

To Melody King, Director, Issues Resolution, NSW Fair Trading (Ref. COR-05302-2024) From: Carol O'Donnell, St James Court, Rosebank St., Glebe, Strata plan 10775

Dear Ms King

Re: Strata management and other matters (Ref. COR-05302-2024)

Supporting analysis of the email sent by the Director, Issues Resolution, concerning strata management in this particular and general case

Thanks for your email of 13.12.24 which responded to my email to the Hon. Anoulack Chanthivong, MP, Minister for Better Regulation and Fair Trading. Plain language instead of legal language and requesting further information about constituent concerns may first be helpful in cutting regional cost and allocating regional resources better. Your email helpfully states, for example:

NSW Fair Trading's role in strata scheme matters is to provide information about strata legislation, regulate the conduct of strata managing agents, and offer a free mediation service to assist in resolving disputes.

An owners' corporation is responsible for the day-to-day management of a strata scheme, using the by-laws as its guide. NSW Fair Trading does not have jurisdiction under the Strata Schemes Management Act 2015 (the Act) to interfere in the running of a scheme, or direct an owners' corporation, a lot owner, or strata manager to a particular course of action.

HOW CAN FAIR TRADING EVER REGULATE THE CONDUCT OF STRATA MANAGING AGENTS IF THE OWNER'S CORPORATION IS RESPONSIBLE FOR DIRECTING THEM? (BY-LAWS APPEAR COSTLY AND WRONG)

This seems bad regulation. The Department can't settle disputes or collect and use data about them effectively because Departmental operatives have too little time, interest and personal potential to do anything except restate the legal position in writing. In this way the AI portals deliver trips to the tribunals via multiplying lawyers instead. I have pointed out later, previously and attached that this is so in my case. Part of the answer lies in making strata managers more accountable for sensible choices in the general and particular interest, guided rather than forced by law and practice, which is self-applied or not.

There is already far too much wrong overregulation. It irritates me that Liberal politicians always bleat about the problems of over-regulation, when they must surely know that their brothers and increasingly sisters following them have the job of adding to regulation too. They are lawyers complaining about themselves and their families and top clients as usual but failing to do anything much about the situation that suits them.

The problems I have with the Strata Scheme Management Act 2015 are that the government role in better regulation and fair trading is to be of service to the communities of any stripe they are expected to serve. The stakeholders in this matter for resolution are those who fund and live in buildings under strata and associated law, (including stupid and expensive by-laws), and those who live in NSW under any current government. The current direction of supposed fair trading with AI gets worse and serves lawyers best. This is a pity because NSW Fair Trading and clear plain language website subject design and content is better than anything similar that I know of in the private

sector, for example. I address related organisational matters later with a view to assisting provision of better and cheaper service, rather than lots of lawyers.

The current lack of bureaucratic and ministerial understanding about the nature of better regulation and fair trading have badly affected my situation as an owner of property on strata plan 10775 in particular. It has thrust the management burden onto a strata committee which is taking me to court, whether I want to go before any tribunal or not. This is unfair, poor regulation for the owners' corporation which must spend an increasing amount of strata plan finances on the services of specialists already. **Encouraging by-laws is a clear example of encourage over-regulation, discussed later and at www.Carolodonnell.com.au** under the Ecodevelopment side-bar.

Legislation and practice should reflect the vital role of strata managers and widen the nets to catch good ones. (Sometimes it isn't easy being good without good help. Certification may not matter so much)

No matter what their political party, ecclesiastical or other cultural inclination, everything pushes lawyers into increasing dispute, as if they knew our affairs better than we do ourselves. I point out why this is rubbish later and take up Premier Nick Greiner's refrain about the importance of plain language. He was a lawyer supposedly championing small businesses. If he was plain, he might have tried to see the legal cost effects which both major political parties, Liberal and Labor, were irresponsibly promoting under a Monarchist or Republican banner. These debates seemed largely like expensive games that too many well-paid lawyers play to me. Jenny Hockings book, **The Palace Letters**, (2020) is about how letters between the Australian Governor General and a Queen were used by lawyers to maintain the interests of lawyers in ruling the lot. We bear even more lawyers today. This is unnecessary and expensive if we can all read and write or find a friend who can on our behalf or free. Remember when the scribe was mother instead of a baby lawyer? Everything was much cheaper and more predictable then in the Australian financial world, before the internet and globalisation finally made the iphone popular in 2008. Same old story with women? I dunno.

The unwillingness of state bureaucracies and strata managers to take better plain management roles soon costs the strata plan and individuals who are in dispute an unknown but growing amount of money. A person who cared about the owners' corporation would not engage in this dispute. Their interests cannot possibly be served by going to an adversarial court practice which costs the strata plan more money. **It is the job of the strata manager to make decisions in the interests of the key stakeholders, not to run away from making them openly.** The Department of Fair Trading should help as best it can and I see its current email, to which I now reply, in that light. However, the way Fair Trading operates on-line, in common with others, suggests mediation just slows down the costly secret legal processes repeated on the way to court.

I address the work of **the Directorate, Issues Resolution, concerning strata management in this particular and general case below and online at www.Carolodonnell.com.au** I will now discuss these conceptual, bureaucratic, legal and related service shortcomings in the Strata Scheme Management Act and the Department of Fair-Trading services, AI construction and legal processes. This written method saves money, rather than simply relying on other assessments which may be wrong and unfair or state nothing. They appear to be protecting their organisational backs like the rest who think they are too by having a strata manager.

There are 18 townhouses on strata plan 10775 and each spends around \$2000 per quarter for administration and capital works, including a special levee of \$10,000 for each place after covid in 2020. At least since 2019 these funds have been banked by the strata Manager, Whelan Property

Group in an apparently anti-competitive arrangement with Macquarie Bank. The monthly accounts from Whelan Property Group are not supported well enough, according to the plain language statements of their related legal duties outlined later. The data derived from them exposes both the strata committee, the strata manager and the owners' corporation to the risk of constantly rising and multiplying costs, led by lawyers and others threatening legal suit at will. By-laws are foolish and costly over-regulation which may often be unfair discrimination.

The owners' corporation does not have a clear or proper strata management input, either in law or practice. I address political economic approaches to these matters later to show better, fairer and cheaper ways for Australians to compete freely or not. (If wishes were horses beggars would ride, etc.)

My email shows that the current service of the lawyers responsible for the construction and management of the Department of Fair-Trading website is good in its use of plain English, particularly in comparison with many others operating in the sector. However, this is not providing much of a service to any at the place of dispute. To encourage this process more commonly and more expensively as time goes by, is to deny proper client-centred management by those who are supposed to be committed to it. They appear committed to an online and general AI practice which sets the rules of their continuing legal and money-making games instead. I bought Harry Triguboff's biography **High Rise Harry** (2024) to learn more about how management in big strata or other buildings normally occurs, compared with strata plan 10775, for example.

Harry Triguboff founded the building and management company **Meriton** over fifty years ago, and is one of the greatest entrepreneurs and richest people in Australia. I address him about his building and management sheets, practices and discontents later. In my view, you and the Minister should follow suit. At least he knows what he is doing in this industry in which governments now see a greater role for related interventions. With the effects of climate change and related problems, such interventions are supposedly designed to change past practice so that it appears better and not worse for current and future generations. From my view, the covid pandemic of 2020 and the government responses around the world was that practices must change to focus on promoting health rather than the destruction of life. This isn't short and easy. The irony was not lost on me that as I watched **LA Story**, about the Californian funny weather man on TV, with huge enjoyment as usual, the next day a lot of LA burst into flames. Was it God again? Who knows? These discussions of better hazard management involve the international insurance industry which I have tried and usually failed to understand in its various manifestations on strata plan 10775. Insurance appears to be our biggest expense but I always wonder how its administration could be improved to reflect our particular lots as inhabitants of Australia, whether we lived here forever, or are passing through in work or play, etc. I spent over a decade working in state portfolios on anti-discrimination, occupational health and safety, workers compensation insurance, personal rehabilitation and other fund or risk management concerns. Housing people in appropriate places is naturally a global health related regional part. Mine is a personal, free and exploratory policy interest, conducted first regarding personal interests, as well as those of others.

To treat me, the owners corporation and others better and fairer, please see that I own my dwelling outright, but you can come in and have a look around to advise me on its treatment. My growing resentment against the actions taken against me on strata plan 10775, described formerly, later, and attached, are prompted by the view that these people don't have a clue what they are doing from my perspective, but are serving other industrial interests with poorly designed but growing regulation and costs. These are typically taken forward by lawyers at the political and party levels, operating in traditional adversarial ways.

I guess Harry Triguboff knows better because of his experience with reasonably normal education here. If his practice was amenable to change which recognises the secret and individual ownership interests of those making up an owners' corporation, governments might more easily pursue their supposed functions better through support for better and fairer decision-making roles by real estate agents, strata managers, and interested others. (Ask Harry High-Pants about what he envisages will or should happen to his company after his death, for example and inform the rest of Australia in writing. Anyone may change their mind for a good reason, I would naturally have thought. I assume that any contract of personal service may be broken with reason, for example, or otherwise it may be considered slavery.)

The Department of Fair Trading should not be asked to regulate the conduct of strata managers without some responsibility for directing them too. We all have this responsibility in liberal democracies, surely, and especially in strata living. (The conceptual demands of liberalism and Australian Liberals are addressed attached to argue that the latter lack sufficiently broad regional vision, including a recognition of the rights of atheists and others who may wish to die sooner, rather than later.) However, strata managers should generally know a lot more about the bigger picture of which they appear to be a vital part, because their daily work provides them with an overview for managing risks in housing better. For example, it never occurred to me before I was taught by rubbish men, that I should pick up others rubbish on the street. I do now because I believe that this is the kind of socially cohesive approach to rubbish management that has been led mainly in Japan so far. (Having US atomic bombs dropped on you no doubt concentrates the mind.)

Australian lawyers foul their own nests on all sides and learn to pretend not to notice. I would never tar them all with the same brush on either key side of the growing range of specialist legal issues and fences, of course. Some of the best ones might have been shorthand typists once, for example. Justice Lee, also for example, went on ABC TV to give his helpful decision on alleged rape and defamation and then wrote a book about it which costs \$37 according to the **Glebooks Gleaner**. (That's very cheap for a legal book.) However, their legal ways have become increasingly dysfunctional and costly compared with the potential delivered by internet and Microsoft Office access to broader and more reliable public and individual knowledge and writing about it, in many cases. I champion the capacity for clear, open and honest plain language forms and practices, overseen by government regulation. Organ and blood donation forms provide good examples already. Simple assisted dying and will forms should help many to act better, fairer and cheaper to face the future. Ideally like birth, this is ideally overseen by key regulators charged with acting in the stakeholder interest, rather than the stockholder interest.

Those elected to political office shape their decisions to the wishes of those who elected them, not in the intellectual pursuit of national interests, especially in US elections, which appear comparatively shamelessly bought. In Australia and elsewhere nevertheless, the concept of loyalty to party or to papa isn't what it once was. Today people often have more enjoyable and reasonable options, at least in our own eyes.

My most personal beef is below and suggestions are made to the strata committee and Whelan Property Group later regarding work priorities for 2025

I own my strata house and other personal funds I have with the National Australia Bank (NAB), as well as funds with State Super. I am assured of this by seeing and reading the popular publications of economist and investor, Alan Kohler, State Super, and attached, for example. I have no mortgage. Yet I face the unknown expectations of work and cost which the strata committee appears to be able to generate in back yards, including mine, whether those voting on any owners' corporation matter

have any idea of what they are actually voting about, or not, and whether they actually live on the plot, or are absentee landlords.

This is not good management of an asset (ie the land, housing, insurances and quarterly administrative and capital works levies) of 18 townhouses. These are now \$2000 per quarter on a property worth roughly \$1.5 million – mine! If the strata manager leaves contentious matters to other specialists to battle out any problem; which they now do by ignoring yet supporting each other's opinions as specialists; with adversarial expectations of court settlement; the costs to the strata plan will grow hugely. Some owners can afford this and some can't. Some reasonably think they are paying the strata manager to sort common problems out for them. Jordan Peters is a Canadian author, clinical psychologist, and philosopher. At his open meeting with the parliamentary liberal group who invited him he apparently said: ***'You want to serve the poor. It's very straightforward, you make energy as cheap as you possibly can.'*** I agree with this but why stop at energy when many without legal certification can write and act better than those with it? This practice is discouraged by an AI practice which suits lawyers in maintaining and adding to the ever-increasing cost of housing to those without the bank of mum and/or dad behind them. If they are nice to somebody they care for, they might also make money, as long as the doctors, carers, lawyers, accountants and their ilk get their cut. Generation X is now our richest. The ageing of populations appears best served now by a better understanding of how the treatment of land and housing can address the needs of people more on the move than ever before.

Even after having read **High Rise Harry** (2024) written with a female scribe, I am none the wiser on the nitty-gritty of how his buildings are managed to serve the people living in them, as well as the **Meriton** or other organisation the Triguboff clan built with the help of others. They realized early in the period after World War 2 that Australia's growing population needed more and higher apartment living. Otherwise, cars and roads would need to be king all over the place as usual, rather than customers. I bet Triguboff and his associates also realize better than the average bunny that today is different again, with more welfare expected where it will do better work. Building and management funds may come from government planned health care, retirement and other risk management or insurance funds, or not.

Why not give people and the communities they live in more genuine choice than they can ever have in increasing the number of **bylaws**, for example? Yet the **Department of Fair Trading, which the Issues Resolution Director represents, seems to think by-laws are beyond reproach. By-laws are an unfair and expensive way to go if the stated aim is to manage matters in inclusive, rather than discriminatory terms which encourage comparatively ignorant complaint and lawyers. By-laws are part of the over-regulation on which growing bands of lawyers improperly deny their own fairer instincts to follow the court.**

Bylaws are addressed at www.Carolodonnell.com.au They appear likely to become increasingly discriminatory and costly to all those living on the plot. I have seen again and again that lawyers are intent on ruling the professional roost rather than serving the people in more reasonable and cheaper ways. **Lazarus Rising**, the autobiography of former Liberal PM John Howard, has little future vision, for example. Put that together with **Tom Hughes, QC: A Cab on the Rank**, and you have an increasingly dying, legal, Christian ecclesiastical and landed direction taking over the place as usual. I guess it was whiter once. Try SBS free to air TV because it specialises in news, documentary and

translation services in many areas. (I can barely see the AFR to read it these days and guess it is being taken over by a lot more paid financial product opinion.)

Today the online bureaucratic approach to problems does not help. It wastes personal and strata time and money on the way, as recommended, to a court with lawyers as usual. I address department dispute resolution in my case as a poor model later. Arbitration models should mimic regional investigations in housing models, surely, rather than following adversarial and confidential practices. These usually draws sharp lines between who can offer opinions in any case and on what grounds. Adversarial court method engenders further adversarial behaviour, I guess. This is typically how lawyers move up expensively, adding to law.

Political, bureaucratic and other community consultation with Meriton might help direction, because Harry Triguboff won't last long before death and has had a very successful business practice

An increasing number of the Liberal, Labor, and other politicians since the Whitlam government have gone to Sydney Law School and married other lawyers or those with other tertiary interests. Harry Triguboff, however, was born long before the Whitlam government, in 1933 in Tianjin, the port gateway to Beijing in China. It made a big vital difference to have had that international Jewish family and entrepreneurial vision for building businesses in Australia with Christian or other family and business links. Triguboff has had strong family and community links in Israel since he emigrated and settled in Australian school at fifteen with his older brother. He and key families built Meriton up to be an Australian entrepreneurial and high-rise building icon after starting with builders in an era, when blonde bricks were quite acceptable to a lot more people. (I wonder whither bricks in perimeter walls in future in strata plan 10775 later, for example. They want our perimeter fences double brick - on what intelligent grounds, as distinct from orders?) Triguboff controls the global [Meriton](#) empire today through shareholdings in 10 private companies and dozens of directorships, according to *Crikey*. Company insiders told *Crikey* that Triguboff was in no hurry to sell [Meriton](#), and if he were to sell, he would not split the company. I bet Triguboff might agree that he is going to die comparatively soon so it would be good to open the business up to scrutiny in service to the citizens of Australia. He repeatedly states Australia has been good to him. It seems clear that he and other people have worked very hard to keep buildings moving up with regulation. What do they think now? (I love the Harold Park cliffs, parks, trees, gardens and water around the mid-rise housing development, including the historic Tramsheds and shops, with light rail running by, at the end of my street in Glebe, for example.)

In his preparation for death, I wonder how Triguboff sees the company being managed by family members, Jews and non-Jews alike, in his communities of interest. I guess the Property Council of Australia should also have a key interest in related matters, as well as state, national and local governments, to avoid the unnecessary costs of litigation. I address the Department of Fair-Trading failed mediation later in this light. From the perspective of a 78 year old feminist, Marxist, atheist, grandma like myself, lawyers represent fragmented patriarchal family cultures. The current approach to land and housing is particularly patriarchal. **In my view, strata managers should accept their responsibilities to manage their duties to owners more effectively than the legislation allows, but "experts" abound and are growing unnecessarily costly instead.** It seems wrong to address productivity in a context which looks upon lawyers' costs as productive. Those engaged in more genuine production may do better by relying on cheaper female scribes, as Triguboff does.

It is not helpful to the rising and ongoing cost of housing management to allow the strata managers to absent themselves from their duties for managing a place, but according to poorly designed

regulation. It seems to advance their interests in transferring bigger risks and more unpaid work to strata committees. Harry Triguboff talks a lot about the management sheets he devised with the feedback and help of others, which he has studied closely every night for half a century, to keep his businesses on track. What is on Harry's sheets? Do they reflect the interests of future clients who are not those owning and living in the place? I dunno.

When any disputes arise on strata plan 10775, for example, the owners' corporation has usually been kept too ignorant of management matters they probably don't know or care enough about, to judge them sensibly themselves. They may only do so if they are personally affected adversely through some action. Long term members of strata committees with particular axes to grind as well as those outsiders seeking to pursue their commercial agendas through increased regulation can also take over a management vacuum. (I wish I could for example? No thanks because it's a huge amount of unpaid work for no thanks with the occasional stupid fiction that owners' corporations generally understand or care what is going on, except for in their own place when something happens and affects them. Clear, plain, information is better than voting and is normally how we all learn, so as to reduce cost to the people to whom state government is supposed to be providing a service, no matter which politician is supposed to be in charge for now or not.

I have experienced **Fair Trading** mediation as a pointless speed-bump on the way to a court in which I have even less trust. On the other hand, I'm not necessarily arguing that all judgments are bad, except to the extent that they appear outmoded and adversarial. Justice Lee, for example, produced a great plain modern moral finding in the case where two employees had been drinking after work and went back to the office later. When the young woman was found near naked in the office, she claimed she had been raped by the man who brought her back to the office. She went to Channel 10 media about her case when she thought she got insufficient support from her employer regarding her claim. Judge Lee found, after investigation of the case, that on the civil balance of probabilities she had been raped by her drinking companion. In his judgment, after his examination of the case, Lee showed that the co-worker with whom she had been drinking, was an inconsiderate liar intent on pursuing self-interest with his media supporters. Lee read his judgment on ABC TV and wrote the book **He Went Back for his Hat** in 2024, about the case. Glebooks has got copies of it from Melbourne University Press. I think the Department of Fair Trading does a good job in providing plain language on its website, and so does its email to which I now respond. As the Australian Law Reform Commission showed, in its report on client legal privilege, however, plain language is the first step in revealing that the law is an ass, beloved increasingly by many lawyers who wield it as their top career advance. This is perhaps also because they see it first as their best route to heaven or heaven on earth.

It is a beloved legal fiction that good management involves treating everything surrounding and up to any particular complaint as a confidential secret to be shared only with lawyers and accountants. People cannot easily learn about any place they inhabit like that. Lawyers consider personal secrets best resolved in court by themselves and other lawyers. The government ideally seeks management to bring more stability to the lives of all living in the state now and in the future, for example. Fair Trading mediation appears really about strata plans promoting further risk and wasting public and potential adversaries time and money, while driving as many complaints as possible to court through online platforms. To settle strata plan disputes via tribunals is a huge financial waste to those in dispute and to the strata plan and owners' corporation.

Widen career paths to the position of strata manager and teach them better to understand their responsibilities to members of the owners' corporation and strata plan

The answer to the general problem seems creation of better career paths for those who enter the real estate industry at any level. This is so that more may rise to strata manager positions, taking their responsibilities to property owners and those living or wanting to live in any place more seriously, so as to reduce the costs to strata plans, instead of encouraging cost multiplication. In my view, these strata manager positions are very demanding. This is partly because law has been historically constructed in the light of political battles between workers on site and housing producers, including through their parliamentary alliances which all pretend are essentially adversarial. And so, they are, generated by electorates which appear to have insufficient knowledge or concern about the effects that their current doings may have on future generations, for example. However, in a comparatively rich country like Australia, the government exists to serve all its people, as well as those at the pyramid tops. When AI was introduced into new administration after the mobile phone became popular in 2008, there was a general view that this would increase equality through greater equality of opportunity. The reverse seems the case. I blame lawyers.

The social and financial effects of housing managers in collecting quarterly levies, remains comparatively collusively closed, unseen and untreated. In the case of strata plans in NSW I blame the Macquarie Bank and its AI levy collection systems. The bank appears increasingly to be operating in anti-competitive liaisons with strata managers and lawyers to collect uncontrollably rising quarterly levies. I address the book **Tom Hughes QC: A cab on the rank** (2016) from my position on the outdated assumptions of those like Hughes. They learned to love the law and use its winning power, with help from families already well-endowed with property and ecclesiastical school power. This existed in a realm where women were used for their purposes and looked after traditionally at best if they were no longer suited to the task. This was the Australia that Liberals built with former PM John Howard and others. The latter were often lawyers and their top clients, whether Liberal or Labor – Christian or pseudo-Christian were legal men of property leavened by Jews. As John Howard points out in his autobiography, however, of the 230 people enrolled in his first year at Sydney Law School, fewer than 20 were women, but when his daughter enrolled in first year at Sydney Law School over fifty percent were women. I find the legal practice serves Australians poorly today because the liberal tradition has been misunderstood by Liberal Party lawyers and their ilk. (Do many women reinforce it, against their own will or not? Opinions on the liberal and Liberal traditions expressed in Australian history and politics today are addressed attached, to seek the respect that a personal choice of death may deserve.)

According to his biography, written with Cindy Martin, Harry Triguboff *“always says that you should be the tallest tree in the forest, not the only tree in the desert”*. In my opinion, this seems right and the current state government representatives should confer openly with those like Triguboff and the Property Council of Australia to serve the people better and fairer. Some related discussions are attached because the people of NSW cannot be well served by this current NSW regulatory design for strata housing. This is because the owners’ corporation are in the poorest possible position to manage the strata plan and so much of the risk related to the administration of any building is ultimately borne by the strata committee alone, who know nothing about a lot of the owners. When up against professional industry forces used to years of knowledge and collusion, we are comparative babes in the woods about comparative daily practice of those multiplying groups of professionals passing through on strata plan 10775, clipping the strata management ticket. Why did they come; what did they do and what did they cost? On the other hand, those who have lived here for a long time, or who have worked in a related industry, may know a lot more about this place than the younger person passing through work in strata purchases and sales or management. As an atheist grandma with only one child and almost no friends, I will be fascinated to see what women lawyers will do.

I can identify with those who may feel poorly pushed around rather than elevated by the laws and picnics of Christians like Tom Hughes and John Howard, or with similar Labor historical ilk through which Australian development has normally been caste. Sticking to my local knitting, however, I turn to address my complaint against Fair Trading handling of my concerns and its offer of mediation. Firstly, I found it offensive in its expectations that I don't write when I can. Yet it demanded I be technologically and verbally good with its particular technology instead. I'm old, slow and incompetent but unlike a lot of lawyers I can write. When I speak, I get excited and badly lack gravitas. My mouth tends to dry and I wrongly exaggerate. Your mediation stinks for me, although others being threatened with court may think it suits them. Let them go ahead.

This is important because I think there is almost no relationship between having legal certification and having the written capacity to assist the fair and effective resolution of disputes by any means. Australia introduced compulsory reading, writing and arithmetic to all communities around 1870. At that time and even today, the demands of tribal and urban life appear to differ substantially. Law can help by helping communities to help themselves through plain language and writing which also involves learning, personally or not, about the presumed role of government, the private sector and the professional in advancing Australia in its trading aspect. (I will be fascinated to see the film at the Dendy in February 2025, made by a young woman when she was donating a body organ to a stranger, for example. What was she thinking?)

THE MOST IMMEDIATE PERSONAL CONCERNS FOR MANAGING STRATA 10775 IN 2025 FROM MY VIEW

The Fair-Trading website states:

Strata managers provide services to the owners' corporation as detailed in their contract which is usually called a 'management agreement'. If your strata manager is not providing services as detailed in the management agreement, you can discuss your concerns with the strata committee.

I have complained many times in writing sent to the current strata committee, the strata manager and others, because these systemic design problems may refer to the 45,000+ strata schemes already in NSW. They are set to multiply disputes and costs to strata plans without anybody learning much about better risk management, except in the case of particular disasters. These typically may generate many new actions.

I am a minority vote in the strata committee. The owners' corporation only turns up if the strata committee calls them into a matter to judge something they all may know little or nothing about because of many commitments to secret operation. I am on the strata committee to protect myself from the costs they are now in a position to levy on me for doing what they want done in my back yard and charging me for it. There has been a long procession of strata managers passing through the supposed position of working for this owners' corporation through the unpaid strata committee.

As the 2023 Annual General Meeting (AGM) discussion shows later, the management agreement so far seems designed to pursue the interests of strata managers. They do so under the rubric of being associated with professional organisations, with their own constitutions designed to advance their individual and collective interests. The financial information now turns up regularly every month as if that were the only game in town according to strata managers, unless given a giant prod by somebody unknown, probably working free to pursue their own interests instead. (That would be me in 2025? See later discussion of this.)

I wonder who will initiate the management of the strata plan in 2025? I have asked many times for my matters arising below, **regarding the land foundations and outer perimeter brick walls, wooden fences, plumbing and vegetation plans** in many places. These plans should be better explained because they keep changing and growing. I think they are wrongly constructed in the interests of people who don't live at this place but who are largely invisible, and who are working against my interests in this regard. **Will we have a change of strata managers in 2025? When, and at what cost, one often also wonders.** Will the strata committee keep wasting the time and money of the owners' corporation as well as of individuals caught up in disputes? These involve people who know and care little or nothing about others' affairs. They were taught that the affairs of others have nothing to do with them. However, they may vote.

The Fair-Trading website states ***"If the strata committee is not willing to take up your issues with the strata manager, you can ask that a motion be added to the agenda of the next general meeting to discuss your concerns or to terminate the strata manager.***

However, life on strata is not nearly as superficially reasonable as the above statement sounds. To show you and the Minister why, I refer again to your email about our issues resolution, which states:

NSW Fair Trading's role in strata scheme matters is to provide information about strata legislation, regulate the conduct of strata managing agents, and offer a free mediation service to assist in resolving disputes.

An owners' corporation is responsible for the day to day management of a strata scheme, using the by-laws as its guide. NSW Fair Trading does not have jurisdiction under the Strata Schemes Management Act 2015 (the Act) to interfere in the running of a scheme, or direct an owners' corporation, a lot owner, or strata manager to a particular course of action.

WHAT USE ARE NSW FAIR TRADING THEN, BESIDES RESTATING IN PLAINER LANGUAGE THE LEGAL REQUIREMENTS WHICH I HAVE ARGUED MANY TIMES ARE WRONG AND A WASTE OF MONEY THROUGH REPETITION OF WHAT IS LEGAL, ON THE WAY TO THE ADMINISTRATIVE AFFAIRS TRIBUNAL. ONE ASSUMES LEGAL FORUM SHOPPING CAN BE NEXT. THE LITIGIOUS LAWYERS EVENTUALLY WIN, WITH DEEP POCKET BACKING, LIKE MERITON OR THOSE SEEKING TO ELEVATE THEMSELVES ON EITHER SIDE OF POLITICS, LIKE TOM HUGHES, THE CAB ON THE RANK, AND HIS LEGAL FRIENDS, IN FAMILY LAW OR NOT.

I am now an old woman who has always been most interested in how war, violence, and the visceral need or desire to escape from any men with children affects us. This is especially the case in this increasingly multicultural society taking in people from all over the world, for longer or shorter periods of time, who must be housed for one reason or another. Surely Triguboff and State government can come to better terms with better consultation methods than currently appear open as a result of a lot of poor law and website design. It directs complainants to the supposed standards of the existing law and lawyers, whether they know or care about growing women and kids concerns and interests or not. History is essentially a story of how people act. The market is one of US lawyers' key professional constructs, being rapidly AI sales assisted.

I have explained the source of my distrust in these key Liberal and so-called liberal institutions of government represented by the Fair-Trading website so many times it drives me nuts. I restate my position here that property by-laws are examples of unfair over-regulation designed to serve the interests of those beyond the strata managers and the people who have bought the houses and who are living in them on the spot. They are not the people passing through the place or working in the

industry to build and turn real estate over faster, not slower, whether other people enjoy living in the places they bought, or not.

THE SOLUTION IS THAT STRATA MANAGERS SHOULD TAKE A MORE PROACTIVE ROLE IN MANAGEMENT SERVICES. THEIR ACTIONS, HOWEVER, ARE POORLY DETERMINED BY SELF-INTERESTED ASSOCIATIONS OF THEIR MEMBERS. THEY APPEAR OVERWHELMINGLY TO BE STRATA MANAGERS LINKED TO MACQUARIE BANK IN ANTI-COMPETITIVE AND DEMANDINGLY CLOSED, UNREALISTIC, PROFESSIONAL ARRANGEMENTS.

The problem of strata design from the perspective of Tender Advisory in Balmain, where strata plan 10775 has recently been sent for \$2500, perhaps to find a new strata manager, states the key problem in legislation and its treatment in the real world. This is distinct from its treatment by lawyers in the tribunal according to law. This seems wrong in primarily serving a multiplying number of special professions and their associations. They can't be controlled effectively by strata managers, strata committees or anybody else because the professional associations seek to serve their largest clients' interests in secret operations as usual.

Power flows into a vacuum; makes its plans and spends its money. This power increasingly belongs to lawyers and top clients alone, I guess. To read the book **Tom Hughes QC: A cab on the rank** (2024) is to be introduced to the world of Australian politics run by lawyers. Politicians come and go, increasingly equipped by their top legal privileges, hanging onto and promoting court practices for all they are worth. They do so in the face of the comparatively unwashed like those in parliament who aren't lawyers already so don't understand how to play the tough men's charming legal salesman's game so well. They wilt or get cancer instead perhaps, supported by the old man's money and friends, perhaps, in the standard of living or not to which they have become accustomed, keeping their mouths shut in case they bite the hand that feeds them. Don't rock the boat? Tom Hughes was a gentleman representing misogyny to me. Lawyers cause and drive over-regulation. Lawyers cause and drive cost. Find something better and cheaper now.

The cheapest and fairest way to fix over-regulation is not to drive cases to court but to use better case management design and practice, whether it privileges those who can already read and write their opinion, or not. It's not that I don't like movies. I love them as records. It's just that I'm too old, slow, short-sighted and incompetent to use the required technology to make them well. This is also why I hate the Fair-Trading form of mediation most. I am 78 and shrink from new technology for many reasons related to personal dislike and incompetence. Specifically, my hand trembles and my voice shakes, whenever I encounter any new form of technology. My brain turns to mush because all my attention is taken up by a technology I fear and hate using. Yet this is the form of mediation you expect me to enter into, while largely ignoring my complaints and repeating the requisite bit of the law. How sensitive of you? In my particular case, your dispute resolution methodology through mediation is a waste of my time and money. The majority on the strata committee still appear to force the journey towards the tribunal on me and others who own or live in this group of terrace houses with front and back gardens, in Glebe, where I have lived since 1974.

Tender Advisory Pty Ltd. at Balmain, which in theory is providing us with the choice of a new and better strata manager, according to the dictates of the owner's corporation, guided by the strata committee, states:

In most cases, the strata committee, who are elected by the wider owners' corporation at the Annual General Meeting as the representatives of the building, will facilitate the process of

obtaining proposals for a new strata managing agent and/or facilities manager, before presenting a recommendation to the owners corporation for their consideration and endorsement.

Generally, strata committees are formed of volunteers from within the owners' corporation who maintain their own personal professions and subsequently lack in-depth exposure to the vast and continual changes within the industry. All of which may result in disappointment when entering into a contract with a strata managing agent or facilities manager who are unable to deliver the level of service initially promised.

The above is as polite a statement of the problem as one might expect from specialists wishing to remain in business. Promised to whom by whom, how and at what comparative cost, one wonders. I do so as a member of the strata committee, reading accounts which now come monthly, whether we want them so often and whether the bills of those who did the work here get paid in reasonable time, or not. Who knows?

NSW APPEARS TO HAVE POOR MANAGEMENT REGULATION WHICH PUTS STRATA COMMITTEES AT GREAT RISK OF MORE IGNORANT, POOR, EXPENSIVE, CORRUPT, SECRET DECISIONS EXERCISED BY ANYBODY

The Fair-Trading Strata Living Guide points out, for example:

The owners' corporation elects the strata committee, which can make day-to-day decisions such as arranging general handyman repairs. You automatically become part of the owners' corporation if you buy a strata property. This gives you the right to participate in the running of your strata building (such as by attending your AGM) and the responsibility to do so.

Everything about the above avoids reality in the happy fiction that good decisions can and should be made by periodic vote of an owners' corporation, especially in situations where the building design maintains the form of normal rows of terrace houses, with front and back gardens, rather than high or mid-rise apartment buildings. There may or may not be a trade-off between parkland and building height for government to make on people's behalf, whether they are already housed in the area, or not.

There seems to be a constant, unremitting, unknown demand for work from the strata committee on one hand and from the strata manager on the other, yet work appears left for years without further clear action. The result is that demand for professional work on the complex cannot be managed effectively by anyone in the interests of anyone. This appears a major reason why levies and rents keep rising in Glebe and will probably continue to rise in the foreseeable future.

This prediction is made as a result of regulated standards rising fast in all forms of living, maintenance, renovation, rehabilitation and related risk prevention or emergency treatment specialisations in land, water and strata construction or management work in this state. The responsibility for all work generated by others, whether they are owners living on their own plots, or absentee landlords, or their renters, rely on the unpaid strata committee. This is partly because those working for strata managers move on repeatedly with no notice. Is this because the demands of the work expected are judged too onerous, not understood effectively or ignored? As the 2023 Annual General Meeting (AGM) discussion shows later, the management agreement so far seems designed to pursue the interests of strata managers. They do so under the rubric of being associated with professional organisations, with their own constitutions designed to advance their individual and collective interests. The financial information now turns up regularly every month as if that were the only game in town according to strata managers, unless given a giant prod by somebody

unknown, probably working free to pursue their own interests instead. (That would be me in 2025? See later discussion of this.)

RECOMMENDED PRIORITIES IN 2025 ON STRATA PLAN 10775: OUTER PERIMETER RETAINING WALLS, OUTER BRICK WALLS, WOODEN FENCES AND RELATED PLUMBING MATTERS BELOW

My past recommendation for future development priority treatment on SP 10775 in 2025 is below. I seek to have these matters raised with the strata committee at its next meeting. I have used the reference headings from earlier AGMs held in November at least since 1994. There was no AGM here in 2024. I hope this provides a greater understanding of my particular and general concerns and how they may be remedied in recommendations for the advancement of strata plan 10775 during 2025.

15.00 RETAINING WALL PROJECT UPDATE:

I think the repair of gaps in what used to be fences at the front of St James Court should be our greatest expenditure priority in future because these gaps pose the most dangerous risks to people living or visiting St James Court. In regard to the treatment of bamboo and brick walls relating to the back yards of Nos. 7,8,9,10,11 I am most sensibly led, in my estimation, by the treatment of my neighbour's property (No. 11) because he has complained against me with strata committee support. To take our disagreement to any tribunal for settlement seems a complete waste of my money, his money, and owners' corporation money which is why I seek to avoid it.

I hope the concerns expressed above will help your deliberations. Cheers Carol O'Donnell, St James Court, 10/11 Rosebank St., Glebe, 2037

- 1. 15.0 Retaining Wall Update.** I would like the update particularly as the **Motion Explanation** remains unclear to me and I have never known what was expected to happen with this project which at one stage appeared to affect Nos. 7,8,9,10 and 11. What is proposed in the Motion Explanation is unacceptable to me because I have never understood why such a destructive and expensive approach to a long and apparently sound brick wall and foundational environment is desirable or necessary. I am in No. 10 and have said for many years that I don't want the cost or disruption of any large-scale project; which has a reason I have tried and failed many times over many years to understand. At one time I recall being told that the work on patching the back wall behind No. 11 and rebuilding along the side of No. 11, to make consistent fronts for our building in Rosebank Street, was held up because an owner of relevant property in Bridge Rd lived overseas and refused entry onto his property. I have no idea what is expected to be going on, but I don't want my perfectly good back brick wall and foundations to be disturbed because it will be another expensive unnecessary nightmare about seemingly simple matters that have gone on for years already. I want a clear, written **Retaining Wall update with aims**, as that will be the first that I've received on this weird project for far too long.
- 2. Strata Managing Agency Agreement:** Since we spent a lot of money to transfer from Verdun Walsh to Whelan's Property Group in 2019 and signed an agency agreement with Whelan Property Group, we might as well not have bothered. They are all in touch with each other and all are unknown or act the same so why change? (If you've got one bad husband pushing you around you wouldn't bother to change to another, for example, because the transfer would cost you a lot of money.) In 2019 we changed to Whelan Property Group because we were assured that they could quickly fix our retaining wall problems, because they managed adjoining properties. The problem of the Retaining Walls remains; and Whelan Property Group has ignored their own agreement made with the strata owners'

representatives many times since 2019. The monopoly nature of the association between the Macquarie Bank, strata managers and other real estate agents makes the strata committee a rubber stamp. I hate being a rubber stamp but I want to remain on the strata committee in 2024 to be in a position to fight better against the things done around here that I have considered are something I personally don't want, or which I consider more objectively to be against the interests of owners living here or not, as well as the increasing band of renters staying for short periods at St James Court, or not.

In this context, I draw to your attention the wording of the new **strata managing agency agreement** the owners' corporation is expected to support at the forthcoming AGM. Unlike almost everything that has gone before it, I find it largely incomprehensible and I also distrust anything it states. This is because it makes no sense to me and is also probably designed to dominate my interests as a property owner or member of the strata committee in any way the industry wants.

The current strata managing agency agreement suggests to me that the owners' corporation will be unable to hold the managing agent liable for anything which turns out to be unsatisfactory. This leaves the poor old strata committee on the hook for problems which the average owner thinks they are paying the strata manager to sort out so that they can relax and go to the beach. The strata manager is trying to protect its back while making money with its friends by driving as many risks and costs as it likes onto members of the owners' corporation, as discussed above and below.

Tender Advisory clearly states the expected legal position of strata managers below but the strata management agreement typically reflects the interests of strata managers in avoiding more work and decision.

The Strata Manager: The Administrative Backbone

According to the Tender Advisory website, ***the collective group of owners within a strata-titled property, known as an owners' corporation, have various responsibilities as prescribed by legislation. To help fulfil these duties, a strata manager may be engaged.*** '

"Strata managers are crucial to the successful organisation of the administrative side of strata living, ensuring that the complex legal, compliance and financial obligations of the owners' corporation are met. Strata managers handle tasks such as preparing budgets, collecting levies, issuing work orders, organising meetings, maintaining records, and ensuring compliance with relevant laws. They are the go-to person for any issues related to the governance of the strata scheme including, disputes between residents, approvals for renovations and, matters related to by-laws. By effectively managing these responsibilities, strata managers play a pivotal role in the strata scheme running smoothly."

The Department of Fair Trading appears to think that strata legislation presents a dream in requiring the following free work from members of strata committees. We are expected to represent the interests of members of the owners' corporation without knowing anything about what those interests are conceived to be by anybody of clear note. According to Tender Advisory, their key duties are outlined below:

Chairperson

- *Presides at all meetings (takes the helm)*
- *Conducts meetings (keeps things moving along)*
- *Decides on issues relating to voting and procedure*

- *Does not have a deciding vote*

What sort of person would make a good chairperson?

- *A born leader and/or good organiser*
- *Experienced in management*
- *Skilled in dealing with people*
- *Diplomatic in nature*
- *Able to keep things moving without appearing dismissive or abrupt*
- *Has a relatively thick skin (to handle the odd bit of abuse that **will** come)*
- *Has a certain amount of self-confidence*

Secretary

- *Convenes the Strata Committee meetings and General meetings (except for FAGM)*
- *Prepares, takes and distributes minutes of all meetings*
- *Gives notices for the owners' corporation and the strata committee*
- *Provides information to the treasurer for the S184 Strata Information Certificate*
- *Attends to correspondence on behalf of the Owners Corporation*
- *Maintains administrative and secretarial records of the Owners Corporation*
- *Maintains the strata roll*

What sort of person would make a good Secretary?

- *Good organiser and very methodical*
- *Experienced in time management*

Treasurer

- *Issues levy notices*
- *Receives and banks monies on behalf of the owners corporation*
- *Prepares section 184 strata information certificates*
- *Prepares financial statements and other financial records*
- *Maintains accounting records*
- *Provides information to help determine what the levies will be*
- *Helps to determine the scheme's future expenditure for the capital works fund*

What sort of person would make a good Treasurer?

- *Good organiser and very methodical*
- *Good at maths and numeracy*

- *Accounting knowledge would be advantageous but isn't essential*
- *Computing skills, although not essential, would be handy*
- *Trustworthy*

Strata Committee members

Being elected to a Strata Committee (SC) can be an actually life-changing decision so owners should ensure that they know and make sure that they become fully prepared for what's involved.

However, I think the strata committee should be seen as a comparatively ignorant body compared with the strata manager who is paid to understand and manage property for a daily living. The current legislation is wrongly confusing and expensive.

LET US EMPLOY JETHRO AND SPRING GARDENS IN LANDSCAPING AND PLANTING WORK AS NECESSARY AT ST JAMES COURT IN 2025 BECAUSE I THINK THEY DID A GREAT JOB IN MY CASE

Hi Lili and Cindy

I am writing first to say I am impressed with the good work that Jethro and his accomplice from Spring Gardens did in eradicating my visible bamboo without unduly disturbing or breaking anything else in my garden. They showed a hardworking, respectful, intelligent, and thoughtfully designed approach to everything they did under difficult circumstances. In my view Jethro seems to have good understanding of the rights of everybody in the place, including himself and his fellow workers. The position I last put in response to Janah, at Whelan Strata group, however, remains the same. I find it important to restate this because I am concerned about the expected treatment of my back yard and rising disruptions and costs to myself and others on the owners' corporation.

The strata committee appears now set to dictate any further work they want in my back yard, while expecting me to pay for the privilege of having unknown types and amounts of work and cost carried out in my back yard, against my wishes. See related key discussion attached in response to NSW government and Fair-Trading role and mediation in strata.

What do you expect to happen in 2025, especially with regard to the outer perimeter fences, plumbing, waterproofing and related concerns which the owners' corporation faces in theory and legislation, including bylaws? I think bylaws are an example of foolish over-regulation for reasons I have addressed many times. I address related concerns of strata law and practice attached to recommend that strata managers are put in better positions to pursue their mandated functions in service to members of the owners' corporation.

I think we should use Jethro's services again in further landscaping and gardening work around the building of our outer perimeter walls and current plumbing expectations, subject by agreement with individual property owners and their apparently most relevant neighbours. This is because their wishes often appear more relevant to me than the less knowledgeable and less thoughtful votes which those less affected on the owners' corporation might otherwise bind or agree to action, depending on whether or how it is presented.

I would also like to know the outcome of the discussions with Tender Advisory, on the expectation that they will need to come before the owners' corporation, before they are accepted.

I think the gist of what Sally indicated in regard to the substantial responsibilities of the owners' corporation (which used to be called the body corporate), was that Lili would be carrying most of the work and risk normally carried on behalf of the body corporate in future. She also indicated that Tender Advisory had selected candidates for strata manager of strata plan 10775 in 2025 and beyond.

In my opinion Australia has been a comparatively meritocratic place which is now highly threatened by legal assumptions which drive Australians towards being fleeced by too many specialist US AI payment systems clipping the captive customer ticket on the way through any on-line purchase, delivered drip, drip, drip.

However, as usual that's just my opinion. Cheers, Carol, No. 10.

Hi Maureen

RISK MANAGEMENT PRINCIPLES: A RECOMMENDATION TO THE NEXT AGM FROM WHELAN'S AND THE STRATA COMMITTEE, FOR DISCUSSION

Thanks for this information on bamboo, which is mainly from No. 11, I guess, because a lot of it along their back fence is gone. I have been thinking about proper risk management which might involve better waste management as a result of reading the very sensible but small information on our notice board about waste management. Your email prompts me to remember the basic risk management principle that waste is best and most safely and cheaply managed at source. This means people should be encouraged to have compost and worm farms in their backyard which they put their scraps into, for example.

Too much thinking about this place is old fashioned and driven by the wrong people, although I have personally always been quite happy with the service of Rowan and his helpers. I remember Sally once wanted different people and I wonder why.

In risk management terms, the most dangerous thing about St James Court is the fact that beside No. 18 and beside No. 11 there have been huge gaps, or poorly covered and unsightly fences, over big falls from walls onto concrete, for some years.

Fixing the walls that are opposite each other beside No. 11 and beside No. 18, on either side of Rosebank Street should be the top building priority for 2025. This is because anyone may fall or drop accidentally on neighbours' property lower down, onto their concrete yard. This is a major risk.

Fixing the above walls, in consultation with the owner of No 11, No. 18, and Vince Perry who owns adjoining Rosebank Street property, is of much greater urgency, easier and cheaper, than fixing the wall along the entire back of Nos. 7,8,9,10,11. The latter brick walls already exist and are protected from wind on all sides by higher brick buildings. These walls are not going to fall over, suddenly, killing a child or anyone else beneath. This is far more unlikely than somebody falling off the unprotected gaps and shoddy walls beside No. 11 and No. 18, onto the concrete beneath.

Having already dealt with related matters in my earlier email to you about the unacceptable interference by the strata committee in my yard, and the treatment of vegetation and water there, as well as the rebuilding of green timber fences with gates in them, I want to put a motion to the next strata AGM. However, it will be pointless if I have no visible authoritative backing.

The motion states that building a green fence, of the same kind and height that the owner of No. 18 has already built at the side of her unit, should be extended all the way to the steps to

Rosebank Street and paid for by the strata plan. The design of green fencing which the strata plan should pay for down the side of No. 18 and at the front of St James Court, in Rosebank Street, should be consistent with that built on the other side of the Street, following on from the No. 18 side fence treatment already in the No. 18 back-yard.

The above suggestions would get safety priorities and related decisions right, and also make links with key neighbours such as Vince Perry, who owns or manages a lot of comparatively low rent housing around here, I guess, including that on the other side of the high wall at No. 18.

I think the above recommendation for tabling at the next AGM should come from Whelan Property and the strata committee, rather than from me, because I have zero credibility compared to Sally, as she and others have clearly reminded me many times. She is absolutely right in my experience and I am uninterested and unwilling to work in the way that is normally expected because of who I am. So sue me? This is my property. You are wrong and Sally must be kidding? Frankly I have no idea what she is talking about when she says all the walls of St James Court will be double brick in time and I only own air. This is unbelievably nuts to me, and I don't know where she got this idea. However, I would be happy enough to look at higher green wooden fences as interim solutions to deal with current huge and unsightly safety breaches which have existed for too long.

In response to your original email about waste handling, I'd also like to say that the strata committee could take the opportunity to put a worm farm and compost pit on the strata land beside No. 11, with letters to encourage people to build their own in their own back-yards, instead of putting a lot of extra food muck into the wrong bins, as usual. We could do a lot of things and it's not our job, so the disorganised management of the place from the start always annoys me. At least Deanne Hinton at Verdun Walsh knew a lot more about this place than those at Whelan's ever did. And then they have the nerve to hold our main meetings at a public hall so that they aren't even here for AGMs and yet charge us more for their management. The only time they take any interest in what any government is trying to do is if it can make them more money in hands off, apparently foolish and remote ways.

Frankly, I think Sally should step down from the strata committee executive because she is getting more myopic all the time. On the other hand, I have no doubt that she has done an enormous amount of free work that most people won't want to do, let alone freely. God knows I wouldn't lift a finger to do something I didn't agree with or if I was too busy even to understand it or bother about it, and yet Sally has always had a go. Now she is retired there seems no stopping her, although she said to me that she wanted to step back. I've got no idea who would be willing to take her place. I wouldn't. There is too much free work, risk and unpleasant behaviour involved with people like me who often disagree with her. Who else wants to remain on the strata committee. Do you?

Cheers Carol

Hi Megan and Maureen

STRATA PLAN ZOOM MEETING TO DISCUSS POTENTIAL NEW STRATA MANAGER (Tuesday 25.2.2025)

What I hate about the Zoom meeting we had to discuss a potential new strata manager, is that I always find I can't **watch, listen, read, write, understand, notice and remember and record what others have said, (while handling appropriate changes in the technology) all at the same time.** And then the professional organization has the gall to prevent you seeing anything helpful it has swallowed and charged strata plan 10775 for on our behalf. (This Zoom meeting is multi-skilling

madness for transferring information unless you want to pretend to do so and then keep it instead and charge for it, preferably more often, like on a monthly basis?)

I have seldom understood so well why I hate Zoom before. If you want to see a perfect example of this method of tearing any understanding to death by speedy overload, go on a US Alaska cruise and watch the TV in the cabin. (What passes for information on US TV blows the mind and it's coming here just as soon as it can, I guess.)

Can younger people do it better? I usually doubt it in comparison with old-fashioned meeting email where at least the writing on the screen stays around, or one may take notes. A great big talking head is always good to watch and let it sink in. However, it must be accompanied by notes easily accessible elsewhere for later personal perusal. It was great to receive so much clear information suddenly. However, whatever happens it usually adds up to more money unless you do what you want for free, like I do.

MAUREEN, PLEASE CAN YOU REPLY TO THIS AND CAN WE MEET AT ANY TIME AND ANY PLACE CONVENIENT TO YOU TO DISCUSS THE COMMON MEANING OF THE STRATA 10775 ACCOUNTS, PLEASE? (I WOULD HAPPILY MEET AT YOUR PLACE OR MINE OR ANYWHERE ELSE YOU CHOOSE AT ANY TIME YOU CHOOSE

Lili would be welcome to any meeting but that depends on you and where or when you might be prepared to meet. I don't expect anybody from Whelan's or anywhere else to turn up if it costs SP 10775 money. (Otherwise, they are very welcome to come as I expect they understand what they do better than we do.)

I look forward to the minutes of last night's Zoom meeting, wondering when they will arrive because my dementia is advancing every day. But specifically, however.

WHAT DID YOU SAY ABOUT THE NUMBER OF MEETINGS PER YEAR FOR THE STRATA MANAGERS TAKE, MAUREEN? DID YOU TAKE DOWN THE ANSWER? WHAT WAS IT? (It's the only question I recall except for mine, which have faded already except for **More than Strata** as a possible alternative for us on SP 10775.

(I can't remember what you said, but thought it highly pertinent, before we moved on and I felt like strangling the organisers, as usual. This stuff is the way people are hoodwinked into thinking they are stupid or can order others about. Yesterday's Australian Financial Review had an article entitled "**People are not stupid or bogans, it's us, Shorten tells unis** (AFR, 28.2.25 p. 3) There is a picture of Bill Shorten, former Minister for Disabilities, dressed in his new oversized Vice Chancellor's gown and flapping his hands at Canberra University". If I was still at Sydney Uni. I would put it on my door unless the fascists from administration came along and tore it down. What do they think corporate or higher education values are all about? (God alone knows, but we follow it religiously, and its top secret?)

I actually prefer education before research as a rule and it's good if the minutes, like the requirements of legislation and policy, are not confidential. (Insider trading, my arse? It's all insider trading? There is no other kind, especially in the Liberal Party?)

CAN I PLEASE MEET WITH YOU TO DISCUSS THE IDEAL RELATIONSHIP BETWEEN THE MANAGEMENT OF WORK ORDERS AND THE PRESENTATION OF ACCOUNTS? (I HAVE NEVER UNDERSTOOD OUR ACCOUNTS AND YET RECEIVING THEM EACH MONTH COSTS US A LOT OF MONEY. (THIS IRRITATES

ME EVERY MONTH BECAUSE MY GOOD TRAINING COMPELS ME TO LOOK AT THEM AND TRY TO MAKE SENSE OF THEM BETTER THAN I DO.

I attach again the information on which I based the following finding:

NSW APPEARS TO HAVE POOR MANAGEMENT REGULATION WHICH PUTS STRATA COMMITTEES AT GREAT RISK OF MORE IGNORANT, POOR, EXPENSIVE, CORRUPT, SECRET DECISIONS EXERCISED BY ANYBODY

Cheers and thanks for any response. Carol

Hi Maureen

Thanks for that helpful information. The matters that I lay out below don't keep me up at night. However, in the interests of better administration of strata plan 10775 to improve work and reduce costs I draw your attention to the following issues for treatment ask how it is expected that I should go about getting this work done.

In the interests of people not falling down steps, I think it would be good if white paint was put on the edge of steps around the complex, so people can see their single step edges better.

I don't need this as I know the place and don't go out much at night. However, if somebody strange fell down the single steps on the concrete path at night, especially if they were old and slow, they might break an old brittle bone and complain. This raises the question for me of the nature of the white painting schedules at St James Court and how one gets particular small issues (such as the above) included in the administrative notice. I guess you have historically treated a lot of these matters with Rowan, perhaps. (God knows, but having or not having them attended to for some reasonably defensible reason, seems a good idea. One also thinks of tree pruning outside No. 11, for example. That isn't interfering with my place. I just happen to notice the leaves might soon be in gutters. Do I report the tentative matter? If so, to whom and why?

I also realise I would hate to see the lights any brighter at night as an alternative to white edge painting on steps along paths, so wonder why I should raise the matter at all. I tried to initiate solar power for the complex shortly after I retired from work in 2007 and nobody replied. Fair enough, because I've seen more of the potential problems of any new initiatives since then.

I have been here since 1994 and I still don't know the answer to these fairly basic management questions above and the related ones below.

WHEN IS ENOUGH WORK ENOUGH (PARTICULARLY IN REGARD TO PLUMBING, PAINTING AND CARPENTRY)? HOW ARE WE EXPECTED TO EVER WIND IT UP OR SLOW IT DOWN? (VIA COURT?)

Once one starts thinking about other people's safety, (rather than one's own, because one lives in and has become peacefully accustomed to the place and its faults) one also wonders when enough is enough in regard to plumbing or anything else. For example, there is half-finished plumbing work down the side wall of No. 5 and in front of No. 9. Who knows anything about the likely origins and fate of this temporary plumbing stuff along the side of the path? Who does and who should know about it? It's not in anybody's way but I'd hate to see it here for the next 3 years just because somebody on the strata committee forgot it. (Anything to do with the back brick wall in No. 11 is in that state, for example. As long as the neighbours appear reasonable, I couldn't care less, except for the fact that the owner of No. 11, backed by the strata committee, appear intent on taking me to

court and making me pay for any work they dictate. This seems like an example of coercive control to me, while they have the gall to be taking me to court.

The new owners of No. 9 (Carolyn and Rob) know nothing about this plumbing stuff but I guess they are very busy with two jobs, two children and lots of related work and community commitments, so I raise it with you, along with the question of how to treat any new wooden fence and lattice painted green in the backyards 9, 10 (mine) and No. 11, for example.

Carolyn and Rob (No. 9) may be happy enough to engage in paying for new green fence building work if somebody wants to initiate it, or they may want to do something different for themselves alone at another time. God knows who that might appropriately be here, because I don't. I might ask them what they want next time I see one of them around.

Since the pergola on one side of No. 10 has been pulled down, and the bamboo in No. 10 and No. 11 has been eradicated, I would like to proceed with some remedy for the beautiful privacy from neighbours on all sides which I have now substantially lost. (Should we perhaps do nothing for ourselves in this new world order in case the rules change again very soon and we find we have wasted money, and are being taken to court, as appears in my case. This is the kind of waste of money and destruction of personal amenity that makes me livid.)

This green wooden fence height enhancement, lattice erection and related green painting is a task I think needs to be done by somebody at some stage. I would be happy enough to fit in with the green wood and lattice design in Lili's fencing arrangements if you want me to suggest it to (No. 9) as well as to adopt it myself. However, Lili has a pergola and I don't want one. The last owner of No. 9 had their pergola pulled down. I've no idea whether they want to put up another one or not. (Should I ring Spring Gardens first about the work?)

How are work orders or other work practices agreed and begun for ideal administration and cost control purposes? (To which little birdie should I whisper any matter I want to progress so that I have confidence in any sensible reply and cost control on strata?)

If you don't want me to work on my own yard and garden while paying for it myself, until you say so, please tell me that too. For example, are there newer world orders round the corner which Sally will still dictate with majority support somehow, for example.

Who should raise the matters above with whom? Should they (me in this case) simply mind their own business and go on holidays instead? (I can do that easily enough.)

Treasurer

- *Issues levy notices*
- *Receives and banks monies on behalf of the owners corporation*
- *Prepares section 184 strata information certificates*
- *Prepares financial statements and other financial records*
- *Maintains accounting records*
- *Provides information to help determine what the levies will be*

- *Helps to determine the scheme's future expenditure for the capital works fund*