

## 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 18

Timestamp	Question
0:05:36	Do you want to talk about lockdown fatigue and the way CHU have addressed this?
0:07:50	Have you found a different approach to COVID this time around and the delta impact?
0:09:33	How about staying close to clients, are you feeling that strata managers are feeling the burden of this?
0:13:18	Have you found your unusual transition to leadership strange or found it a good proving point to step into the role?
0:15:56	We have received many enquiries around the ability to make a claim for a COVID related claim. Can you tell us about your insights around that?
0:19:26	One thing that we have seen is that the insurance councillor of Australia and businesses such as CHU, have supported the concept of businesses signing up to have their cladding removed. We have seen support been given for longer term renewals for buildings that have signed up for the project. Clearly you want buildings to be free of that risk but certainly there is a lot of support for project remediate within the insurance sector.
0:21:53	How is everyone achieving a balance between looking after team members but also ensuring they do the right thing by the business by working productively? We are finding that some team members are very much taking advantage of the flexibility given to them, and their work product has decreased. Negative or constructive feedback though is seen as 'harsh' during these times though.
0:26:07	Is Dr Chant's recommended closure of communal areas meant to be indoor areas only? Is a tennis court (exercise) still allowed to be open?
0:26:07	The request to close facilities - pools/gyms etc does this relate to outside facilities?
0:26:07	In relation to the letter can we also get clarification on Pools and other areas not mentioned?
0:28:24	What is the latest sentiment within government around how we are dealing with some of these issues and what's your advice for strata managers?
0:30:35	Are masks now mandatory on common property both internally and externally?
0:31:38	I have a committee that is extremely short with me constantly. I do my best to explain every situation and uphold myself professionally, to assist them. This makes it quite difficult sometimes to assist their building. I constantly ask if there is anything at all I can do & I give extra attention whenever possible. It still doesn't seem to be working well. What is the best way to go about this?
0:35:20	When we have a positive COVID case in one of our buildings, who do we contact?
0:38:28	I have a committee who took me by surprise today said they are arranging for the common property stairway walls, landings to be painted and replacing the carpet. Are they permitted to carry out this work in the common area?
0:40:14	Many of our Owners Committees view their Building Manager as an essential element in keeping their building/property safe - from dealing with necessary emergency repairs to making sure that common areas are clean and sanitary. We strongly feel our Building Managers are essential workers yet under the current restrictions we have many stuck in LGAs of concern who cannot attend their building. Is this likely to be addressed in the future?

0:42:20	We have been advised of a COVID positive case in our building but haven't been advised by NSW Health yet, what do we do?
0:42:20	I am yet to be contacted by NSW Health. Even though I have advised all my strata and residents of the positive COVID unit. I have deep cleaned and affixed notices about COVID info and that complex has been deep cleaned. The unit in question self-isolated elsewhere. I have yet to receive any communication from NSW Health even though I had called Service NSW, public health office and NSW Health and just gave me basic information. What are your suggestions?
0:44:03	I was contacted by NSW health about a case in our building and they advised that we are not to arrange any deep cleaning unless instructed by them as they were still assessing the case and, in their opinion, it was a low-level situation. Would that be correct?
0:45:38	We have a committee member demanding to be informed of a resident who has disclosed to our office that they are COVID positive. The resident has asked us not to disclose their details, and the committee are pressing that we advise them. What should we do?
0:47:29	What's your position on lift restrictions? Is it 1 person or 1 household?
0:48:22	I have a committee who wants us to track the vaccination status of residents. What is your advice on this?
0:49:57	Where do we fall in the pecking order of 'authorized workers' as real estate/strata seems to have been ignored completely (until Dr chant's letter!), even if we are working from home, if we need to go in for a day. With this new permit system how will this work?
0:51:26	Are strata managers that live in an LGA of concern allowed to come into the office when it is not in an LGA of concern? i.e., are strata managers "authorised workers".
0:52:04	What can managers do to ensure their roll is up to date if they don't receive complete details from owners? The owner may not notify manager of tenancy/agent details and correspondence goes to the property address where the owner doesn't live. How do you handle this?
0:54:45	Are you charging to send out the letter?
0:56:12	Any tips on how to deal with stressed out owners?
0:56:24	Were real estate agents sent the letter from Dr Chant also? We have some agents that will not provide tenant contact details due to privacy. Insist that if any repairs are required etc the contractor needs to contact the agent to arrange access. What is the best way to ensure they provide us the details?
0:57:33	I have an owner who is pushing ahead with renovations despite being asked not to. Can the owner continue with renovations?
0:57:33	The issue is with works taking place - it is adversely affecting residents trying to work from home. We had one owner ring up and suggest that laws need to change as it was impossible for her to work from home. (Due to a burst pipe flooding other unit) however in the case of general maintenance as Matt is suggesting that is required to maintain the building. What happens then with these owners who are working from home while trying to maintain common property?
0:58:15	We have 3 buildings with infected parties just today at our office. Our staff are working overtime to arrange letters, signs, deep cleaning, contact with NSW Health etc. We haven't even thought about charging yet, but we think it is fair that we are recompenses for our time. Your thoughts?
0:58:57	What's the cut through message, around how we can get through the next couple of months until we return to normal?