

Timestamp	Question
Ep 9 12:27	Tell me what you have seen over the past few weeks, how is the industry settling into the businesses normal type environment?
Ep 9 16:14	How is the insurance sector responding at a macro level, in terms of their responses to support businesses like yours but also their view of the impact that COVID-19 will have on strata corporations if any moving forward?
Ep 9 19:56	Adrian, you have a business that deals with repairs across Australia, and have a pulse of whether we are seeing a legitimate loss in demand or service capacity or people needing repairs done. What has your experience been like?
Ep 9 12:52	What do you think the impact of COVID would be, both short and long term on the performance of businesses particularly relevant to your benchmarking?
Ep 9 28:17	What is your view around the approach from a business and also from an owners perspective to whether we should be deferring works at this stage particularly non-essential works or whether there is challenges around access that you've seen which have given it a practical perspective?
Ep 9 31:26	I believe we can achieve the flattening of the curve as well as a prioritisation of works and you are having that experience within your business, aren't you?
Ep 9 33:06	This is not an unforeseeable risk in terms of impact of a pandemic, but what impact is any is going to have particularly on strata policies moving forward?
Ep 9 41:04	Have you seen and will you expect to see adapting or changing owner or client needs from your customer base and how will your bank respond to those?
Ep 9 46:07	How do you plan to scale up both resources and work flow when it is so unpredictable, so as a business owner how are you dealing with that challenge?
Ep 9 49:46	So how has CHU dealt with the productivity of moving everyone off site and is this something you can see now creeping into businesses as usually, post COVID?
Ep 9 54:17	What level of innovation do you hope to see particularly for the strata sector that has come about because of this challenge?
Ep 9 58:48	How do you see it playing out in terms of innovation in your business and more generally?
Ep 9 01:01:56	Schools have been flagged as returning in a couple of weeks, so does that mean a return of face-to-face meetings?
Ep 9 01:02:34	What are the best practices for AGM's?
Ep 9 01:03:39	What are the best practice guidelines during COVID?