

Time	Question
Ep 7 1:08	What was your level of experience when this came and obviously the more immediate impact when it first hit NZ?
Ep 7 2:34	What limitations are opposed on you? What implications do they have on Strata Managers?
Ep 7 3:32	Did you have any understanding of how quickly this would hit? Did it take the whole country by storm? What was the feeling on the ground in Strata plans because you're the first port of call obviously for all those residents went it went down?
Ep 7 5:52	Do you feel like you've settled into an acceptance that this is your new reality now you're in your second full week of lockdown?
Ep 7 7:23	In your words are swamped by owner inquiry and the emotion that just keeps pouring through, and that's a similar experience that some of our managers are having, but I guess because we're in a lighter stage of lockdown in relative terms to you. Do you think it's because of the severity of the manner in which it hit and the unpreparedness of the general community that the frustration has been borne by the strata manager? What sort of stuff do they send you on a regular basis?
Ep 7 8:54	Was there a challenge from the start? Did you have to work at an individual level?
Ep 7 10:20	So during that period, am I right that residents were forced to band together, and do the cleaning themselves while cleaners weren't allowed on site?
Ep 7 11:50	The government haven't provided any firm insight into lockdown of common property, how have they been assisting you in terms of clear direction or a single process and how does New Zealand work in terms of whether you just take one level federally or whether there's like a state like system that we have?
Ep 7 13:25	Do you have the equivalent of a strata search or a pre completion certificate that gets issued for the property transactions?
Ep 7 14:15	A normal conventional plumbing issue. How is that being addressed in the current environment?
Ep 7 15:20	if a commercial building is totally empty are you having general meetings, for example, to officially lock those buildings out and having access via a secure access only?
Ep 7 16:25	How have you gone with online meetings and what sort of your experience, and what technology are you using?
Ep 7 17:19	Have you been given an insight into when your level 4 restrictions minimum will be relaxed and what is the total time that the NZ Government is signalling, especially if you are pushing back to defer meetings?
Ep 7 18:00	What's your experience been of compliance and how has your government reacted in terms of their response to you potentially not complying in certain areas?
Ep 7 19:56	How are your tribunals working and your experience with them?
Ep 7 20:39	Cash flow management and levies, what been the impact and real impact on lot owners? What is the levee position?
Ep 7 21:58	How have you been working through cash flow with your owners corporations?
Ep 7 23:40	Was there a rent relief or a freeze on evictions in New Zealand similar to what we've had in Australia?
Ep 7 24:09	Has there been any downward pressure on revenue for you either expectation from clients that strata managers should lower their fees or more general sort of revenue impacts that you can forecast?

Ep 7 25:17	How are your staff being impacted by the toll of this situation, especially in terms of workload, influx of emails etc.?
Ep 7 26:18	What's your experience in terms of access into isolating apartments and are residents denying that access?
Ep 7 27:15	Infrastructure, what was the impact it had on your buildings and the sheer stress on your buildings?
Ep 7 28:42	What would you recommend as a preventative regime, and a checklist of things that you could tell strata managers and owners that they should be doing now ahead of a potentially longer lockdown?
Ep 7 30:20	How has your strata teams jobs changes in the past couple of weeks in terms of their role everyday?
Ep 7 32:11	In terms of relevance or government bringing up to date their information around strata, is there any authoritative online references or documents or best practice that the government's producing?
Ep 7 32:50	SCA NZs role there, how have you responded and how have you managed to spread your time between your own business priority and that of the members?
Ep 7 34:19	What is fogging and what is it supposed to do?
Ep 7 37:33	What is the messaging around Airbnb in NZ?
Ep 7 38:45	What are your practical takeaways for our members, absolutely critical for your experience?