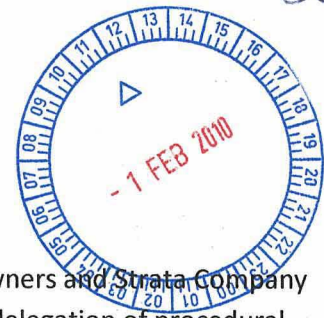


**PUBLIC**

## SUBMISSION TO THE INQUIRY INTO STRATA COMPANY MANAGEMENT

### *Functions and Responsibilities of Strata Managers*

The functions of Strata Managers are to assist and guide the Council of Owners and Strata Company in fulfilling their duties under the Strata Titles Act 1985. This includes the delegation of procedural and administrative actions and in some cases executive duties. Unless there will be major changes made to the current Strata Titles Act 1985, the Strata Manager is not regulated by the Act and the Council of Owners (in most cases anyway) is responsible for the fulfilment of the functions, whether they to them by themselves or have been delegated to the Strata Manager.

We think that every Strata Company has to enter into a management agreement with the Strata Manager which outlines the duties so delegated to the Strata Manager to avoid further misunderstandings. Those management agreements should include a certain content so prescribed by STIWA as we also believe that all Strata Managers have to be a member of STIWA. The Strata Manager then becomes responsible for the fulfilment of those duties so outlined and delegated, however for anything else, not clearly authorized and delegated to the Strata Manager, the Strata Company via its Council of Owners is responsible.

### *Education of Strata Managers / Licensing*

We strongly believe that in today's Strata Titles Industry, it is imperative that Strata Managers are well educated and we mean, not only a 7 days course and an exam whose certificate is not even nationally recognized. Strata Managers must have adequate and comprehensive knowledge of the Act, must have good organizational skills, good people's skills are of an advantage, must be good listener and must be able not to get drowned in hectic times. This sometimes comes only with experiences, but the foundation should be laid here properly as well.

We would like to see that a kind of apprenticeship is being supported by the government which not only comprises the education of Strata Managers, no it should be a clerical apprenticeship of several years combined with school education once or twice per week or in blocks of schools and then blocks of in-house training within a company which has fulfilled the requirements of educating apprentices. Depending on the company, the apprentice would then specialize in Strata Management or Property Services, or Trust Accounting, or whatsoever the company does.

We also believe that Strata Managers should be regulated either in the form of a license or other form of regulation. Our clientele deserves that their asset is properly managed and retained and – though it may just be a piece of paper – showing your clients that you have fulfilled necessary requirements to be trusted in that sector can secure more business and happier customer. To receive a license, we however do not believe that you have to work under a licensee for several years to achieve your own license rather that you complete certain education either provided by TAFE or other eligible institutes which run courses over a certain period of time.

In conjunction with the licensing of Strata Managers, we also believe that ALL Strata Companies with more than 5 units are required to have a Strata Manager by law so that it is compulsory to have a manager in place to ensure that all duties are being performed properly.

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