

**FURTHER INFORMATION FOR YOUR RESOLUTION OF MY PERSONAL COMPLAINTS TO THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (1002786) AND TO MACQUARIE BANK (16066892). SEE PREVIOUS EVIDENCE ATTACHED.**

**SEE DISCUSSION OF STRATA PLAN OWNERSHIP AND ROLE OF THE STRATA COMMITTEE HERE AND NOW AS WELL AS ATTACHED FOR IN REGIONAL FUTURES. THIS SUGGESTS MAJOR SHORTCOMINGS OR GAPS IN NSW FAIR-TRADING LEGISLATION AS IT APPEARS TO ME.**

**YOU NASTY, STUPID, ARSEHOLES? OR COULD I JUST BE WRONG? YOU BE THE JUDGE (FUCKWIT?).** Cheers Carol

Hi Pelatiah (from Whelan Property Group. (NB: I've cleaned this up a bit to make it clearer, as I re-read it. I did it automatically.)

### **RE STRATA PLAN 10775 BALANCE SHEET AS AT 31.7.23 AND THE AUTHORITARIAN FRAME OF MIND**

Thanks for the information attached about the Balance Sheet as at 31.07.23 for strata plan 10775 which seems reasonably clear to me now. However, I am confused about the following issues:

Balance Sheet as at 31.07.23 -

Under the Income and Expenditure Statement for the financial year to date 1.10.22 to 31.07.23

14200 - Insurance claims \$6375.36 (WHAT IS THE REASON FOR THIS CLAIM?)  
159100 - Insurance Premiums (WHY IS NOTHING RECORDED for this year?)

(On page 13, under Cash Management for the Financial Year to date 1.10.22 to 31.07.23, for example, insurance was paid on 7.10.22 of \$22,384.98. This is a big sum and I don't understand how it is expected to be recorded in the Balance Sheet.

**Why don't we appear to get interest from our administration fund, and our capital works fund?**

**What is the nature of our Bank and Investment fund and balances? Why set them up? - on whose behalf were they established and administered and who benefits or loses from the funding and operation?**

These seem important management questions to me in terms of whether the owners of strata plan 10775 are seen as the continuing owners of their own funds, or merely cogs in the Macquarie Bank, Whelan Property and other strata management businesses which now appear capable of extracting money from us irregularly and at will, while providing services we may want as a strata committee, or as individuals, or not, as the case may be. (I write as an old woman who fought off the hunt for asbestos in the grounds at the beginning of the global financial crisis in 2008, for example. As Julia Gillard said, they can do anything.)

For example, after having had no ongoing financial details since the AGM in November 2022, strata plan 10775 is sent the balance sheet as at 30.06.23 the day after I complained about the apparently cavalier and costly attitudes evident in the Macquarie Bank and strata managers alliance, to our affairs as owners. Then the Balance Sheet as at 31.07.23 is sent shortly after. I can only guess that this is related to the expectations of strata plan annual reporting, which I comment on in regard to Macquarie Bank again attached. (I see we are having the AGM in September in 2023, not November, as in 2022. Does it matter?)

Basically, I see good reason to prefer being treated under more consistent, explained, comprehensible and apparently reasonable practices than have occurred to us of late, particularly since the November 22 AGM. We owners of strata plan 10775 should be recognised better as owners, particularly if increasing amounts of money, large or small, can be collected from us, apparently at will, and perhaps regularly. What exactly is the deal with a lot of this stuff? For a strata manager or strata committee to try to meet the requirements of each individual owner (including myself, of course) can only lead to larger and larger expectations of individuals being met through quarterly levies, with related increases in runaway costs to strata plan 10775.

However, our ownership status, reasonable expectations and interests as owners of strata plan 10775, need to be more clearly explained, in my view. I speak as a person who worked for government authorities in workers compensation insurance and rehabilitation in the 1980s and 1990s. As a result of this and later experience of Medicare (compared with private health insurance) I think there is considerable reason to support stakeholder models of government and private sector partnership and funding operation for services such as those provided in housing management, and related funding services, regional or not.

These **stakeholder models of service**, such as governments may commonly be expected to assist and support in their regions may be contrasted with **stockholder models** of **'service'** delivery. The latter appear increasingly used in international banking and insurance models such as the ones that Macquarie Bank appears now to be strongly pursuing with strata managers. See these rapidly growing international banking, finance and insurance problems discussed in John Kay's important book **Other People's Money: Masters of the Universe or Servants of the People?** (2015). He put his finger on our problem. The former is happening here. I show it to you in housing, although I am only an Australian grandma. (I am woman, hear me roar, etc. etc.)

I naturally write as a certain type of property owner. You may judge what type for yourselves. My still unanswered key complaints to the Australian Financial Complaints Authority (AFCA) against Macquarie Bank behaviour with strata managers, however, is sent again in files attached. Please respond and I will also put them on [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) later, in case others are interested.

Any change in direction from the norm is always hard for those of us affected who have also got used to current problems, like me.

Some key industrial and other ramifications that are probably not in the interests of owners and renters of property, or for those in many small businesses (including

some strata managers, perhaps) are addressed in regard to housing management here, on our plot or selection. I address my former vital complaints and consider housing and funding management matters in relation to state input here. This occurs mainly through consideration and overview of the Fair-Trading site Sally suggested. It is found wanting in the light of information provided by the Australian Competition and Consumer Commission (**ACCC Retail Deposits Inquiry Issues Paper** (21.4.23). You don't have to write much as even the mistakes are helpful. (A wise child knows its father, etc. etc.)

The strata committee also appears to have stopped meeting since November 22, without telling us why. God knows what will happen next, I guess. In my experience, governments and other instrumentalities (e.g. in regard to Medicare, rate notices, Telstra, Sydney Water, etc.) don't operate with the irregularity and apparently capricious power to ignore well justified communication with owners about their future intentions, controlling or not.

**Are you working for us or are we working (freely, free or not) for your business with Macquarie Bank and other strata managers?** I guess it's the latter, and especially now you've got the Macquarie Bank behind you. I think you put us in a dangerous position, addressed attached. I hope you support new directions suggested attached with related evidence. (I spare you the discussions of the costly irrationality of by-laws again.) (Actually, I will send them again to reduce the excess of lawyers.)

Cheers

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**From Sally, an office bearer on the strata committee who rarely replies to my emails because she is doing too much free work for other people already and has been doing that for years.**

Hello Carol,

I think I can answer your questions. Please do not send me a whole of follow up emails.

1. I think the insurance will come up for renewal soon. It comes in once per year.
2. The insurance claim seems to be something that was put through by Elizabeth without our approval for issues in no. 17. I have queried it with Whelans but it seems there is nothing we can do about it now. There were a lot of problems when we were being managed by Elizabeth and it has taken an awful lot of my time, Lili's time, Samantha's time and Cindy's time to try to clear them up.
3. *The strata committee not meeting.* For the last few years Lili and I have been flat chat just doing the basics i.e trying to move on with the wall, fixing roof problems etc. I have put in an enormous amount of work on the wall and other things like plumbing, roofing. Lili likewise has put in an enormous amount of work keeping things going with fire inspections, gutter cleaning, pressure cleaning and the like. She also follows up on the emails that you receive relating to committee matters. While there is so much obvious work that we have to do – work which is pushing Lili and I to our limits – and so many things still on the agenda from past AGMs and EGMs I personally am not going to organise any more meetings than we absolutely have to have. It is my understanding that

we only have to have AGMs. Most years we also have EGMs as people need them for their renovations. I can update people on issues like the wall at the AGM which we were hoping to have shortly after our end of financial year in September.

4. Longer term it would be good to have more people involved but unless they put time into learning the strata rules and working with digital systems like SMATA then it just makes more work for those of us who have already done so. You may be interested in this podcast that talks about this as a problem in all strata complexes:

<https://www.abc.net.au/radionational/programs/saturdayextra/the-growing-problem-with-strata-management/102598960>

5. With regard to the bank accounts I think Lili has explained to you that she has checked in with other committee members and we are not interested in looking for alternatives to Macquarie at this stage. From memory you have sent emails about this to other owners. If you have not had any responses from other owners then I would suggest that they are not interested in looking at this at this stage either. You may be interested in the following to answer some of your questions:

<https://www.nsw.gov.au/housing-and-construction/strata/living/levies-finances-insurance>

Regards,

Sally

Hi Pelatiah (from Whelan Property Group and to anybody else who might be interested, including a potential new man I found for the strata committee. (No.2): He doesn't phone, he doesn't write so far. Perhaps his wife denies him, or does he have a company that handles all his stuff? (Frankly, I dunno.)

## **THE FORWARD LOOKING HISTORICAL, GREEN AND REGIONAL DESIRE NOW AND IN FUTURE. (GENERATIONAL STRUGGLE IN LAND AND HOUSING)**

### **NOTES TOWARDS UNDERSTANDING THE PROPER ROLE OF THE STRATA COMMITTEE AND OTHER OWNERS AND RENTERS OF LAND AND PROPERTY NOW AND IN FUTURE. (A RESPONSE TO PLAIN ENGLISH STRATA REQUIREMENTS DESCRIBED MAINLY BY THE NSW FAIR TRADING WEBSITE)**

I thank Sally for her informative email above, particularly with reference to the clear information about strata levies, finances and insurances from the plain English Fair-Trading website, to which she alludes, in her last point, **5**. She does so after dealing with the payment of insurance claims and their treatment in our accounts to current reasonable satisfaction, I guess, in her points **1 and 2** above. **I address where Fair-Trading information appears wrongly designed for good governance of strata plan 10775, focusing on the strata committee and seeking an updated copy of the strata roll.** I do so on the basis that every owner of this strata plan, whether living on this plot or not, has roughly equal rights to call a meeting of all the owners, or to sit on the strata committee at will. This should occur whether the strata committee supports the particular call for a meeting of all owners, or not, as in this case.

Firstly, let me say that I have always been grateful for the many days and hours of free work which have been put in by others weekly over many years, but particularly by Sally, Lili and Maureen. She has also worked tirelessly with our groundsman to get improved rubbish treatment in the streets, garages, lanes and everywhere else around St James Court. I can well imagine that many others doing paid work in strata management, must also find themselves struggling to make sense of what is going on in regard to levy and cash management and related building and funds treatment in the

past, now and in future. I am grateful to Sally for now drawing my attention to <https://www.nsw.gov.au/housing-and-construction/strata/living/levies-finances-insurance>.

I address the roles of strata plan owners, the strata manager and interested others later, but particularly in the light of statements Sally makes in her point 3. She says, ***“personally am not going to organise any more meetings than we absolutely have to have. It is my understanding that we only have to have AGMs. Most years we also have EGMs as people need them for their renovations. I can update people on issues like the wall at the AGM which we were hoping to have shortly after our end of financial year in September”***. Personally, and speaking as a strata home owner and member of the strata committee since 1994, I don’t care if we never meet again, as long as owners’ or their representative’s written word is adequate to apply common sense and good legislative and management requirements at this place well and fairly; and for its continuing, balanced, cost-effective improvement of the lot.

With regard to Sally’s point 4, I personally can’t be bothered with the podcast she recommends, rather than with writing for comparatively easy, cheap, and reliable information, whether it is comparatively expert or authoritative, or not. What serious work can one do with a podcast? I have never bought the requisite technology, preferring the written word or pictures to speech or radio, for example. Meaning is conveyed largely through the ears but the written word or picture is more enduring. This appears vital for any judgment of performance and the 8 years that Fair-Trading suggests for the end of the keeping of records seems nonsense to me. (Baby, I guess that’s the common market approach unless its shorter? I keep my personal records a lot longer.)

A lot of the technology is mainly out to break us and our peace of mind up by breaking down. Take it from me as I’m a grandma and I don’t want it. Sadly, the Chair of Universities Australia, David Lloyd, told the National Press Club last week that the public thinks IT professionals are among the most trusted in the world. Who is this guy kidding? We surely hate their guts in many cases as they appear intent on breaking a business method, sensible or not, to replace it with categorical, stupid, quickly forgotten speech, including debates. They seem to depend increasingly on secretly developed rules of lawyers and financial mates. Information technology (IT) is wrongly named as it isn’t about giving information, it’s about selling product (SP). Fintech is breaking us up. See a related response to the ACCC Retail Deposits Inquiry Issues Paper (21.4.23) attached, and discussed again later. Fintech, the ACCC term, is a helpful one, like the terms “Science, Technology, Engineering and Mathematics” (STEM subjects). I had left paid work before these conceptual terms became common knowledge. However, they appear helpful from any healthier perspective on production; and from any related risk management perspective addressed in historic regional arenas conducted in any international terms in which Australia or other regions may be thought of as one.

I found the Fair-Trading site Sally recommends in point 5 clear on many matters. Nevertheless, it did not address my major concern for good management here. Fair-Trading gave no indication of the ownership of any interest which accrues on the administrative fund, the capital works fund or the Bank and Investment Fund for strata plan 10775. This is a large but unknown amount of money for us which should surely be owned by us, the owners of strata plan 10775 whether as a strata plan, or as individuals. What is the nature of the Bank and Investment Fund? How and why did we get one here? Do the investments make us money or lose it for us or are we just expected to ignore its existence? The Fair-Trading site treatment of the role of the strata committee also appears wrong, authoritarian and likely to become increasingly expensive for owners and renters in practice,

whether the owners live on the plot, as we do, or not. This is addressed later with suggestions for management improvements to recognize the interests of all owners and renters.

I am very grateful and greatly appreciate all the hard work that Maureen, Lili and Sally have done freely, consistently and against the odds for many years, supported at times by others passing through this place for much shorter periods. However, neither Sally nor the Fair-Trading site answer my key question on behalf of owners and renters of strata plan property. There should be greater recognition by strata managers, the Macquarie Bank and all others involved in strata management, about how the owners (us) of land and property appear best treated under strata law and practice. My main questions in regard to our strata plan 10775 Balance Sheet as at 31.7.23, which remain unanswered, are therefore listed again below:

**Why don't we appear to get interest from our administration fund, and our capital works fund?**

**What is the nature of our Bank and Investment fund and balances? Why set them up? - on whose behalf were these funds established and administered and who benefits or loses from the funding and operation?** I ask on behalf of owners.

These important management questions remain unanswered by Sally and the Fair-Trading website. I asked first about Macquarie Bank and its control of strata property through liaison with strata managers, such as Whelan Property Management in the case of strata plan 10775. My related complaint against the Macquarie Bank for its apparently uncompetitive liaison with all current strata managers in their use of electronic funds transfer and accounting systems such as DEFT and SMATA followed. This leaves the owners of strata property unwillingly captured, at least in my case.

Surely all of us with ongoing questions such as mine, should be guided by anyone with the wit to know and remember the Fair-Trading website and plain English account of key legislative requirements that Sally draws to our attention? This presumably exists to help strata managers, strata committee members and any others deemed close to particular matters under question or dispute, in order to make more authoritative responses informed by relevant legislation. This is to aid the giving of reasons for any particular opinion on any particular situation, with legislative backing or not. Sydney Water sensibly referred me to Fair Trading, for example. Nevertheless, I will point out later why the Fair-Trading website appears wrong and expensive in fair management terms.

The apparent capture and control of owners by the Macquarie Bank and strata managers may also be ***particularly seen in regard to my question of who pays and owns the interest on Strata Plan and/or individual accounts***. The Macquarie Client Care Specialist email in response to my complaint and question refers me to Whelan Property Group, as well as to the Australian Financial Complaints Authority (AFCA), for my enduring complaint about the Macquarie Bank and strata management alliance. In regard to my questions, the Macquarie Client Care emailed that I might find out from Whelan Property Group, our strata manager:

- *what type of accounts they hold with us (if they hold a CMA), what interest they earn, who benefits from that interest, and who may owe outstanding funds to the strata group.*

**I don't know what a CMA is but assume that somebody from Whelan Property Group or the strata committee is equipped to know better than I am. What is the Macquarie Bank Client Care Specialist going on about? I've no idea but she clearly thinks it's important enough to include in her advice to follow up. (Try again, Carol, for I am an impeccably corporate bitch. Thanks a lot, Big Sister?)**

According to the Strata Community Association (SCA) there are 85,000 strata schemes in NSW and these are expected to be growing. That is a lot of homes with people living in apartments, townhouses or similar forms of group housing, as owners or renters. These issues on the ownership of interest on strata plan accounts go to the heart of whether our primary status as home owners is expected to be as comparative slave objects under the control of Macquarie Bank, Whelan Property and related law and business private alliances, privately or not. To live in one's own house, free of being bossed around about how one should live and then paying for it, may seem a lot cheaper, I guess.

In reply to Sally's informative and helpful letter, (which she wrote free again, so I particularly thank her), ***I have only approached a couple of owners besides the strata committee, about my concerns with Macquarie Bank and strata manager liaison and its effects on all owners, renters, and many other small businesses through their related forced use of expensive new DEFT and SMATA operations. I didn't have the email or related addresses on the strata roll, to which I find I am entitled, for example.*** More importantly, I thought it pointless bothering people whose life priorities were probably far elsewhere, about my own time consuming and complex preoccupations, especially if I had no support in changing banks from other members of the strata committee, and I could not find a strata manager who used another bank, rather than Macquarie. I am on the strata committee mainly because I care about good housing policy and practice for Australian people in general, rather than being unduly concerned about my own particular survival in my home until I die. Unlike one third of our strata owners, I am up to date with levies. I don't expect financial trouble in the years left before my death, as I will demand it early with state assistance if I want. The current discussion of what to build and where to house more people, must take good account of what to do with those already living on any sites under consideration. On the other hand, having seen the fate of Africans in my lifetime years of greater desert creation, I naturally may fear their millennial advance. At least the Chinese population is now sharply reduced and it didn't take long. Japan's population is falling but they don't seem to care and with a history like theirs I find I can only cheer the men onward as long as they preserve the region that is left.

Even if the international control of poorer and younger Australians by the comparatively old and rich through the auspices of organisations like the Macquarie Bank occurs much faster, I guess it won't affect my life much. I guess I will be dead before I am impoverished and unable to live here as I choose. I feel sorrier for those more stressed by their daily affairs than I. Nothing would induce me to pay for a lawyer and I would greatly prefer that the strata committee never had to do so, because I think lawyers are largely a waste of time and



money compared with better record keeping about the place, for resolving matters, assisted by reliable, plain English websites, as Sally referred to above.

From this limited view, which assumes the growing control of the Macquarie Bank and the richest like them over the lot of an increasingly huge number of Australians, I couldn't care less if the strata committee never meets again. I am 76 so have seen better times, living in houses with men I trusted being in charge of most of the work, largely unbothered by regional demands from government or anybody else for more quarterly money and free work. However, I would like to know what is going on with my affairs before those in control of them change my home situation, particularly irregularly and without warning. I don't want stuff that I don't want being rammed down my neck while I am expected to pay for it, although I didn't want it and it doesn't work, for example. One thinks of DEFT, SMATA, broadband and a lot of other things strongly in this light. I am deeply content with reading, writing and watching TV under current conditions I sure don't want disturbed, for example. If I get unexpectedly agitated about anything as an owner of property, living on this plot, which the strata committee or strata manager can't fix, ***I would like to have the strata roll information sent to me yearly in advance, so I can contact the lot if I think necessary.***

The owners of strata plan 10775 should be understood by all supposedly serving them as the continuing owners of their own funds, not treated merely as widgets in the Macquarie Bank, Whelan Property and other strata management business wheels. Macquarie Bank and Whelan Property Group now appear highly capable, through DEFT and SMATA, of extracting money from us irregularly and at will, while providing things we may not want as a strata committee; or as individual property owners, or not, as the case may be. Our joint ownership of property under strata plan (10775) remains the case whether 'services' to it are mandated in legislation or not. Encouraging by-laws as well as legislation is a wrong and expensive approach to regional and inclusive management. It does not consider other health and discrimination related approaches to any concerns, for example. (I address the reasons for this in files on the treatment of by-laws which I have previously sent and now attach again for your information.)

I deem the matters I have raised to have as much, if not more importance, than the government and private sector accounting and consultancy association matters addressed, for example, in the Australian **Four Corners** program on ABC TV on 7.8.2023. KPMG and the other big three accounting firms, have regularly taken an increasing workload from Australian governments and departments, to benefit themselves and their mates financially and privately at the public expense. This joint practice, perhaps like that of Macquarie Bank and strata managers, occurred in pursuit of their financial and career advances, rather than to provide more sensible designs to serve the interests of Australians better. To pretend secrets aren't used for personal financial advantage, beginning from the organizational tops, seems silly. I can see reason to fear that the money and career aims of those in the Macquarie Bank and property management associations will increasingly be to live off the lot increasingly in future. They will prefer to work with their best customers, not those far less likely to be so asset rich.



**CONSIDERATION OF THE ROLE OF THE STRATA COMMITTEE: THIS OCCURS MAINLY IN THE LIGHT OF FAIR-TRADING STATEMENTS WHICH APPEAR WRONG FOR BETTER REGIONAL GOVERNANCE OF THE LOT OWNERS, RENTERS AND OTHERS AFFAIRS IN LAND AND HOUSING.**

The Fair-Trading website appears committed to more privately controlling and authoritarian behaviour towards strata property owners. For better regional and place-based treatment of land and housing, better treatment of all owners under any particular strata plan is ideally required. This is necessary for more cost-effective, fairer, healthier, safer, more democratic and more educational treatment of all associated with particular plans. I address this here having tried to contact Fair-Trading for advice previously. I don't personally recommend trying to get hold of anyone at the Fair-Trading other end in any written question and response. But that's just another story of wasted opportunity for everybody to earn, learn and teach more, instead of quiet quitting with IT which blocks us foolishly to suit slower and more expensively uncertain lawyers. They can only learn from accepting us and our experience as it is told, rather than written for all those interested in the first place. Governments and other institutions which could have used Microsoft Office and email to public advantage, will reap what they sowed – stupid hatred of stuff a lot of people don't want and that doesn't work, so that they have to find somebody to help them do it over.

I address these matters again later in particular regard to the treatment of the strata committee. Legislative information on related matters was first provided by the Australian Competition and Consumer Commission (ACCC) in their **Retail Deposits Inquiry Issues Paper** of April 2023. This issues paper seems to support my complaint that strata managers, strata committees and Macquarie Bank should behave more equally and fairly towards all owners with shares in particular strata plans. This remains the case if investors living away from the plot rent their property out to others to live in for any comparatively short or longer terms. Related matters were addressed earlier in attachments and I refer to the ACCC information in its Retail Deposits Inquiry later to make the following additional points:

1. **The Retail Deposits Inquiry Issues Paper (ACCC, April 2023) treats Macquarie Bank as if it were a Retail Deposit Bank holding strata plan 10775 as if it was a savings deposit account for property owners and a place to store funds for the benefit of our interest rates.** (See pages 1-6 for related definitions and expectations of retail deposit products. However, the Retail Deposit Bank is a subset of the broader ACCC consideration of Authorised Deposit-taking Institutions (ADIs). The top 5 Australian banks, including Macquarie Bank, appear to have the largest part of the funds, whether managed with partial professional knowledge unavailable to others, or not. This raises the question of how all funds, but especially Macquarie Bank funds, should be managed in the national interest. We hope well.
2. **Macquarie Bank, Whelan Property Group and NSW state government representatives, such as Fair-Trading, should also answer further for their apparently poor treatment of owners' accounts in regard to ignoring treatment of**

**interest on their funds, including for the benefit of renters.** The Fair-Trading website referred to by Sally appears to misunderstand the nature and role of strata plan owners. It therefore seems ignorant of the appropriate roles of members of strata committees and strata managers, when it comes to the business of managing strata plans more cost-effectively and comparatively cheaply for all, including renters. I address these matters through the comments below. This is mainly on the role of the strata committee according to the NSW Fair-Trading website.

The authoritarian frame of mind begins with the demand for silently attempted control of the question and questioner by the apparently ignorantly controlling website construction and related controlling approach to any information provision or acceptance. This is typically followed by the natural dumb preference for speech instead of writing about one's concerns. Why would government or anybody else stop me taking the risk of my writing, especially if I can write about my own affairs with more knowledge than a lawyer?

Writing is a later, more historically, personally and scientifically informed version of speech for current and future generations to assess in trading. This is not to deny the vital importance of pictures in related information contexts. However, the commonly ruling and stupid alternative is for any complainant or subject to have to reinvent and pay for the stupidly secret and forceful feudal wills and rules of lawyers writing on court behalf. We should rely on other better-informed people in regard to particular grounds under question, including our homes and especially if we love them, which I do, along with trees and birds, for example. To the extent that court may only award a complainant more money under law, it seems a failure of the institution in meeting more satisfying social goals. Extra payment for any continuing occupation, does not resolve the problem of occupational stresses on a presenting complainant mind or body, for example. (Am I missed?)

#### **FURTHER CONSIDERATION OF SALLY'S EMAIL WHICH I ASSUME SHE WROTE FREELY TO ME AS USUAL, ALONG WITH OTHER FREE WORK**

Sally and the material she helpfully presented, hasn't addressed my primary charge that an increasing number of Australians, including those living under strata plan 10775, including, for example, those living or renting on this plot, appear fodder for Macquarie bank interests in extracting profit from the captive grounds at will; with or without the help of lawyers acting for those who successfully got any old or newer legislation. As owners, we appear trapped by the real estate agency choice of anti-competitive associations with Macquarie Bank, whether this is legal, or anti-competitive or not. I address the parts of Sally's email which don't answer some of my key questions again. I think this matter most important for outcomes of others who may be poorer and have fewer housing options that might satisfy their needs than I do.

Sally addresses the large and growing unpaid work done on the strata committee in point 3. I have addressed the unpaid work matters which strata committee members, including myself, have constantly raised since I first came here to live here under strata, in 1994. There is a good reason why the strata committee is now totally composed of retired women. I can understand that many people with paid work and unpaid family commitments don't want to be involved in unpaid housing management for themselves and

other people because they think that paying levies should be more than enough for them to do. They invest more and a lot of students and other renters turn over increasingly rapidly at St James Court. I don't doubt that few people on strata plans would want to come regularly to strata committee meetings.

**Personally, I couldn't care less if we never met to discuss anything ever again, as long as written communication about the law and its required actions, including the responsibilities for action by owners, strata committees, and any interested others can be taken into clearer and better account in an effective and cheaper manner for decision making purposes about the particular place and its environs.**

We appear expected to work freely on the strata committee. As I have pointed out many times, I don't think we should be paid for taking an interest in our own affairs, and those of our neighbours or owners living elsewhere, which also affect us. However, I am highly aware, that if we were on the board of a goldmine that we and others owned; instead of being on a strata committee of 18 townhouses in Glebe, that we and others own; we would be paid large amounts of money for any meeting and other input to improving our property. I note that one third of the owners of our housing here are now behind on their levy payments. I guess many people have been used to living like this for years, but is it a good idea? I doubt it, because I guess it will allow every town to grow up as if in Barbiworld at Surfer's Paradise, denuding the lot so that the natural regional diversity of the world is increasingly reduced to common standards set for us all by larger development interests in financial gain above all else. The comparatively rich and others are constantly encouraged thus in their lifetime resource consumption.

I am planning to fly to Canada and Japan for sightseeing holidays in 2024, for example. Perhaps unlike many uppity aborigines or Greens, I think of myself as particularly rich, because I'm from a dying, Northern European race. But am I? I recall the times even before the Live-Aid global pop concert and all the other promises of land enhancement where war is also supposed to be over by Christmas. If the ghost of John Dewey calls, tell him that education didn't work out. I address education matters later and attached to support better regional management.

**Speech is invariably better than nothing, depending on the particular lady in the shop. However, I think we need a strata committee at St James Court, even if it never meets, except in writing, which I regard as the most useful record of anything raised, expected or decided, even if it is changed later, for openly expressed reasons.** I would like to be on the strata committee in my normal capacity, which is largely related to bitching about everything I see as badly managed from my personal and related knowledge of matters, completely ignorantly or correctly, or not. I would be very happy to draft a letter to everybody on the strata roll before the next AGM, for example, asking them nicely if they would consider being a member of the strata committee. (I would do this in case they should feel unwanted or not consulted. Perish the thought.) I have heard only good about Cindi's capacity to manage our matters well and hope that Sally, Lili and Maureen will again take up the cudgels on our behalf. Surely every owner or their anointed representative should be encouraged to take an interest in their affairs unless their fingers have been previously broken. Email expects it.

Personally, I would like to have more than one communication on financial matters per year, which I understand from the Fair-Trading material that Sally sent, is all that can now be expected from the strata manager. I don't personally want anything particularly new or fancy, just to have the wall at the back of No. 11 and at the front of the St James Court building in Rosebank Street fixed. It shouldn't take much, surely? However, I naturally remain putty in the hands of the Macquarie Bank and Whelan practice as strata managers as usual, guess. Trying to change to other strata managers would be an even more expensive waste of time again, I guess. Now they're all acting like lawyers with billable minutes? I guess it's tough for many all over unless commonly moving with the likes of the top executives of the Macquarie Bank, whether pretending like they care about us or not. On the other hand, in my life I have often seen that those who work for nothing because they care a lot about the outcomes of what they do, can often achieve more than those who do any particular job for the money and status.

### **WHO SHOULD BE ON THE STRATA COMMITTEE? ANY OWNER WHO WANTS TO BE OR WHO NOMINATES A REPRESENTATIVE**

In summary of the evidence again, the owners of strata plan 10775 should be seen as the continuing owners of their own funds, not treated merely as widgets in the Macquarie Bank, Whelan Property and other strata management business wheels. Macquarie Bank and Whelan Property Group now appear highly capable, through DEFT and SMATA, of extracting money from us owners irregularly and at will, while providing things we may want as a strata committee, or as individuals, or not, as the case may be. This may occur whether the 'services' are mandated in legislation or not. Encouraging by-laws as well as legislation is a wrong and expensive approach to regional and inclusive management which does not consider other health and discrimination related approaches to any concerns now or in future, for example. I have dealt with the reasons for this before, in files attached and on [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

From this regional and individual view of the comparatively equal responsibilities of owners of this strata plan I make the following observations on the treatment of the strata committee on the Fair-Trading website. Particularly in regard to some regional and place-based cases, Fair-Trading statements on the role of the strata committee appear authoritarian, wrong and unfair for all businesses and residents. In this context, the construction of consultation with the strata committee by Whelan's Property Group and the owners of the 18 townhouses on strata plan 10775 at St James Court is addressed first in the light of the information provided by the Australian Competition and Consumer Commission (ACCC) **Issues Paper for Retail Deposits Inquiry**, April 2023. The report was for the federal government Treasurer, Jim Chalmers. (See more on these competition law matters in the response and submission to the ACCC Issues Paper attached, which includes reference to the Macquarie Bank history and its current status as an Authorised Deposit-taking Institution (ADI).

**The ACCC Issues Paper states the ACCC will examine competitive dynamics and consumer outcomes in the supply of retail deposit products by authorised deposit taking institutions (ADIs).** Macquarie Bank is explicitly listed as the fifth largest bank, after the big four retail

banks, and also as a deposit taking institution among many more investment vehicles which aren't banks, such as mutual or superannuation funds, which ideally work for their members first, for example. After reading the ACCC issues paper for the **Retail Deposits Inquiry** on these matters, I assume that the customers of Macquarie Bank in this case are all the owners of strata plan 10775. Otherwise, we are seen wrongly and fearfully in authoritarian terms as if we were the widgets that go into the Macquarie Bank, Whelan Property or other business. **Strata managers are ideally engaged to provide services to all those living under strata housing plans in NSW, including renters bearing costs.**

**Any owner who wants to be on the strata committee for any reason should be entitled to turn up, preferably regularly. I strongly agree that every meeting of the strata committee should have agenda items, minutes and resolutions based on motions. However, no-one should be foolishly bound by voting requirements and their comparatively unconsidered knowledge, time and decision, in my view.**

**A typical aspect of the authoritarian frame of mind, rather than the consultative one, is that changes to less fully informed decisions that were previously made should normally be openly justified in reasons given by those in a higher authority, in the light of the broadly shared results of the consultation. (Am I or am I not the only pebble on the beach in still being so upset about DEFT and SMATA, for example.)**

**According to the Fair-Trading website**, owners can't vote at a strata committee meeting but they can object to a strata committee decision. The problem with this view is that owners can only object about something after they know about it. It is poor management for them to find out about something many may object to, because they are more knowledgeable about the grounds or not, only after the event. In general, voting should be treated as an indication of group feeling, to avoid the idiocy of meetings stacking, secret decision and similarly uninformed practice controlling events. Open, broad and reasoned operation by those who seek to be involved or who nominate representatives is best.

According to the Fair-Trading website, owners can't speak at a strata committee meeting unless the committee allows them to. I think that owners or real estate representatives and interested others should always be allowed to speak or write under the normal terms of address. The point of voting is that it is an indication of consent to a motion involving some action or not, whether it is particularly indicative of more informed consent, or not. For example, one might consent to (or vote for) a certain sexual service, without knowing the person offering it had AIDS. This could be an example of uninformed consent, or being sold a sick puppy.

From a regional view, not that of Fair Trading, correct disclosure is a more vital risk management tool than secrecy can ever be.

The consultation or related complaint disclosure may be vital for all owners to know or be told about, so the strata manager and strata committee can help to avoid or reduce the unintended consequences of their own particular ignorance in the particular case. Writing is usually better than speech as writing can become a record of decision which is a comparative waste of time', if speech is silenced, adverse or unrecorded. This doesn't mean decision can't reasonably be changed with higher and more broadly informed or complete knowledge. The main point about consultation is that if any strata plan owners don't want to be bothered by it, they

have appointed a representative who will respond and act in their place when necessary.

Big ticket items like insurance spring to mind as examples of hidden and potentially alarming increases in cost. One also thinks of the treatment of trees, concrete, and vegetation, over which we have often been ignorantly conflicted on this lot previously, particularly in the past. While there is a normal building industry preference for concrete and building over any trees or vegetation, the City of Sydney Council has long recognised that gardens ("rain gardens") help water the earth and also reduce the destructive effects of torrential downpour in former places of concrete construction when tidal waves of water are now rushing through them.

According to the Fair-Trading website, at least half of the strata committee must be at a meeting for it to go ahead. Let owners reply to queries in writing, as this may be more informed in some cases. (Any owner who wants to be on the strata committee should be free to join. If I want to learn as much as possible about the way my property is going to be managed, I have a perfect right to join, in my opinion as an owner and member of the strata committee, largely without breaks, since 1994. Not to recognize the rights of every owner covered by strata plan 10775 is to become a pawn in the hands of other vested interests, such as those of strata managers, Macquarie Bank, or their associations. This increases the comparative costs and loss of control over their affairs experienced by those living in strata or other cooperatively shared housing, rather than in free-standing home ownership. The differences and costs between the two forms of housing may then become increasingly and unfairly passed to renters.)

**AS THE OWNER OF ONE OF 18 TOWNHOUSES BUILT IN 1970 SET IN GROUNDS WITH TREES AND GARDENS, SURROUNDED BY OTHERS, I AM LIKE OTHER OWNERS LIVING ON THE PLOT UNDER STRATA PLAN 10775 AND LONG ACTING ON THE STRATA COMMITTEE. WE FOUR HAVE BEEN WORKING FREE AGAINST THE ODDS, BEFORE OR SHORTLY AFTER I FIRST CAME TO OWN AND LIVE HERE IN 1994. WE ARE COMPARATIVELY EXPERIENCED AND KNOWLEDGEABLE ABOUT THIS PLACE BUT THE MOST IMPORTANT FACT IS THAT WE EACH APPEAR TO BE OWNERS OF 1 OF THESE 18 TOWNHOUSES.**

**I WANT MY OWNERSHIP OF PROPERTY UNDERSTOOD AND REPRESENTED IN LAW BECAUSE IT IS THE TRUTH. DECISION SHOULD NOT BE FORCED UPON ME AGAINST MY WILL, EXCEPT FOR CLEAR AND GOOD REASON IN REGIONAL TERMS, INCLUDING AND PRIMARILY IN THE EYES OF THE KEY STAKEHOLDERS WHO ARE THE TOTALITY OF THE OWNERS OF ST JAMES COURT GROUNDS, OR THEIR REAL ESTATE REPRESENTATIVES.**

**ON ITS FAIR-TRADING WEBSITE, NSW GOVERNMENT APPEARS TO BE SUPPORTING THE TOP AUTHORITARIAN AND WRONG FRAME OF PROFESSIONAL TRADING MIND POORLY AND EXPENSIVELY FOR OWNERS AND RENTERS WHO APPEAR CAPTURED BY MACQUARIE BANK AND STRATA MANAGERS ASSOCIATIONS WITH OTHERS CLOSER OR MORE POWERFUL TO THEM. THIS APPEARS AN UNPRODUCTIVE REGIONAL POLICY AND TRADE MISTAKE.**

**IT WOULD APPEAR THAT A REASON SOME WOULD APPARENTLY PREFER TO LIVE IN FREE-STANDING HOMES IS THAT THEY DON'T LIKE BEING BURDENED AND BOSSED AROUND AND CHARGED BY STRATA MANAGERS FOR FREELY DOING STUFF THEY NEVER WANTED IN THE FIRST**



**PLACE. THIS SEEMS FAR MORE LIKELY TO HAPPEN IN GROUP HOUSING, UNLESS IT IS ALLOWED TO DECAY IN PARTS. WARNING: IT HAPPENED TO ME.**

Cheers Carol O'Donnell, St James Court, 10/11 Rosebank St., Glebe, Sydney 2037

[www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

Hi Ken (The man in No.2 who I collared and chatted to about owners and strata managers responsibilities while he was gardening. I hope he enjoyed it as much as I did.)

**ON THE STRATA COMMITTEE THAT YOU HAVE MOST KINDLY AGREED TO JOIN, WE JUST NEED FIRST TO KNOW WHAT YOU THINK ABOUT ANYTHING WHEN WE ASK, TO TRY TO MANAGE THE BUILDINGS AND GROUNDS BETTER**

**I APPEAL TO ALL OWNERS OF STRATA PLAN 10775, STARTING SUCCESSFULLY WITH YOU. THANK YOU, THANK YOU, FOR AGREEING TO BE ON THE STRATA COMMITTEE. WE ARE A BUNCH OF TIRED AND HORRID OLD WOMEN DOING ALL THIS FREE WORK FOR YEARS WITH NOTHING TO SHOW FOR IT, COMPARATIVELY SPEAKING. HOW CAN THIS BE GOOD OR PRODUCTIVE?**

Thank you again heaps for agreeing to be on the strata committee, beginning at the AGM at the end of the year as usual, perhaps. God knows when it will be, for example, because all their management practices appear to go nowhere much, as far as we know. Three other owners living on the plot and I have been at it since before 1994 and we would absolutely love some additional free help with all our administrative and financial problems, even if you can only bring yourself to reply to the occasional email for free, for example. You keep on about the broken concrete walls and I do too. A half-decent husband could fix them in the same weekend for nothing, if we didn't live in strata I always think.

This brings me to my personal complaints against Macquarie Bank and strata managers which centrally relates to their poor management behaviour towards us on the ground, with an apparent monopoly control of us through DEFT and SMATA. I address related matters later below and attached and wonder if you have trouble paying your levies and tracking your work and bills in DEFT and SMATA, for example. Their systems seem a total crock of shit to me, so it would always be good to have the view of somebody formerly in IT as well as anybody else.

See below and attached for your info. (Any peep you make back will at least let me know you are still alive. We naturally feel like that about all the owners of property with renters and others living on this block.)

Looking forward to seeing you any time again for a follow up chat if you prefer it to writing. (I'm from No. 10 and I usually have a lot to say unless I'm thinking about something else. Then it's often a disaster. On the other hand, I was thrilled to get your letter about the \$10,000. I hope you were put straight but one never knows in this stupid excuse for a management system. I hope it will be better when I'm dead.

See more below, attached and at [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) I am about to reply to Sally's letter, outlined later below. Cheers Carol

To Rose Jackson, MP, Minister for Housing; AFCA, Macquarie Bank, Strata Community Association, Whelan Property Group, REI NSW, Kobi Chetty, Balmain MP, University of Sydney Alumni and interested others



**FOR LOCAL AND GLOBAL INFORMATION MOST PERTAINING TO THE REGIONAL TREATMENT OF LAND AND HOUSING ONE REFERS TO PERSONAL COMPLAINTS (1002786) TO THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY AND (16066892) TO MACQUARIE BANK.**

Whoopie, we're all going to die. (Country Joe and the Fish)

Carol O'Donnell, St James Court, Glebe, Sydney 2037 [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

**A SUSTAINABLE INVESTMENT STRATEGY STARTING LOCALLY WITH LAND, HOUSING AND REAL ESTATE AGENT TREATMENT TO AVOID CORRUPTION AND LOSS MAY BEGIN IN THE REGIONAL SERVICES OF LAND PLANNING AND HOUSING ALL THOSE LIVING IN AUSTRALIA.**

My complaints and related evidence in files attached show that the liaison between Macquarie Bank and strata managers in NSW appears anti-competitive and constructed against the interests of most Australian and other people owning, living, renting and working on the particular strata buildings and grounds. There seems a bad use of foolishly partial payment system (DEFT), and cash management and filing system (SMATA). Using them we appear captive as individuals kept increasingly ignorant of our joint and comparative affairs, to fleece us for Macquarie Bank and associated producer needs, against our consumer interests, perhaps. (Since I wrote this and the attached, I have received the 10775 Plan Balance Sheet as at 31.07.23, which makes many matters much clearer, but not how insurance and interest are handled. Under this model the producers appear likely to develop alliances with lawyers, and those on the ground, who are property owners and renters, pay much more in red-tape. This suggests the needs of a service economy are not properly understood by those who may benefit from land control stupidly and/or unjustly.

My complaints against the Macquarie Bank are currently with the Australian Financial Complaints Authority (AFCA No.1002786 and Macquarie Bank No. 16066892); Rose Jackson, the Minister for Water, Housing, Homelessness, Mental Health, Youth, and the North Coast; Whelan Property Group and the strata committee of Strata Plan 10775 in Glebe; the Real Estate Institute of NSW; the Strata Community Association, local, state and federal elected representatives; the Glebe Grapevine and sundry relevant others. As Marx said, '**Being determines consciousness**'. Never a truer word was said. I learned this noting the progress of my living in global and regional terms. For Christ's sake stop ignoring and/or demonizing Chinese. (I mainly address the woke and their stupid parents in the public service.)

One uses one's own case and evidence as a representative regional example, asking others for information and offering related recommendations and help in this action, hoping for better responses through the normal channels as usual. Fair Trading doesn't appear to answer complaints from people who feel they can write about their own matters. I think speech is mainly forgotten, wasted breath, potentially open to corruption and related wrongdoing. I address related global and regional matters later. I am concerned about the increasing global inequality apparently generated through international banking and trading approaches, presumably like the Macquarie Bank digital payment and cash management systems DEFT and SMATA, addressed attached. These systems were sold to Australians, presumably, as sources of increasing productivity and to liberate, not capture us as their consumers. A service culture seems poorly understood in many markets and so is recommended here against the current odds which appear to do poorer and younger Australians comparatively poor and ineffective service in housing and rental matters. I address similar problems in education and research which can often be put down to the

trade union search for more members. This appears increasingly intent on throwing us all into the arms of old, prescriptive, laws and lawyers, with more costly red tape.

In a clear and informative article in the Australian Financial Review entitled *Overpaid? Why CEOs are worth every cent* (AFR 7.7.2023) Paul Sheard, former vice-chairman of S&P Global explains the logic of business payment systems for shareholders or others who appear interested enough to act about the increasingly high levels of executive pay gained in more rarified financial circles like investment banking, insurance and other fund management systems. Judging by the payments reportedly made to Macquarie Bank senior executives and associates, I guess the Bank view of the world is like that of Paul Sheard, not that of more democratic and good service to affected people, living under national or state laws, voting procedures or contracts of any kind. Paul Sheard distinguishes between shareholder and stakeholder development models, preferring the former and seeing the payment made to top executives as based on their merit. (They don't care if we think they are joking.)

Like many Australian state governments during the 1980s, I champion the stakeholder development model that was learned then in health service provision and support provided through new occupational health and safety acts, and the national Medicare system. This stakeholder model is ideally tested against the normal market models in land and housing, following on the global success of the Australian Medicare model, compared with US health care and related service models, for example. The US appears bent on destroying its state for business and will naturally want to do the same in Australia, which will be to our comparative detriment in a new world order which can no longer afford to ignore or diminish China, or pretend its development ambitions now can only equate to those of India.

To anybody who has looked at a map or read Ben Simpendorfer's **The New Silk Road**, (2009) about how a rising Arab world is turning away from the West and rediscovering China, the AUKUS alliance seems to do some of the poorest global environments few favours. I guess more self-styled warriors in Australian desert country, for example, might like to take up more arms against the people they want to frighten off or kill. From their limited professional view, who cares if they have an accident and kill others because of the nasty idiocy of their secret, adversarial operations, or not. This is a mining and bomb career path I would never support. Health and environment protection matters are addressed at [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) based mainly on teaching World Health Organisation and related disciplinary directions at the Faculty of Health Sciences at Sydney University for eleven years before I retired in 2007 at aged sixty. Meanwhile, the global financial crisis in 2008, and it's unravelling, in which US government guaranteed its biggest banks to prevent their financial failure, was led in housing and related tax and mortgage treatments. I've no idea what goes on in this industry, but the Australian industrial relations system appears to treat land and housing poorly as comparative stores of value and income for current and future generations. I guess doing so would upset many older, richer members.

To understand and try to develop a more stable world with China as well as following on with the US and others in trading partnerships, one recommends **The New China Playbook: Beyond socialism and capitalism** (2023) by Keyu Jin. She teaches economics at the London School of Economics and Political Science and has worked with the China Banking and Insurance Regulatory Commission, the World Bank and the International Monetary Fund. Born and raised in Beijing, she has a Harvard PhD. They don't choose these people for nothing.

I address this matter later in a world trading arena in which China is Australia's largest trading partner, especially dependant on mining, and the US is probably Australia's largest partner in English speaking communications trade, however driven. I've generally enjoyed it for entertainment, but not as much for reliable learning about the world. I've valued independent and free to air ABC or SBS TV, or quality Australian newspapers such as the Australian Financial Review or Sydney Morning Herald more, for example. I don't miss a car or radio now. However, the spine of Australian national free to air broadcasting and good national newspapers should not be killed off by the boys who like moving fast and breaking things, especially when they belong to other people, so they can force more new and expensive things on them faster. The point of law is that it should aim to serve key stakeholders. Those for whose benefit the service is established, should be clear. Law should not control as if its application can't be clearly varied to suit particular conditions of a place and persons living on its ground, to assist them.

Construction on particularly valued land, often begins any development, in spite of the fact that the industrial emphasis is usually on relations between employers and employees, rather than on rents from land and property accrued through business and other contract, undertaken secretly or not. This appears increasingly to be a poor industrial emphasis which bids the market up for the comparatively rich whose wealth and income appear to depend increasingly on land and property acquisition in property markets richer and older than the norm. It seems too important to plan and build badly in secret, largely for these typically vested and entrenched interests in comparatively unstable global times. Continuing to do so by common commercial in confidence arrangements appears easily to undermine our internationally shared interests in reducing global warming rather than increasing it to the further detriment of global futures generated by the fighting or flight of those now living without in comparative terms. I guess few of us want that. See Chinese government interest in social credit ideas as a means to reduce land and building related corruption, on Wikipedia, for example. One addresses Australian housing policy in this regional context.

I recommend estate managers and others seek educational and career advance beyond their more normal limitations. Good land and property management is crucial for everything expected to occur in human or other animal society for Australia's continuing wellbeing. Species may go on, but individuals inevitably die. The death of the baby boomer generation and those older appear best encountered in this global trading context. I start with the fact that at 76, I am old enough to decide for myself when I want to die, and the state should assist me to die nicely. Meanwhile, I address attached the practices of the Macquarie Bank to accuse it and international trading associations like it of **draining the funds and time of all working under strata law in housing, to more ignorant, expensive, and captive effect.**

**Mine is an ignorant old woman owner's voice, living on the ground, under strata plan 10775, in favour of the stakeholder rather than the shareholder model of state land management and construction, undertaken in better planned and more openly and broadly competitive ways. This was tried in the eighties by NSW government and in insurance against injury, before lawyers took over the state direction seriously again in anti-discrimination categories, these days also called 'woke' approaches to society by many people. These appear increasingly drawn from US history and experience, rooted increasingly in market operations which have captured US governance in their funded election contests and reduced or escaped taxation. The AUKUS alliance is in danger of**

**driving Australian funds in powerful but wrongly directed US trade alliances which do us little good in the longer runs.**

Chris Bowen's book, **The Money Men**, about Australia's 12 most notable treasurers, included Jim Cairns, who pursued the Whitlam Government intention to borrow money from the Middle East, which was also instrumental in the Governor General dismissing the Labor government. Since the early 1990s, the development of industry superannuation funds, supposedly to support industry members in retirement, has hugely increased the potential for investing Australian funds in Australian interests, including in housing. You should know more than I do.

**Can the Australian boat turn around with better use of Macquarie Bank? This is the new international and historic British, Chinese, US and Australian context in which I address my personal concerns about their DEFT and SMATA use to Whelan Property Group, the strata committee of St James Court in Glebe, the Macquarie Bank, the Australian Financial Complaints Authority, and others also addressed. The Whelan Group Balance Sheet as at 31.7.23 for Strata Plan 10775 makes matters clearer to me, except for the treatment of insurance claims and premiums, and interest payments on our plan and accounts. I will ask the strata committee and others for more information. As land, construction and housing management mainly appear as state rather than Commonwealth matters, I address the NSW Minister for Housing and Homelessness, Rose Jackson, the Real Estate Institute of NSW (REI NSW) and the Strata Community Association regarding matters later.**

**According to Wikipedia and some common memory**, the 1980s were marked by significant financial market deregulation in Australia. The Australian dollar was floated and restrictions on foreign banks entering the country were removed. To take advantage of opportunities offered by deregulation, HSA submitted a proposal for formation of a new substantially Australian owned and controlled bank.<sup>[8]</sup> Authority for HSA to become Macquarie Bank Limited (MBL) was received from the [Federal Treasurer Paul Keating](#) on 28 February 1985, making it only the second private trading bank to be established in Australia in modern times.

**Macquarie Bank has thus responded to government demand before. Perhaps it should offer to do so again in the interests of Australians and others searching for fairer deals in housing. One's contention is that this involves adopting stakeholder rather than stockholder models of plan and project operation, led by government in cooperation with others led by government objectives in serving the entire people it represents in making law. The current Macquarie model appears mainly to serve those who appear richest, before the money for housing those poorer runs out, leaving those solvent who are left behind to bear costs of those collapsed. The latter often appear to live by pushing their joint prices and trading associations up together, whether old or newly led, increasing global and regional instability and inequality.**

The article **'Beijing's "wolf warrior" back as foreign minister** (AFR 31.7.23, p. 13) recounts how a former Chinese Foreign Minister, Wang Yi, who met with Julie Bishop, his Australian Liberal counterpart in 2013, has been recently reinstated as Chinese Foreign Minister, having been converted from *"personable and open-minded diplomat to whom others could speak candidly, into a more politically correct champion of Xi Jinping thought"*, at least according to the AFR. Born in Beijing in 1953, Wang was forced to labour on a farm during Mao Zedong's Cultural Revolution. Afterwards, he entered the foreign ministry, spent time at Washington's Georgetown University and became Ambassador to Japan. Australian institutions risk being parochial putty in US hands when much broader understanding of international trading and historic relations would perhaps serve many poorer Australians better, as well as the increasingly rich globally, buying up more properties here.

**The Glebe Grapevine newsletter (June 2023) reports on its website that John Koch, former secretary of the retired members of the CFMEU calls on Prime Minister Albanese to negotiate with the cross bench to change current policies around housing to provide a solution that will be amicable to everybody. One wonders why government should stop at the cross bench in this matter and notes that according to the CFMEU retired members' branch, 67% of politicians have invested in 3 or more properties for the purposes of negative gearing them to avoid tax. This is a policy arena closely related to increasing inequality and soaring rents. In international markets with a rising Asian and international middle class, accompanied by increasing production on-costs generated by new legal requirements, one often wonders why anybody ever bets on housing prices going down in Sydney.** The Glebe Grapevine is a useful community organisation plugged into local, state, federal and other forces turning their attention to regional housing. Our peculiar land and the animals that live on it mark Australia out as internationally unique so we ideally depend on conserving our natural environments first and this is what tourists usually see. (Seen one former hunter gatherer and you've seen them all? If their numbers reach 3% in Glebe, we will close them off? Joke, Joyce?) I approach the coming government referendum on enshrining an Aboriginal Voice in the Constitution in a similar spirit, noting the Communist Party of Australia has now resurrected itself from what seemed death, to support the Yes case. Every girl should have one behind her? If it seems as if the retired members of the CFMEU want a revolution for others, you should have met the retired members of the AMWU in the 1980s.

However, according to the Strata Community Association (SCA) there are 85,000 strata schemes in NSW. That is a lot of homes with people living in a fast-growing number of apartments, townhouses or similar forms of group housing, with gardens and trees for local release from the common bare concrete, swept clean of cigarette butts, dog shit, rubbish, etc. or not, as the case may be. The greener and cheaper future for government and individuals lies in buildings that are more crowded around public transport hubs, rather than in those cottages which are comparatively remote from each other, for single families, depending individually on cars to travel. This makes the related understanding of the importance of creating parks, gardens and clean water also vital to enhancing and protecting the nature of all species for future generations, including humans. This more planned approach to land in Australia normally requires building or renovation under strata legislation, such as state strata management acts and associated requirements which may also be related to land and housing renovation or management. I have often remarked with grateful admiration on the two free Eco-buses the Wollongong Council has bought which travel round the district in opposite directions repeatedly, free and electric every day. What a huge boon to the poor, the old, the students, and tourists in Wollongong. Why always cater to the rich guys who want to buy electric cars when the population is ageing and could go greener easier and faster, if local governments served all their people with good public transport, following Wollongong's example? The desire to create new jobs can easily become uncompetitive and oppressive in services economies which are driven like old time manufacturing ones. The inescapable, increasing on-costs often favoured by government and big producers to get more jobs, may be far from genuine services.

The Strata Community Association has drawn my attention to the Strata Hub. This is a digital information platform with a central access point for those people who build, own, live or work in strata. This is a lot of different groups of people, comprised largely of strata managers, I guess. All strata buildings now must be registered with the Hub because the building annual reporting requirements will supposedly form part of the NSW Government's broader transformation of the regulation of residential apartment buildings, where transparency and better customer outcomes are supposedly paramount goals. One assumes housing owners and renters are expected to bear the cost of strata registration. My experience with Macquarie Bank personal registration, levy payment and cash administration systems DEFT



and SMATA, suggest life isn't easy for some strata managers facing NSW Hub requirements either. I guess those who have trouble registering with the Hub may not *'have access to the inbox of the email you are using for registration'*. Is this part of my problem with the Macquarie Bank? God knows? I guess that this building registration is knowledge work which must be done for Australian protection. It seems poorly supported.

In *Overpaid? Why CEOs are worth every cent* (AFR 7.7.2023), Paul Sheard, former vice-chairman of S&P Global, **addresses the theory of the shareholder model of business development. He explains why CEOs in the kind of peer circles he sees, are worth every rising dollar they get, pulling their top mates higher up the ladder behind them, as long as the organisational profit motive rules an increasing range of its operations. He writes that in contrast, "In the stakeholder-oriented model, top management is supposed to take the interests of all stakeholders, including shareholders", into account. Sheard thinks that how management should act in the stakeholder model is far from clear, "and it appears an even more challenging task than focusing on the profit bottom line".** If Sheard is correct that direction in stakeholder management is far from clear, it is because Macquarie Bank and like-minded supporters in financial law and treasury ignored it to meet more powerful global financial interests. This seems so in housing management and construction, addressed later and attached.

To know the ideal of government in serving the population through its systems of law and order, may often start best in housing and construction because of the huge amounts of money and time spent in associated development globally, regionally and locally. We all have to live and work somewhere so the more we know about our local environment in comparative terms the better. As a former NSW public servant and university teacher in the analysis and practice of workplace relations and health and environment service provision, I adopted the state government view that the role of government is ideally to openly serve its population through generating increased knowledge and action to support the people through their regionally elected representatives and others. (So sue me? The NSW Fair-Trading website suggests it doesn't want to know anything much about any complaint in writing. This always seems a pity because if I ever wanted or needed to pay a lawyer I could Google one today but the outcomes would be private or subject to the court process and decision. How quaintly old-fashioned and unnecessarily expensive now that so many of us can read and write about matters, thus reducing everybody's risk and cost? Too right.)

According to the University of Sydney website: *'The **University of Sydney (USYD) Sustainable Investment Strategy 2030** forms part of a broader commitment to climate action and the universal vision to create a more sustainable future. USYD seeks to build on progress made over several years to decarbonise its share portfolio. The University will continue working with its portfolio managers to align their investment practices with goals under the updated strategy, and seek to influence the higher education sector and society more broadly to improve sustainable investment strategies'*. Sydney University will have to work with the limitations of many others as well as its own to do this. However, I write as a retired, shorthand-typist, teacher, public servant and researcher to advance our joint understanding of more broadly improving services. As a follower of the World Health Organization (WHO) and related regional perspectives, I commend these views on services to you in various locations. Intellectual property (IP) is ideally addressed in related lights, where the general desire is to improve understanding broadly, not bottle it up in collegiate

silos of comparative ignorance of any financial object of personal fascination. To respect another is not to deny one's expertise but to pass it on in the most clear and winning form one knows, freely and maybe with entertainment, like a good parent or child, for example. This is not selling. The Bank of Mum and/or Dad is ideally addressed in such population planning contexts, noting that when the baby-boomer generation are dead, 3.5 trillion dollars will be passed to others, badly or well for the lot.

Regional development operations in education and research start here with the regional approach to better planned futures. This takes Australian regional and historic approaches to services development, assessment, promotion and trade on any particular regional grounds, into account seriously and broadly. This seems best when supported by the interests of government in broader and better services to their regional constituents now and in future, also in the light of global trends. These trends are not particularly encouraging in their policy and practice departments, for example. This seems partly because the economy is rigged in the interests of the richest as usual, rather than in the interests of the fair-go which may serve the Australian people in any more stable, longer or global run, primarily through voting. Some of the evidence for the strengths of this common voting method lie partly in the comparative material success of the Australian population plan for maintaining the peaceful wellbeing of the Australian people, in comparative global terms. The alternative discord has often occurred when soldiers have been sent to fight English or US men's wars in foreign lands where they had no business to be, destroying and terrorising captive populations, while rendering the land and lives of frightened residents into a nightmare dominated by men fighting each other to crush others their own way. As a peaceful woman I have always tended to Chinese views of the risks of Western ideology to normal people. According to Keyu Jin, the World Values Survey found that 93% of Chinese value security over freedom, as compared to 28% of Americans (p.12). *"You may say that I ain't free, but it don't worry me"*, as the US movie also has it. Better blue or red than dead to me.

As an example of the limitations of voting, one might consider the related charge against the apparently anti-competitive practices of the Macquarie Bank and strata managers of group housing forms such as Glebe strata plan, (SP 10775), for example, especially under the limitation of DEFT and SMATA administration, addressed attached. Another day, another IT voting nightmare in the Sydney Morning Herald article entitled ***All's fair in love and war as dream team aims for silver lining*** (SMH 29.7.23, p.5). This invited readers to vote for TV presenters. I only watch ABC TV and SBS TV as that is my comparatively informed habit. I wanted to vote for Shaun Micallef, Kitty Flanagan, Julie Zemiro and Leigh Sales but found it impossible to do so, due to the difficulties of the Channel 7 website. They only pretend they want to know. Perhaps they welcome so much new IT as an extra means of quieter quitting while promoting themselves as usual, I guess. We've had films on Oppenheimer and the nuclear bomb and a Barbiworld brought to us at Surfer's Paradise. At least let us plan our own death right. These matters are addressed attached and in discussion with real estate managers, such as Whelan Property group and others below.

**HOUSING MANAGEMENT IS A VITAL SERVICE TO THE AUSTRALIAN PEOPLE AND OTHERS. ITS ADMINISTRATION SHOULD BE MORE GROUNDED IN PLACES AND PERSONS,**



## LIKE HEALTH CARE. OPEN HIGHER EDUCATION IN HOUSING MANAGEMENT SHOULD FOLLOW.

Real estate agents are often the management backbone of new development or renovation. In the approach to the Real Estate Institute of NSW below, I acknowledge this and refer to the Sydney Morning Herald article entitled ***Real estate agents quit 'pointless' reform body*** (SMH 28.6.21). It reported on the Real Estate Institute of NSW (REI NSW) disagreement with the Minister for Better Regulation and Innovation, Kevin Anderson. The Chief Executive of the REI NSW, Tim McKibbin, states he is concerned over a lack of effective NSW government regulatory response to troubling industry issues ***'including land supply, affordability, agent education and consumer protection'***. I offer higher education reform suggestions following this open, regional and place-based, rather than closed and professionally driven market direction. I have just received the Interim Reports for the financial year to 31.07.23 from Whelan Property Group. They seem quite clear to me now except for insurance claims, premiums and fund interest treatments. Who owns the 10775 Plan funds, for example? I will query this with the strata committee, who haven't met since the November 22 AGM, I guess. Up until now the office bearers appeared very active.

As a current Glebe resident and former NSW public servant and teacher, I address ***real estate agent education, consumer protection and affordability*** to suggest new ways forward to all in the particular region. This often appears a better method of corruption avoidance than many of those proposed since the election of a Labor government at the federal level. Elsewhere I suggest the World Health Organization (WHO) direction in offering openly chosen family planning and health vaccines in a related natural environment-led job recovery and investment strategy. This follows the Australian national human papilloma virus vaccine strategy, the Pope's Encyclical on the Environment entitled *Laudato Si*, the voluntary organization Bush Heritage, and other national and state directions linked through the Biodiversity Conservation Trust or other regional funding methods, for example. Open University non-profit designs as they were originally constructed in Britain, to serve self-selected students in any receptive workplace or community, should be easily constructed to meet standards made clearer to all through more open presentation and discussion of their comparative product, individually or not. In global encounters one necessarily seeks more broadly based knowledge rather than that which is constructed on adversarial or blinkered terms to elevate the comparatively privileged insider of the particular higher education institution or related organization, based on production or research or not. See more about WHO and Open University global or regional and place-based education and research directions at [www.Caroldonnell.com.au](http://www.Caroldonnell.com.au)

Current real estate management focus appears largely intent on housing turnover, with ongoing housing management, including in regard to renovation, seen as lesser business as usual, unless the renovation is a comparatively big and lasting job prospect. The common approach appears largely to benefit key occupational and market leaders. This may appear corrupt to some others, or a waste of money and time, using more secrecy and lawyers as the increasing commercial norms for small businesses and unions allied with the largest producers in private and state operations. A solution partly lies in broader and more open education and recording for better evidence gathering about matters, to make them simpler, better understood and cheaper.

The Labor Commonwealth Minister for Education, Jason Clare, spoke at the National Press Club on ABC TV recently. According to Wikipedia, he supports same-sex marriage, yet his Western Sydney electorate had the highest percentage of "No" responses in the [Australian Marriage Law Postal Survey](#) of 2017, with 73.9% of the electorate's respondents to the survey saying "No". Will it matter to the Minister for Education if they also vote 'No' in the coming referendum on an Aboriginal Voice in the Constitution? I guess not much. Clare has depended for his career progression mainly on the trade union wing of the Labor Party, rather than working in local or state government, for example. Trade unions and others have often sought to maintain a comparatively closed and producer driven control of educational content and standards for industrial reasons. This has served to close, lengthen and specialise, rather than to open, multi-skill and cheapen the education product in universities, technical colleges, schools and other potential or actual places of learning and research at work or in communities. Those concerned about low productivity should surely be concerned about this, especially if the huge powers of digitisation appear used against us.

Jason Clare appears to share the normal higher educational discourses of the producers. The trend today, is to downgrade the importance of gaining the particular skills and attributes for the particular job in the real world, which may only come through an expensive and short or lengthy practice for a community or other employer organisation. However, the demands for reliable clean water, power, housing and transporting people and their food or other manufactured stuff are basic to taken for granted existence in urban Australia, where most of the voters usually want to live, work and study more theoretically elevated but less apparently vital operations in many cases, such as in legal or other written communications. Land acquisition and construction often come first, however, and in all following production, for poor reasons in educational terms in my experience. Ruling construction and related manufacturing and trading cultures appear closed and adversarial for their industrial purposes, for example. When I worked in the Department of Industrial Relations and Employment to support the aims of occupational health and safety acts which states passed in the 1980s, managers and workers undertaking tasks in any workplace were routinely taught separately about potential hazards in their work environment, as if they belonged to two opposing football teams, perhaps.

I guess this can seldom be a particularly productive culture. However, particular skills and experience, which often appear as repetitive and vital for performance on the particular job, as well as gained primarily due to personal strength and inclination, are often necessarily gained in practices which university teaching denies in the services of broader and better remunerated knowledge. One thinks of the plumber, electrician and carpenter, or the people responsible for laying natural fibres or carpets on floors, for example. The best thing school did for me as a girl, for example, was to teach me English and shorthand typing. This made me respond to a lot of ruling men for life as part of my own teaching and career progression. The teacher often likes to pretend that one's advance is due to one's later professional education. This may often be a dangerously wrong and expensive view in comparison with one based more openly on merit judged on the basic evidence of personal task performance. People performing in sport do not ask for money to judge themselves together in the dark, for example. University students, however, often prefer the latter professional approach, which may also drown out the other expert in numbers, or not.

The Minister for Education, Jason Clare, wants more students from disadvantaged backgrounds going to university. However, this appears increasingly expensive for them and many appear likely to be better off studying while working elsewhere, resisting pressure to outdo their peers while being encouraged to feel entitled to results beyond their capabilities in these more rarified and expensive collegiate circles. Clare is perhaps pragmatic in supporting older trade union ties in construction and in housing, transport, power, manufacturing, caring, retail and other land management occupations, whether they should lead on to universities for a better living or not. The trouble with universities is they can seldom work broadly enough because they are in most cases set up to work with and for their professional fellows' designated standards. These may not always be good for the particular place-based interest of living well for current and future generations. Elected government or community representatives may achieve better student and teacher results more widely and flexibly, with broad media and community assistance such as that of national TV, radio, website or other community methods of access or contact such as local bookstores or JB HiFi.

The **Objects of the Constitution of the NSW Real Estate Institute**, according to the REINSW website, for example, do not equip this non-profit body to do anything other than petition the government on behalf of members' apparent interests. The REINSW thus appears bound to act with comparative blindness to regional producer, consumer and related community interests. They act like a trade union seeking members. Its general approach appears driven by associated interests in multiplying legally approved secret operations to deny the kind of evidence-based operation that appears clearer, cheaper and less risky in many cases. This is addressed in attachments. The Constitutional limitations of the REINSW, apparently the most important housing and commercial management body in this state, are clear below.

**Objects 3. The Institute exists to:** (a) promote the interests of Members and the property sector on property related issues to government and the community; (b) promote and facilitate professional standards in Real Estate Practice; (c) assist Members in the conduct of Real Estate Practice; (d) promote the benefits of Institute membership; (e) promote the benefits of home ownership, property and business investment; (f) provide professional and industry education in connection with Real Estate Practice; (g) provide information to Members in connection with Real Estate Practice; and (h) do anything ancillary to the activities referred to in Clauses 3(a) to 3(g).

These professional objectives appear partial for agent education and for small producer and consumer education and protection designed in the broader interests of Australians as a whole. As a Glebe resident and property owner under strata management since 1994, I have observed the limitations of the real estate management responses globally and locally, especially since the global financial crisis of 2008. As a result, I made many submissions to the recent **Statutory Review of NSW Strata Scheme Laws** on the limitations of current NSW real estate management in terms of the broader regional trade and related interests of the Australian population. Many muddled bureaucratic developments recently observed in NSW appear to have worsened since, in regard to corruption avoidance, lobbying and in related legal treatments in housing, for example. The avoidance of corruption through better policy design and administration in the service of the NSW population depends on

more broadly open regional operations to raise standards while saving time and money by being clearer and more direct. Avoiding corruption and its appearance can also occur through better designed and more broadly open administration. The Independent Commission Against Corruption (ICAC) recommendations on lobbying, for example, appear too bureaucratic and opaque as usual. This appears more of the problem former Premier Greiner lamented in his 2018 review concerned about growing piles of red tape. We all may be lobbyists now and our proposals appear ideally judged by how well they may serve Australian residents now and in future.

This approach rests on the administrative views of philosophers, economists, researchers and public servants such as Karl Popper, JK Galbraith, Max Weber and others. It has been reflected in World Health Organization (WHO) discussion since 1946 and was also reflected in an increasing range of social areas of NSW and other Australian state operations. In this view, working in real estate management is ideally a vital public service which deserves to be supported by education which is comparatively open, high quality, fair, flexible and cheap. I find it wrong that comparatively expensive lawyers easily rule real estate profession roosts and all those below who are engaged in their paths towards death from birth and reproduction onwards. Those who may be much closer and more experienced and knowledgeable in the management of human affairs on particular grounds appear relegated to lesser channels of self-regulation. REINSW should seek and help design broader education in housing and other administrative services to the Australian people. These matters are further discussed and supported attached, in global and local contexts. Money for related directions could be found, for example, by government cutting the huge level of financial support it gives to the top sixty richest independent schools, with building programs. Their building operations may also be presented as charitable rather than as further enrichment schemes for comparatively small groups of top connected families.

I commend this and matters attached to your related consideration.

Cheers Carol O'Donnell

St James Court, 10/11 Rosebank St., Glebe, Sydney 2037 [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

Hi Anthony (Others are also invited to reply at [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com) )

**AS A HOME-OWNER ON STRATA PLAN 10775 IN GLEBE, I SEEK TO CHANGE OUR STRATA BANK AT A VOTING MEETING OF STRATA OWNERS**

**CAN YOU TELL ME OF ANY STRATA MANAGERS (PREFERABLY IN THIS AREA) WHO DON'T USE MACQUARIE BANK?**

**PLEASE SEND YOUR OPINION OR ADVICE ON THIS MATTER TO Carol O'Donnell, St James Court, 10/11 Rosebank St, Glebe 2037 [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com)**

Recently, I spoke with people working in your office at 327 Glebe Point Road, to ask them whether they knew if all NSW strata managers use the Macquarie Bank, because I think Macquarie Bank systems are treating property owners, renters and workers very poorly, on 2022 and 2023 experience so far. I fear this time-wasting cost will get far worse in future.

A lady working in your office said she shared my alarm over Macquarie Bank systems (DEFT and SMATA) because these systems also caused her and her colleagues' hours of extra paid and unpaid work and stress each week, from unhappy strata plan owners, maintenance and other business owners who claim DEFT and SMATA don't work properly for them.

Like me, they claimed their accounts with Macquarie Bank had been mismanaged and the regular cash payment and management systems they expect from a bank and its strata managers were not working for them, or appeared incorrect. Our groundsman, Rowan, for example, was not paid for nine months, which seems unconscionable. He got interest on his late payment, so one wonders who paid unnecessarily for that and guess it was the strata plan. We pay for their constant, increasingly unknown mistakes. As I am neither a landlord nor a tenant, I can only guess what they are going through because of the administratively poor and uncertain DEFT and SMATA cash payment and management systems. However, the Macquarie Bank systems have certainly caused the strata committee, of four retired women living on these strata grounds, a lot of extra unpaid work, time and money.

I attach related discussions about particular matters I have experience since the strata plan 10775 AGM held in November 2022, while using DEFT and SMATA payment, accounting and filing systems. When I complained to strata management team members at Whelans Property and elsewhere, that I wanted to find new and better managers than Whelans, as I hated and feared the current practices of the Macquarie Bank, with which our business is enmeshed, I was told all strata managers, and not just Whelans, use Macquarie Bank.

For example, our strata manager at Whelan's stated: **'Regarding Macquarie Bank, I am afraid that I know no other strata using a different bank, as the bank of choice would need to be able to offer a strata trust account rather than a normal account'**.

I have personally banked with NAB for decades and will continue. I have only ever had helpful property advice from Westpac. However, I asked about whether a strata plan could vote to change its bank at a Broadway branch of the Commonwealth Bank, (CBA) because it was open. I went to the ANZ Branch first and the woman searched on her computer but had no answer. **The CBA manager I spoke to assured me a strata plan could change its bank by voting to do so at a strata meeting. To change banks for the strata the CBA would need to verify the body corporate. To do this the CBA would need to see the following information, which the lady advising me kindly put in writing:**

1. Constitution/rules of the body corporate
2. Land titles office document related to the body corporate
3. Minutes of meeting outlining names of Treasurer, Secretary, Chairman or equivalent
4. Method of operation of account (e.g. one must sign or two must sign)

**Before calling a meeting of all strata owners to ask whether they want to change the strata bank to another close and reliable bank, such as the CBA, I assume one would need to know that another strata manager, or real estate agent or other person was legally able and available to manage this account. Do you know of one?**

The specifics of my complaint against Whelan's management liaison with Macquarie Bank is addressed in the discussion attached. Surely, property owners cannot be trapped without choice under strata banking law? There appears to be only increased complexity, more paid and unpaid work and fast rising and unexplained cost associated with the use of the Macquarie bank for all those owning, working and renting on strata plan 10775. I have written to the Department of Fair Trading to ask for direction in these matters and am waiting for a reply. I would be grateful for any other comparatively reliable advice or opinion in the meantime from real estate or other industry sources. My email address is [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com) and I thank you in advance for any future correspondence or advice. More information about such regional banking matters will be sent free on request.

Cheers

Carol O'Donnell, St James Court, 10/11 Rosebank St., Glebe, Sydney 2037  
at [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com) See more broadly at [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) for other regional matters.



Letter to Whelan Property Group

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**Hi Cindy,**

**Subject:** Re: SP 10775 | Lot 10 Levy

My responses to your comments in red are made again here plus repeated in the attached for clarity. I send them again because I can't easily reply to you otherwise. **I don't want to spend \$190 per hour to have you or Sally explain the financial accounts to me, as previously offered, because I have the AGM minutes before me, which I quote, and you weren't even at the meeting as far as I recall.**

The minutes and associated matter are all we have to go by and at the AGM on 23.11.22 the individual payments expected of each unit are not minuted. I didn't like this at the time and said so, because I don't need to know the total fund expectations, as much as I need to know what is expected of me and others as unit owners and whether we have all complied with requirements. You have not sent a monthly statement of management account for six months as far as I know, even though I stated clearly, I always want to be sent this by email as normal. My email is [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com)

A piece of paper with the last AGM minutes, titled proposed levy payments to apply from 1.10.22 states that No. 10 will pay a quarterly total of \$1951.50 commencing from 1.10.22. Then I paid an amount of \$1482.10 for levies, as you requested on 21.12.22. Now you have requested \$2420.80 for quarterly levies.

The amount of \$2420.80 is much higher than \$1950.50 and appears to be drawn out of thin air. I will pay \$1951.50 unless I am given a reasonable reason to the contrary, because that is your stated expectation in the piece of paper attached to the AGM minutes). I accept your offer of a grace month for payment and welcome any further comment. Are we ever expected to have a strata committee meeting again, for example. If not, why not? Who owns the money in the collective account which has been paid as interest over recent months? Is it Whelan's, the Strata plan 10775 or individual owners? (I've no idea but expect the interest increase is substantial as we all were expected to pay a special levy of \$10,000 per unit in 2022. Did we all pay it, as asked, or did some of the 18 townhouses decline?)

In future I want all communications about my account, and the performances which often relate to all strata members, and trades people, etc. sent to me at the same address as ever, which is the email address above. It is [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com) Thanks. **I also want a quarterly statement of cash management sent in this manner, or what is the point of having a strata committee and how am I to know whether there are unpaid levies or bills or other problems arising on the site?**

**As I have said many times before, I don't like Macquarie Bank because using it appears to be a means for extracting money from owners in ways they may commonly**

have no understanding or control over as individuals or collectively. I expect tradesmen are facing related payment problems.

I want the strata committee to change strata managers to ones that don't use Macquarie Bank as I don't like this stealthy and expensive loss of control over the total affairs of the current complex. I think if it goes on it will lead to owners being forced out while richer people buy up multiple properties to rent them out at higher rents. I also believe it will lead to bills being unpaid or paid slowly, but that is not my primary concern as an owner, rather than a trades person in business.

When you refer to the cheque, are you stating I can't pay levies by cheque any more? I don't need a copy of my levy expectations or anything else sent by post. I just want the levy requirements emailed as they have been since long before 2019, when Verdun Walsh were our strata managers. I also want the cash management alerts sent to [cfodonnell@gmail.com](mailto:cfodonnell@gmail.com) as normal, thanks.

The fact that you haven't heard from anybody else is perhaps because they are glad not to be asked for their levies. As you appear to have sent no cash management account for 6 months and appear to charge what you like on whim, this is a considerable concern for the future to owners who may become forced to be renters fast by your bank and your new methods. (I am thinking here of DEFT and SMATA in lieu of simpler, clearer and cheaper arrangements we used to pay for.)

I would be grateful for any further reply. Carol O'Donnell, St James Court, 10/11 Rosebank St., Glebe, Sydney 2037 (See previous correspondence below and attached.)