

COVID-19 Question Register

The following questions in this document have been asked during the Webinar.

The questions and their answers can be located by referring to the *timestamps below.

*Timestamp refers to the actual time this question was asked and answered during the webinar.

Episode 15

Timestamp	Question
0:02:16	Tell us about your experience on the ground, what's happening by way of some of the challenges with dealing with clients?
0:04:50	Has it affected the ability for people to want quote work and how the practical function of your trades work is undertaken?
0:06:35	Is that a similar experience to you in terms of basically half the amount of access?
0:08:05	We have a gated community with 45 lots that have chosen to obtain a QR code for the front of the complex. One unit owner has an issue with it and says the strata is in the wrong for having it. Are they?
0:09:54	You mentioned you had a 25% reduction in the workorder traffic, is that consistent with last year's lockdown?
0:11:06	From a supply chain perspective, there are tighter restrictions and less materials coming in. Is that impacting pricing and how should Strata Managers work with you as a contractor, particularly if your pricing is significantly impacted and what that means for current contracts and future pricing?
0:12:23	Can you please expand on the Home Building Compensation Fund Insurance?
0:14:16	You mentioned the design practitioners act and the need for registration, has this impacted the professional indemnity cost for designers and limited the pool of people going through the process?
0:15:36	Who enforces QR codes and who are they applicable to?
0:17:22	Will building managers and cleaners residing within locked down LGA's be able to gain exemption to work at strata buildings outside their locked down LGA? This has been spoken about on the weekly SCA webinar for some weeks. Has this discussion progressed?
0:18:24	Can maintenance of fire systems and inspections of individual lots continue and what is SCA's viewpoint or advice?
0:19:59	Would the SCA be open to promoting Service Suppliers who can demonstrate a fully compliant COVID plan, i.e. -All staff onsite double vaccinated -NSW Government Covid plan in place -All regulations, guidelines & protocols followed diligently
0:22:54	Are your staff getting turned away and have you been getting requests that your staff be vaccinated?
0:25:28	Does a resident have the right to deny an unvaccinated contractor?
0:28:00	Can the SC postpone the unit Fire inspections at their request?
0:29:50	Can you conduct inspections such as smoke detective inspections via zoom?
0:32:17	Can SCA ask NSW Government, to tell councils to back off on the fines?
0:33:50	If you're in a lockdown area and are accessing the office (by appointment) to collect invoices and keys for suppliers, what are the legalities surrounding this?
0:36:13	We have been advised over the phone by Fair Trading that cleaners can now attend buildings and undertake regular cleaning, not just high transit areas. is this correct?

0:37:00	We have a tenant that has set up a gym in his lot car space and the committee are concerned that it's a breach of the by-laws and health orders. They are working out in an enclosed area and not wearing a mask. Is this permitted?
0:38:37	What can we do to support the supplier sector? What are some of the initiatives the Strata Managers can do better or better understand?
0:42:25	From a lift modernisation/replacement tendering perspective, a compulsory site walkthrough is needed with around 4-6 in attendance for their site measures. We are in the process of exploring to have this site walkthrough facilitated by two of our Lift Consultants in attendance, presenting to the site and measures to the lift company technical specialists via a zoom attendance, what are your thoughts on this?
0:43:16	Northern Beaches council are charging \$462 to request an extension. I can't see how they justify when other councils are waiving the fees. Could this be raised?
0:44:35	For everyone's benefit, City of Sydney Council - same as Services NSW - seem to have outsourced a lot of their services to CBRE. Is there concern that private contractors are not going to be: -As prepared and experienced as government operators/employees? -Operating under a different set of incentives?
0:46:50	How are Schemes fulfilling obligations under SSMA to maintain common property and/or maintaining their rights under the Home Building Act without being able to carry out physical inspections?
0:49:00	Can you please provide clarity on the new construction laws and how they apply?
0:51:45	The committee are updating signage today to advise the area is under surveillance and offenders will be referred to Crimestoppers. Who is responsible for enforcement of the QR sign in for common property, there is no building manager?
0:54:50	I have had owners in conflict over people having cosmetic works undertaken within a unit. We as the strata manager are then drawn into the argument. What would you recommend the response to be?
0:55:10	I have urgent work, but the consultant is relying on what the construction industry tells them. Same with builder on another site! Is water through a light fitting urgent?