanise

Automate your workload to increase efficiency.
P: 1300 832 852
W: <https://www.urbanise.com/>
E: marketing@urbanise.com

onsite

Building Management Software

Onsite Building Management Software

Modern and user friendly BMS
P: 0490 091 887
W: <https://onsite.fm>
E: hello@onsite.fm



STRATIFY

Cloud Strata Software

Stratify

Only Complete Cloud Strata Software ecosystem
P: 1300 414 155
W: <https://stratifyconnect.com/>
E: sales@stratifyconnect.com

EDUCATION & TRAINING



LookUpStrata

LookUpStrata

Australia's Strata Title Information Site
W: <https://www.lookupstrata.com.au/>
E: administration@lookupstrata.com.au



Strata Community Association

P: 02 9492 8200
W: <https://www.strata.community/>
E: admin@strata.community



Owners Corporation Network

The Independent Voice of Strata Owners
W: <https://ocn.org.au/>
E: enquiries@ocn.org.au



Your Strata Property

Demystifying the legal complexities of apartment living
W: <https://www.yourstrataproperty.com.au/>
E: amanda@yourstrataproperty.com.au

ACCOUNTANTS

TINWORTH & Co

CHARTERED ACCOUNTANT AND BUSINESS ADVISORS

Tinworth & Co

Chartered Accountant & Strata Auditors
P: 0499 025 069
W: <https://www.tinworthaccountants.com.au/>
E: caren.chen@tinworth.com



Matthew Faulkner Accountancy

Strata Auditing specialists
P: 0438 116 374
W: <https://www.mattfaulkner.accountants/>
E: matt@mattfaulkner.accountant

WINDOWS & DOORS



Strata Window and Door Replacement Specialists

Windowline Pty Ltd

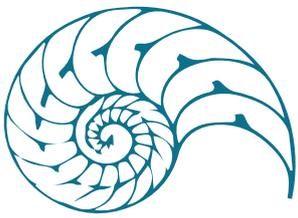
Australia's strata replacement window & door specialists
P: 02 8304 6400
W: <https://windowline.com.au/>
E: info@windowline.com.au



Clear Edge Frameless Glass

Energy Efficient Balconies for Elevated Living
W: <https://www.clearedgeglass.com.au/>
E: sales@clearedgeglass.com.au

PRINT YOUR DIRECTORY HERE



LookUpStrata D I R E C T O R Y

LIST MY
BUSINESS

ELECTRICAL

Altogether Group

Power.Water.Data

P: 1300 803 803

W: <https://altogethergroup.com.au/>

E: eaustin@altogethergroup.com.au

Energy On Pty Ltd

Providing utility network solutions

P: 1300 323 263

W: <https://www.energyon.com.au/>

E: EnergyServices@EnergyOn.com.au

ENM Solutions

Providing Solutions for Embedded Networks

P: 1300 000 366

W: <https://www.enmsolutions.com.au/>

E: info@ENMSolutions.com.au

EMERLITE ELECTRICAL SERVICES

We Answer The Phone - No Job Too Big Or Small

P: 07 5591 9191

W: <https://www.emerlite.com.au/>

E: office@emerlite.com.au

FIRE SERVICES

Fire Matters

Fire Safety Compliance

P: 07 3071 9088

W: <https://firematters.com.au/>

E: sbauer@firematters.com.au

PEST INSPECTION

Control Pest Management – Brisbane

Pest Control Professionals

P: 1300 357 246

W: <https://controlpestmanagement.com.au/locations/brisbane-pest-control/>

E: ray@controlpestmanagement.com.au

ANTENNAS

Install My Antenna

Professional TV Antenna Service For You Today

P: 1300 800 123

W: <https://www.installmyantenna.com.au/>

E: info@installmyantenna.com.au

CLOTHES LINES

Lifestyle Clotheslines

Clothesline and washing line supplier & installer

P: 1300 798 779

W: <https://www.lifestyleclotheslines.com.au/>

E: admin@lifestyleclotheslines.com.au

PAINTING

Higgins Coatings Pty Ltd

Specialist painters in the strata industry

W: <https://www.higgins.com.au/>

E: info@higgins.com.au

Rochele

Prompt & Professional

P: 1300 808 164

W: <https://rochele.com.au/>

E: jeremy@rochele.com.au

STRATA LOAN PROFESSIONALS

Lannock Strata Finance

The Leading Strata Finance Specialist

P: 1300 851 585

W: <https://lannock.com.au/>

E: strata@lannock.com.au

StrataLoans

The Experts in Strata Finance

P: 1300 785 045

W: <https://www.strata-loans.com/>

E: info@strata-loans.com

Austrata Finance

Use Your Money or Borrowed Money: It's Your Choice

P: 1300 936 560

W: <https://austratafinance.com.au/>

E: info@austratafinance.com.au

DELIVERY & COLLECTION SERVICES

Groundfloor™

Australian parcel, mail, and refrigerated lockers

P: 03 9982 4462

W: <https://groundfloordelivery.com/>

E: ask@groundfloordelivery.com

ROOFING

Leaf Shield

Leafshield Gutter Protection Specialists

P: 1300 362 246

W: <https://leafshield.net.au/why-leafshield/>

E: info@leafsheild.net.au

PRINT YOUR DIRECTORY HERE



LookUpStrata D I R E C T O R Y

**LIST MY
BUSINESS**

SUSTAINABILITY



The Green Guys Group

Australia's Leading Energy Saving Partner
W: <https://greenguys.com.au/>
E: sean@greenguys.com.au



Humenergy

People, Innovation and Value Sharing
P: 1300 322 622
W: <https://www.humenergy.com.au/>
E: Info@humenergy.com.au



Fair Water Meters

Fair water - fair bills
P: 1300324701
W: <https://fairwatermeters.com.au/>
E: info@fairwatermeters.com.au

CONSULTING



Strata Solve

Untangling strata problems
P: 0419 805 898
W: <https://stratasolve.com.au/>
E: chris@stratasolve.com.au

FACILITY MANAGEMENT



LUNA

Building and Facilities Manager
P: 1800 00 LUNA (5862)
W: <https://www.luna.management/>
E: info@luna.management



RFM Facility Management Pty Ltd

Strata and Specialist Cleaners
P: 1300 402 524
W: <https://www.rfmfacilitymanagement.com.au/>
E: nathan@rfmfacilitymanagement.com.au

ENERGY



Arena Energy Consulting Pty Ltd

Independent Embedded Network Consulting Services
P: 1300 987 147
W: <https://www.arenaenergyconsulting.com.au/>
E: info@arenaenergyconsulting.com.au

Embedded Network Arena

Independent Embedded Network Consulting Services
P: 1300 987 147
W: <https://embeddednetworkarena.com.au/>
E: info@embeddednetworkarena.com.au



RECRUITMENT SERVICES



sharonbennie – Property Recruitment

Matching top talent with incredible businesses
P: 0413 381 381
W: <https://www.sharonbennie.com.au/>
E: sb@sharonbennie.com.au



Essential Recruitment Solutions

Specialising in Strata recruitment
P: 0448 319 770
W: <https://www.essentialrecruitmentsolutions.com.au/>
E: maddison@essentialrecruitmentsolutions.com

LIFTS & ELEVATORS



Innovative Lift Consulting Pty Ltd

Australia's Vertical Transportation Consultants
P: 0417 784 245
W: <https://www.ilcpl.com.au/>
E: bfulcher@ilcpl.com.au



The Lift Consultancy

Trusted Specialised Advice
P: 07 5509 0100
W: <https://theliftc.com/>
E: sidb@theliftc.com



ABN Lift Consultants

A team of friendly, open minded professionals
P: 0468 659 100
W: <https://www.abnlift.com/>
E: andrew@abnlift.com

VALUERS



Asset Strata Valuers

Leaders in Strata Property Valuations
P: 1800 679 787
W: <https://assetstratavaluers.com.au/>
E: workorders@assetstratavaluers.com.au



Adelaide StrataVal

Strata & Community Insurance Valuations
P: 08 71112956
W: <https://www.strataval.com.au/>
E: valuations@strataval.com.au

SAFETY & SECURITY



Pacific Security Group

Experts in electronic security since 2005
P: 1300 859 141
W: <https://www.pacificsecurity.com.au/>
E: operations@pacificsecurity.com.au

PRINT YOUR DIRECTORY HERE

Advertise with LookUpStrata

VIEW OUR MEDIA KITS:



As of April 2022, The Strata Magazines received a national audience engagement of around 20,000 views within one month of their release.

For the Strata Magazine Media Kit

[CLICK HERE](#)



LookUpStrata's Newsletters have a national audience of just under 20,000 subscribers.

For the National Newsletter Media Kit

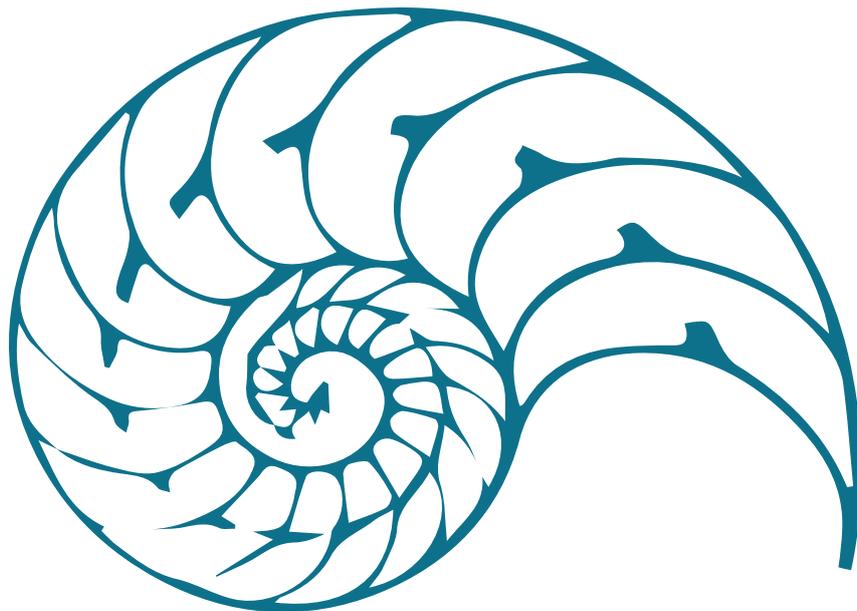
[CLICK HERE](#)

Attention QLD Strata Service Professionals

Join our printable Strata Services Directory

Listings are \$199 + GST p.a.

[Click here to join today!](#)



LookUpStrata
DIRECTORY

→ Get Listed → Get Noticed → Get Business