

Timestamp	Question
Ep 5 00:52	Smarter Communities moved rather quickly in terms of some decisions you made at board level around stopping meetings for your staff. What was your experience around your preparedness and how you started on that journey of preparing for a lockdown?
Ep 5 02:12	In terms of a nuanced approach based on regions. Have you found that other sites or even regional New South Wales has been just as different in their uptake of their understanding of what a lockdown means, or at least the measures that strata managers are implementing?
Ep 5 03:08	How did you deal with a backlog of meetings, particularly around cancelling or at least deferring or changing the means of meeting attendance across your portfolio?
Ep 5 04:44	In terms of disaster management planning its capabilities did this catch you like most people by surprise, and then, how have you roll with those punches and execute your strategy?
Ep 5 06:32	How you adapted at a management team level and how is your management team responded?
Ep 5 07:50	As a smaller more streamlined organisation, are you facing the same challenges in terms of planning ahead and adapting solutions?
Ep 5 09:54	What sort of approach to you have into cash flow management dealing with clearly cash flow issues within our own as corporations and also the way you handle arrears management?
Ep 5 12:26	How much you empowering your frontline staff? So, whether it be your customer service staff who have those conversations about arrears or your strata management staff to come up with solutions for each of their schemes?
Ep 5 14:21	What are some communication strategies?
Ep 5 17:06	Is there a correlation between the fact that there's a shared misery type arrangement out there and if they can't pay they ought to not pay us?
Ep 5 20:55	What's your experience been with your teams in terms of the interaction with tradespeople? Have you given consideration of those challenges as they exist today, and then what happens in a further lockdown scenario? Have you thought about preventative maintenance and normal repairs and how you're going to access to the common property?
Ep 5 24:50	What are some of the positives that have been occurring in strata plans recently that we can use in our own schemes?
Ep 5 27:36	What a few of the challenges that have been occurring in strata plans recently and how can we deal with them?
Ep 5 30:50	What are you doing about the mental well being and trying to break up in the very early days of what might be a very long period, how we work and support our strata managers during this period?
Ep 5 33:16	What are you doing to keep connected and make sure that your teams and the mental well being is being balanced out in the new work from home world?
Ep 5 35:47	We're all document waving and come up with solutions on the fly, what else can you see coming? What big issues can you see arising and how can we assist our members get ahead of that?
Ep 5 37:53	Have you given thought to what some of the projected challenges may be and how you can implement any solutions now?
Ep 5 40:49	Speaking about rights to restricting access, how do you think that's managed at a practical level? Do we operate business as usual and proceed with additional follow ups or do we need to be more sympathetic with the way we deal with things in the mid term?

Ep 5 42:59	What is the, what is the response from communities or two committees browser that bring up and what action now for bad behaviour? Whether that be parking, noise, breach of by-laws? How do we deal with that in the current businesses usually environment? Also we've got challenges with the Tribunal been effectively shut down except the paper application, so do we have the normal mechanisms to deal with by-law breaches?
Ep 5 46:15	In terms of concierge staff, there have been videos of concierge staff taking their residents through yoga classes, lifestyle amenity, becoming the grocery service. So they're adapting this services away from an in person concierge style model to a service based model. So they are just as important as ever, but they're adapting their services. Have you heard anything around the way building managers in your portfolio are dealing with this?
Ep 5 50:27	Are you planning ahead of the curve for when we come out of the crisis or are you projecting that when we do come out, there's going to be time innovation, time for more capital spend, the whole world will have changed in terms of the way we operate and therefore the opportunity lies within?
Ep 5 52:23	Looking to the future, what resources do you think we need to continue to provide to strata communities out there dealing with a lot of these challenges. So are there resources, is there support, what would you like to see happen during these types of need?