

| Time | Question |
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| Ep 2 2:25 | We're talking about the probably most heightened requirement for cleaning that we've ever experienced in generations, how exactly are you dealing with that on the ground at present? |
| Ep 2 3:53 | Should we get ahead of the curve and shutting down gyms in strata because of the likelihood of spread of the virus in those areas? |
| Ep 2 4:59 | Is it a question of demand and capacity nauseam is declining sick to capable of responding with the amount of demand that's required. Now, when we have the resources to deal with the issues that are popping up? |
| Ep 2 7:06 | What's the implication for the cost is there a significant increase in cost as a result of the demand out there. And are you seeing opportunistic people who are taking advantage of owners corporations at this point? |
| Ep 2 8:42 | What is the protocol to deal with an infected building. What sort of precaution be put in place, how long should they operate. What management procedures on the common property and what consideration do we have to have for privacy? We've got more challenges with lockdowns as they increase and what that might mean in terms of obligations on people and what obligations and duty of care exists on the strata manager. |
| Ep 2 9:25 | People are more financially vulnerable at present. So if you're much more financially vulnerable what's the potential implication for buildings not being able to afford insurance premiums and has there been consideration at your level within the insurance industry around how we deal with potential liquidity issues around insurance moving forward? |
| Ep 2 13:46 | So talking about coronavirus in particular, and whether there's any potential cover under insurance policies for whether it be claims related extra cleaning, temporary accommodation, do the current policies respond to an issue like corona virus or a pandemic like that? |
| Ep 2 16:21 | We know then that buildings are not likely to be adhering to the normal maintenance regimes because there are challenges around access and AFSS. What flexibility can be afforded by the insurers where that normal comprehensive maintenance obligation is not necessarily been met for good reason? |
| Ep 2 18:32 | We've seen obviously an exceptional impact on the insurance industry based on the bushfires and some of the south east Queensland catastrophes. What's the likely landscape for premiums look like, and are we expecting a normalized increase in premiums and are there any leavers that can be pulled at an insurance industry or reinsurance level that can soften the burden on owners for the next six months? |
| Ep 2 21:02 | In short terms of what is the government relief package is and how we can access that for our members? |
| Ep 2 24:11 | What's the mechanism for our members to be able to access those stimulus packages if they have need for it? |
| Ep 2 30:58 | Will refunds be paid in cash or are they going to be offset against any tax liabilities? |
| Ep 2 31:56 | What's happening on the ground with allowing access into the common property or into our apartments are you finding that even a planning level you're struggling to get access into parts of the common property because people are excluding or keeping you out of there? |
| Ep 2 40:58 | What are your tips that you see from your experiences in terms of how to deal with financial uncertainty and hardship and for getting through the next six months? |

Ep 2
49:31

In terms of mental health, how do we continue to maintain our own and also our clients mental health through these challenges?