

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 17

Timestamp	Question
0:02:56	What are they experiencing with escalation procedures and what challenges can we try and assist with?
0:05:42	Are you finding that managers have more confidence to push back on those behaviour standards?
0:09:58	As a manager of a team, how much is getting through to you by way of escalations and are you feeling a different sense of obligation or responsibility for supporting your staff?
0:13:56	Do you have any inside info on when Service NSW will have locked down LGA permit application process ready?
0:14:19	I have a question regarding Fire contractors, some Fire contractors are not willing to take the risk to inspect individual units, some councils are being lenient and allowing extensions and delays however others are not and insist on AFSS sign offs. Has SCA approached councils regarding this issue?
0:15:50	I believe only the travel permit is currently available, is that correct?
0:16:26	How should strata managers deal with committee members who do not disclose facts and decisions to all committee members and who do not comply with the legislation? i.e., lack of transparency, good governance, and accountability?
0:21:03	How would you recommend we handle an owner that is persistently contacting the office and team members, despite putting boundaries in place to manage their behaviour?
0:24:10	How are strata managers arranging meetings when requested to convene a meeting via zoom by the secretary and the manager is aware that several owners do not have access to zoom and the secretary insists on the meeting proceeding and will not be able to cast a vote?
0:26:25	Who do you bill, the lot owner or the OC?
0:27:32	It is a worry when a malicious owner who is constantly harassing the Strata Committee members and then requests that all emails be sent to the office by the Strata Committee which often vent their frustrations with the person. She obtained orders from NCAT to supply all the emails and we have persecuted SC members resigning. What are your thoughts?
0:32:35	One of my buildings want to stop a lot owner from renovation works (they have an approved bylaw for the works) especially if this lot workers are from hot spot LGA The committee believe they have a duty of care especially since workers need to access stairwells and common property to safeguard elderly and vulnerable occupants. If their workers are from non-hot spot LGAs then proof is required of their residential address to allow them to have access. Do the committee have these rights?
0:37:40	We are not in an area of concern, but owners want us to hold their AGM onsite in an outdoor area. Is this allowed under the Public Health Orders?
0:39:04	Now it appears that both prescribed work as well as work other than prescribed work is now allowed to be undertaken in Greater Sydney, so there appears to be no controls now in place on the type of work allowed to be able to be undertaken under the latest Health Order. Is this correct?

0:41:20	We have one client, that has a covid positive family member, who was told by NSW health that they should keep their rubbish in their apartment. Small block of 4 with 5 family members, is this correct?
0:42:47	What does it mean for residents and workers in residential apartment buildings seeking to arrange access to perform prescribed work are strongly encouraged to contact their Owners Corporation or Strata Manager to check any additional rules which may apply to a particular residential apartment building for access?
0:44:33	Where do strata managers sit when they see a committee member bullying the building management staff that are independent to the strata company?
0:45:11	In relation to the nuisance owner who continues to contact us via all means, in the case it gets to the point of having to block their number and email address, and an issue presents itself leaving the owner unable to report this to our office, does this leave us liable to some degree?
0:46:11	Contractors attending to the outside of a building to carry out warranty works (major water ingress to the units) Builder has agreed to works. Is this permitted under the current restrictions?
0:47:29	Small blocks of sometimes 6 units are going broke when just one resident has COVID and a deep clean and removal of COVID affected waste is costing upwards of \$5,000. State Governments should be helping with these costs. What are your thoughts?
0:49:52	Last week we talked about the defect process and the new process for notifying Fair Trading as a first point of call and a concurrent process to any litigation. Can you inform members how they should do that?
0:55:40	Clearly you are encouraging people to lodge the defects at a point early on, do they have to have defect reports etc?
0:57:17	What are the concerns with anything lodged with NSW Fair Trading, which may land on David Chandlers desk and end up with his direct input? Is that something that should be concerning or expected? What's the internal mechanism?