

**Hi JB Hi Fi**, Below is my story so far, starting with the first complaint to your Broadway Store, in the university and related education precinct all around it locally and globally. Cheers Carol O'Donnell, St James Court, Rosebank St, Glebe, Sydney 2037. [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

**PLEASE FIX MY PROBLEM WITH THE hp LAPTOP AND Microsoft Office Home 1 PC/Mac 2024 SOFTWARE I PURCHASED DIRECT FROM THE JB HI-FI STORE IN BROADWAY IN SYDNEY ON 25.8.25.**

**WORD DOESN'T WORK AS A RESULT OF INSTALLING THESE PURCHASES DIRECT FROM JB HI FI STORE. PLEASE FIX IT**

**I REFER NOW TO THE JB-HI FI WARRANTY IN THIS APPEAL, HOPING FOR A QUICK REPLY**

I have depended on Word related reading, analysis, writing, dissemination, filing and storage or something like it since the age of 15 and I am now 78. You see the results of my Word production since retirement in 2007, for example, at [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) I depend on the capacity to continue using Word.

During 2025 my last old Dell laptop started to slow down, and to interrupt my writing with messages telling me I must upgrade to Windows 11 by September 2025. I wanted a new laptop with a similar operating system and researched these matters carefully, with many experts. I have no interest or expertise in technology use.

The person who sold Microsoft Office Home 1 PC/Mac 2024 and a supposedly related **hp** laptop, did so with a specified assurance that the software could be installed on the new **hp** machine.

**When trying to activate and use Word one finds the list of installed apps. only lists Microsoft 365. Microsoft Office Home is not listed.** (My expert daughter spent hours fiddling with this for me.)

**When "product is unlicensed" is pressed, I get Error code 29**, the same as my daughter. I am no expert and want someone expert to fix it.

**I note from JB HI-FI Extra Care Warranty that goods purchased from JB Hi Fi come with guarantees under the Australian Consumer Law.**

Beyond my purely personal pursuit of more expert help or other cure for my problem from JB Hi-Fi, I note that the JB Hi-Fi Warranty states that its goods *come with guarantees that cannot be excluded under the Australian Consumer Law and that I am entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. I am also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

**I WANT MY WORD TO WORK** and I don't want to be sent to a website so I can fix it myself. (I am old, my eyes are dim, I am slow, I forget easily, my hands shake when I am stressed by external factors and I live alone.

I feel that life is increasingly insulting to many of us and trying to kill us while pretending to be concerned about our welfare. I don't blame the unlucky sales-person who sold me these products but I am relieved that I am not a younger or poorer person, whose financial welfare depends on these products or not, and who must rely on selling and using an increasing range

of increasingly complex, frightening tools which constantly change apparently to protect the producers. Can any of us bear the expense? I look forward to your swift response.

Yours truly, Carol O'Donnell, St James Court, 10/11 Rosebank St., Glebe, Sydney  
2037 [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

### **Hi JB Hi-Fi Support**

RE TICKET 4828183 (LAPTOP AND SOFTWARE FORCED UPON ME BY PRODUCT PRODUCERS  
DON'T WORK WELL FOR MY NEEDS, ESPECIALLY IN WINDOWS WORD

Re; my meeting with Ryan and Aja on 1/10 organised by Evan, which was my chosen date, I never met Aja simply because I assume by chance I met Ryan first. I said to Ryan:

***I WANT MY WORD TO WORK and I don't want to be sent to a website so I can fix it myself. (I am old, my eyes are dim, I am slow, I forget easily, my hands shake when I am stressed by external factors and I live alone.) This stuff I was sold doesn't work and this is a quality control and consumer injury issue. JB Hi Fi has so many things going for it that others don't have. I have a warranty. I NEED MY WORD WORKING. WHAT IS THE ANSWER? PLEASE FIX IT!***

Evan has fixed the problem I think and if he hasn't I will get back to him again. We both agreed we were very impressed with JB Hi-Fi inventory knowledge and performance at the shop-front and related catalogue level, with its great sustainability and current and future service delivery potential via bricks and mortar central shopfront. This Broadway store is particularly wide-ranging for all ages. It is also in a huge and constantly changing education and research precinct, so a good place for support and on the job employment and development of many industry and community kinds, I expect. I might discuss this with Evan later when I drop in.

JB Hi-Fi is my usual best choice to learn more about the real world and its many unknowns. As Donald wisely observed, it's the unknown unknowns that usually get you, as they appear to have in this JB HiFi case. I bought my great Sony TV and Sony DVD player from JB Hi Fi a thousand years ago, when a man came out and installed the lot. It has been perfect since. The Workers Education Authority asked me to buy a ukulele tuner and JB HiFi cracked it easily.

From Evan I gained the impression that the **no Word problem** was that I had inadvertently been sold Microsoft Office Home, (1 PC Mac 2024) whereas I should have been sold Microsoft 365 Family. Evan installed the latter successfully, without the child-proof block on Word, as I quickly confirmed with him and my expert daughter on the same day. As a teacher and researcher or parent, or grandparent, I would want my child to try to use a lot of Word, not do what often appears to me to be trying to stamp it out in favour of more high risk and costly global sales. This may naturally increase the inequalities which already exist between us all by being comparatively unresponsive. It is easier to wipe their hands than respond to people like us.

I think Evan stressed that because he was lowering my level of protection and leaving me exposed to predators on the internet and dark webs globally through the change, he was also giving me a copy of Security Suite Pro (\$99.00) to put on my laptop when I have time.

I will ask my daughter to do this and get back to him if she can't. However, as a former teacher of all age levels, in the humanities and many professions, let me repeat that I want my students to be able to write in Word as well as myself if they want to go into the career paths that they have the paths to drive for themselves, in many different and personally chosen directions.

Where do they think that giant illuminating books like **Alexander Hamilton** came from?

The answer and the book are commonly both free in Glebe, as in my view they should be. This doesn't stop me buying exactly what I want globally from Glebooks. I shop local for a reason which is strongly related to sustainability and making ethical sourcing mean something.

Evan said he was a trainer working and living close by me in Glebe. I bet there are many trainers like that. I will chat to him briefly this afternoon when I drop in before I need to Zoom on strata this evening. I will contact you further if it seems sensible to me and I am free.

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

Hi JB Hi-Fi Support

**RE TICKET 4828183**

**MY WORD WASN'T WORKING AS I WAS SOLD THE WRONG PRODUCTS AND THEN I ALSO BECAME EXPOSED** (I may also have mixed Evan and Ryan up, earlier. Sorry if so.)

The fact that my new hp laptop and Windows software, originally forced on me by the Dell laptop producers demand to upgrade to Windows 11; were originally the source of my complaint to JB HiFi in Broadway, Sydney, near where I live. **My Word was not working** for reasons described in earlier emails and visits in Sept. and Oct. 2025, outlined later below.

**(LAPTOP AND SOFTWARE FORCED UPON ME BY PRODUCT PRODUCERS NOW WORK WELL TOGETHER FOR MY NEEDS, AFTER THE INTERVENTION IN MATTERS BY EVAN AND RYAN.**

**HOWEVER, I REMAIN COMPLETELY EXPOSED TO PREDATORS EVEN THOUGH RYAN GAVE ME SECURITY SUITE PRO AS A FREE GIFT. MY DAUGHTER AND I TRIED IT TOGETHER.**

**IT DOESN'T WORK. THIS IS WHAT HAPPENED AND WHY SECURITY SUITE PRO IS CACTUS**

**HOW ARE RYAN AND EVAN AND AJA AND THE REST OF THE TEAM GOING TO ACT NOW?**

From a quality management or consumer satisfaction or cost reduction view of products and services, there are a lot of problems in the team approach to sales for multiplying global digital producers of all kinds. (These appear increasingly as insurance matters and retailers' costs.)

After I had spoken to Ryan, a JB Hi-Fi trainer, as outlined later below, he partially fixed my original problem of being forced to buy a poor laptop and Windows software match, so that **Word** didn't work. Ryan gave me the right Windows software to match the new **hp laptop** that **Dell** had forced me to buy to upgrade to **Windows 11**.

**Ryan also assured me the sale was right this time by putting the software on the laptop.**

The explanation of why the software failed was available after my daughter and I had failed to fix the problem of my having no **Word**, and then found out why. This is explained again later below.

When I said that I went to a local Broadway store-front like JB HiFi to buy things for quality control purposes because I think the internet and producers are now completely unapproachable and growing daily more unaccountable for many reasons, Ryan gave me

**A FREE COPY OF TREND MICRO SECURITY SUITE PRO. HOWEVER, AS I DIDN'T PAY FOR TREND MICRO SECURITY SUITE PRO, I DIDN'T GET A RECEIPT. RYAN ASSURED ME THE TREND MICRO SECURITY SUITE PRO WOULD STILL WORK ON MY MACHINE. IT DIDN'T.**

**The JB HiFi receipt is vital for the consumer because it contains the product key that is necessary to activate the software. My daughter and I confirmed that activation required the Activation Code/product key.**

When we found this out, my daughter and I decided to take the road of least resistance and try to purchase the expected product through the **TREND MICRO WEBSITE. THIS WEBSITE DOES NOT RECOGNISE THE EXISTENCE OF ANY NATION OUTSIDE THE AMERICAS. WE CANNOT REGISTER THAT WE ARE IN A SEPARATE CONTINENT, NATION AND STATE HERE IN SYDNEY, TO MAKE THE CONNEXION. (BUGGER MELBOURNE HEAD OFFICE?)**

Having learned the above, my daughter and I found the English (Australia) version of the website. It wasn't clear how to purchase a new product, only how to renew subscriptions (which we do not yet have (for existing product). I am exposed to predators. What to do?

**I WILL GO INTO SEE RYAN OR POSSIBLY SOME OTHER MANAGER AGAIN THIS WEEK TO GET MY PROBLEM FIXED. MY EXPERT DAUGHTER HAS SPENT HOURS OF HER TIME HELPING ME WITH THIS IT TRASH ALREADY. (Every day I thank God I am not in any small business.)**

*Thank you for your help. Cheers Carol O'Donnell, St James Court, 10/11 Rosebank St. Glebe, 2037. [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)*

**ON 16.10.25 RYAN WAS NOT IMMEDIATELY AVAILABLE BUT JAMES FIXED MY PROBLEM FOR FREE BY CONFIRMING THAT MCAFEE WAS ALREADY PROTECTING ME AND SWITCHING IT ON PROPERLY. I GAVE HIM BACK THE USELESS FREE GIFT OF TREND MICRO. He said to come back on 2 November to make sure my communication technology was working well for me. (I GAVE HIM MY SHOP LOCAL NOT GLOBAL AND RELATED RISK MANAGEMENT REFERENCE AND COPY OF MY RECENT BOOK "POWER LOVING" (2020). ALL ARE AT [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) (We shouldn't need lawyers.)**

**THIS IS MY COMPLAINT TO GLEBOOKS, ANOTHER FAVOURITE LOCAL**

Hi guys

**I WILL JUDGE HOW WHAT YOU ARE DOING MIGHT AFFECT ME, THANKS VERY MUCH**

You state:

*This month Gleebooks is transferring to a new software system across our shops that will result in a significant change to our customer records, the gleeclub loyalty program, event bookings, and our website.*

**WHY? WHY? WHY? HOW HOW HOW?**

How will this improve your service to me, who has a lot more money and free time than lots of you? Hating others so much is often self-destructive. I plead guilty to save the rest. However, I long ago decided lawyers are best to hate and this is personal for me.

I address why later in relation to Gleebooks and JB Hi-Fi, and in regard to the coming JB Hi-Fi Class Action being run by Maurice Blackburn. This is **Clarke v JB Hi-Fi Group Pty Ltd, Proceeding number: S ECI 2023 05830 in the Supreme Court of Victoria**. Maurice Blackburn tells me that I am automatically covered in this class action unless I can get out. I have tried online and cannot do so yet, but will persevere to solve this problem.

The reason I don't want to participate in this class action is that I don't want to see JB Hi Fi unfairly closed down, especially on Broadway in Glebe, or their common competitor in many things, Harvey Norman, for example. However, I find there is no way of getting out of it so far, whatever I press! This is what they mean in Silicon Valley I guess when told to move fast and break things. I naturally wonder whether I am joining others here in complaining about Gleebooks, which I've never done before, that I remember.

Let me get back to the future of Gleebooks and me first. I have been a customer since its birth and have recently been urged, for the first time, to make a complaint instead of always suffering many idiots gladly. (Gee, that was new!)

Let me give the Gleeclub a little more information about my being as a book and film consumer who likes to shop locally. I am 79, with a tendency to trip over the steps at night and fall asleep early. I stopped going to Gleebooks events long ago as ABC and SBS TV or free or Gleebooks books have better value for me. I've never wanted to rain on your parade, as Gleebooks have nearly always found and suited whatever I wanted fast.

There are many risks in trying to do this elsewhere on-line in my experience. In my view Gleebooks have the perfect shopfront, location, and system at least for me. Moreover, I'm less concerned about price because books have plummeted in price, compared with the past. The producers of books appear to be bearing the costs of increasingly diversified and specialised production, distribution and sales more than ever today. There should be scope for lots of good free books, especially in English or other romance languages and writing which has ruled the world. As the early English bureaucrat and popular writer Chaucer observed in his clerical tale, the job of the pilgrim is "*to gladly learn and gladly teach*". Thus writing in English has become the universal language of science. It remains intensely limited by top legal war cabals as usual.

But that is another story. I only wish I could get some substantial reports or films in the same way as books. I am one of those who normally believes only comparative fools read and shop on-line. However, to return to your Gleeclub notice where you confuse yourselves with me, you state: *As a current (or recently lapsed) member we would like to inform you of how the changes will effect (sic.) you.*

YOU DON'T KNOW ME, I'M NOT JUST ONE OF YOUR MANY TOYS, etc. etc. Besides which, you should have said, *affect*, not *effect*. But that is beside the point in the great scheme of things in my book. I couldn't give a shit about petty failings like that.

However, WHY? WHY? WHY? Are you introducing the new Gleebooks software systems? Then I might be able to judge better about how it might affect me, along with others like me (60 plus, for example).

I will write to you in extreme anger later about how a complaint I made about JB HiFi service may help to see it closed down entirely. And you wonder why I hate lawyers?

BABY, I'VE BEEN YOUR SPECIAL MATE FOR THE LAST 20 YEARS AND ALL YOU EVER DID WAS ABUSE ME (YOU HAD THE GALL TO THROW OUT MY MATE, JONOTHAN)

Your old stairs were so narrow, steep and rickety and there were so many people heaving on the floor at the top of them that I always had a lookout in case there was a fire and I had to escape quickly, possibly kicking old age pensioners and slower youth off the stairs as I went. At least it would have been an enjoyable ending.

Your stairs didn't meet legal specifications for about twenty years but I didn't turn you in to WorkCover inspectors at the time because it appeared to me Glebebooks was performing a higher service, including me rather than stifling me.

Why don't I get fucked? I guess it must be because I hate lawyers and their mates so much. I will tell you more about why after I have pursued these consumer related matters with Maurice Blackburn.

Thanks for the information. Good luck with the change. Cheers Carol (No. 10)

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

Hi Maurice Blackburn

I CANNOT ACCESS THE ONLINE OPT-OUT NOTICE PROMISED TO THOSE WHO WISH TO OPT-OUT OF THE CLASS ACTION MAURICE BLACKBURN IS BRINGING IN THE SUPREME COURT OF VICTORIA ENTITLED **CLARKE V JB HI-FI Group Pty. Ltd. Proceeding number S ECI 2023 05830**

**PLEASE SEND AN OPT OUT NOTICE TO ME BY EMAIL OR POST TO MY ADDRESS LATER BELOW** (I have tried ringing as directed to obtain this several times but was unsuccessful by that contact method too.)

I appear roped into a class action against JB Hi-Fi against my will and I'm still trying to get out so far. The last thing I want to see is JB Hi-Fi at Broadway closed down because so many people have apparently made complaints against it for one unknown reason or another. I agree this is a matter of consumer protection.

A record of my recent disputes with some of my favourite services is attached in case anybody besides me is interested in better, cheaper or free data driven management. Instead of this we appear denied so as to prefer Silicon Valley guys and their mates in sales moving fast and breaking local things. It seems they start trouble at borders first while driving everybody around into more ignorantly specialised and gross forms of dark inequality.

I may be alone in the above perception of lawyers but I still don't want to be associated with any action against JB Hi Fi. I don't want to lose their good local storefront from Glebe and related environs that are supposed to care most about consumers. This is a top English teaching and research precinct with its own standards that are addressed attached.

Telstra is another great Australian international service which I would hate to see disappear from its Broadway location even though I have recently complained in the store, rightly or wrongly, about its **Belkin Boost Charge Hybrid Wall Charger 25W plus Power Bank 5K**. See more about key problems Telstra also faces attached.

The banks and post offices have already gone from key local places. Residents are often left with nothing but incomprehensible small or fast changing drivel online. It appears too small, fast moving or risky to us to send real money or details, especially by mobile phone, which appears the increasingly expected normal use.

However that is another story so I hope you will email the requested form or send it by snail mail to the address below. I hope to remain as usual and send the related evidence attached. Cheers,

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

Hi Aihua

### **ARTISTIC COMMUNITY DEVELOPMENT AND GREENER LINKS LIKE (BAMBOO VIEWS)**

I thought I would write to tell you my feelings about China and what I would ideally like to see done for you and me on one hand, separate or together; and why I am frightened of going to China on the other. My fear is based on the idea that I don't want to be travelling anywhere alone, where I might get lost or disappear from appropriate care for whatever reason. However, no pressure of any kind on either of us is intended here. These are current thoughts and fears.

### **YOUR STUNNING WRITING AND BAMBOO ART AT THE SHOP GALLERY IN GLEBE**

As you know, my time and purse are very flexible for my own small needs, which are principally about promoting myself and others freely through your ART and that of others in your associations. I particularly think of the signs outside Chinese shops, with slogans, that you painted, for example. Basically, however, I also love the botanical and natural fibres future, starting with the beauty and wonder of bamboo and the insects or birds it harbours, etc. etc. They have forced me by law to cut down my beautiful bamboo on this strata. (What next?)

Anyhow, in theory I want to promote MY STORY (on my website [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au) in policy and regional health and related security and teaching development and in my autobiography Power Loving (2020). Ideally, I would like to achieve that THROUGH OTHERS' READING, TRANSLATION AND FILM, FOR EXAMPLE, in any language.

For my own interests, I want to promote MY STORY, as a small migrant English girl who came with family to Queensland in 1951, and who then became a shorthand typist, student, teacher, woman, mother and grandmother who remains a Marxist today at. (By all means let others write their own stories instead. I am often used to failure in my reach and relieved because I like to write at home more than anything else as it feels so familiar and safe for me. I think connection for women to write in any language, as well as do other things is a key aim. It was your writing which held my eye first and I longed to know what it meant. I have thought about language a lot from there, as well as bamboo. (They cut mine down against my will, the bastards. They said they would take me to the tribunal if I wouldn't do it so I caved in because they may be right about building and we may be wrong, for example. Bamboo is terrific if treated right or not.

Particularly since living and working in state and university employment in Sydney Australia, I find my ideas have been increasingly affected and channelled in Marxist directions by the global experience of the US war on Vietnam and by African, Chinese, Canadian and other forces.

I have ended up on my 79th birthday, as a strong supporter of US President Trump's forthright approach in getting to the point of new world orders reasonably fast. God knows we have been screwing around for centuries, but everybody is still very confused, I think.

I would hate to go to China and get you or me or anybody else in trouble because of their association with me or my thoughts or actions. Both have so little value I seek to give them away freely, for the obvious sake of mothers and kids anywhere. I would also hate to go to China and get on the wrong train, because that would be stressful for me if I was alone. If I was with a native speaker, however, no problems, I would just go for a short walk, or something.

In 1976, as a result of going to China on a students and teachers friendship tour I came back and wrote an article entitled **Training in a Chinese Teachers College**. It was published in Education News, No. 9, Vol. 16, 1976 and explored the type of education then given at the

**Kwantung Teachers College**, Canton, Southern China. I have lots of beautiful old pictures from the visit to China then which I tried later without success to make into a comparative film of Chinese education then and now, for example. I have had similar attempts but all of them failed because of my disinterest and incapacity at doing much else except writing scripts and providing illustrative pictures. I am basically an old dog who cannot and will not be taught new tricks at this late stage but who always loves to see others perform instead.

The Dendy movie theatre in Newtown has a documentary on George Orwell made by the Director Raoul Peck, whose work on Marx and Engels and James Baldwin I love, particularly for the truth and relevance of his scripts today. I will see it tomorrow.

However, there is also another great film on now called Hamnet by the US Chinese director, Chloe Zhao. It is her Chinese/US take on Hamlet, and I love her work about the family going back to visit grandma in China, so look forward to seeing this new version of Hamlet. Feel free to come with me if you would be interested to suggest a time that suits you to meet up at the Dendy, for example. I understand completely if you prefer your garden in this weather.

I have no idea whether you like films, but I have been ahead of the teaching game with promoting films in teaching, in spite of being an incompetent and dismissive old person with technology. (I claim to having one of the finest minds of the 18th century but not much else. I have always been a friend of China, albeit a very questioning and outspoken one, so I would hate at this late stage of my life to get myself or anyone else detained or hurt, for example.

Please see the related stuff I have been writing since returning from Britain and feel free to pass it on or bin it or act at will with it or not. The most recent writings in Trumpian and Labor state directions are listed first. and earlier writings were under Liberal Coalition governments.

Cheers and best wishes for 2026, whatever we do, Carol

St James Court, 10/11 Rosebank St., Glebe, Sydney 2037

**Carol O'Donnell** 11:01 AM (0 minutes ago)

Hi Rob

Sorry I've lost the plot but it hasn't been for lack of time spent trying. My general position is again below. I always start from the basic position that I own my own intellectual property and I can do what I like with it. (This is important for life and death preparation, for example.)

I think that the risk posed by the current condition of Gunther's yard and garage is a matter for Gunther to take primary responsibility for getting treated in the open, so the strata committee members who wish to do so, can see what is going on and preferably reach consensus over matters. I think Gunther should absorb the primary cost of changes he makes to his property.

I'm usually on the side of preserving the trees before caring about the building envelope, for example. I guess I might lose around here but the system should be open to some informed debate as we live in a shared environment whether we like it or not.

Strata may be arranged well to encourage new large buildings. I wouldn't know because I've only lived on SP 10775, as distinct from owning an investment property and waiting for the rental cheque each month. (I've owned an investment property much of my adult life as a diversified form of protection against potential separation from others. I don't any more.

Strata is poorly set up to manage land and buildings which have had multiple owners making changes since the buildings were constructed, like separate sets of terrace houses, in 1970, with registration as strata in 1976. There have been a lot of legislation and building and tree changes since then.

People wrongly buy into this place and think they can palm off all work and pass blame for it onto earlier strata managers or strata committee members, while they wait around until they sell out in ways designed to benefit them as much as possible.

The legal set-up gives them a bum steer from the start by encouraging them into thinking that strata plan insurance companies are pots of gold, with lawyers acting as secret boogie men for them and unknown others. Every time anybody is encouraged to go to a tribunal, everybody else is dragged into paying for losing control over the cost to lawyers as usual. I hate lawyers because their expectations frustrate all better knowledge and data gathering for estimating risks here and in other strata buildings, wherever they are located.

Allocate responsibility, risk and cost back where it belongs, to the owner of property. The body is the same. If I think I might have cancer, it is entirely my decision to put myself in Western or Eastern medical hands or not. I can't be prosecuted for the results of any reasonably informed decision. None of us know what the future will hold except more expensive planning.

The government, and banks as well as key international or other producers have become more supportive of debt and debtors since I was a young woman. However, it is stupid to have Tiggie on the strata committee and forbid her by law from sharing what she knows about a house she shares with Justin, who is also an owner, not to mention the kids who will inherit their property assets and potential liabilities, perhaps. The legal approach is wrong and expensive in being closed rather than open because it is a vote for more ignorance rather than open data growth.

At the moment the system is designed to suit the bigger clients and producers, whoever secretly favours them. Cheers Carol (No. 10)

## **STATE SUPER ANNUAL MEMBER MEETING**

I greatly enjoyed watching your event and read the papers closely beforehand. In the light of your direction, I hope you and others you represent might take interest in the related matters brought up recently on our Glebe strata committee below, after our last AGM. (Would this place be better treated as a land and housing commune, for example? )

This question is implied in particular files attached.

As a woman I have always assumed that if I have a problem, others will share it.

The way I ponder voting below in regard to strata management, is not to deny its utility for governance of any region; or the utility of the Australian Census process in any form, including in voting or referenda, for example. This historical research and evidence gathering for development seems as vital to me as good records of birth, death and what lies between.

Our strata voting practice does, however, suggest that voting is some kind of last resort in time when reasons have been suitably explored and exhausted. It seems to me that the Australian direction naturally questions the **Barefoot Investor** again, in the person of Scott Pape (2017). He is supposed to have sold millions of copies but I hadn't heard of it until last week.

Renovation, remediation, rehabilitation, call it what you will, it seems a neglected topic especially before death. The British have again been ahead of me in wanting to talk about the nature of the good death. I was interested in other issues at the time but I'm 79 now so it seems a vital key to women living better, along with having fewer and healthier children.

Cheers and thanks for an interesting ANNUAL MEMBERS MEETING. One often wonders how our modest Glebe housing management direction fits into it best.

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2037 [www.Carolodonnell.com.au](http://www.Carolodonnell.com.au)

Hi guys

VOTING ON OUR SELECTION IN GLEBE State law expects the owners' corporation on strata plan 10775 to elect the strata committee. I have argued time and again that any owner of this collective strata property who wants to be on the strata committee should be able to do so. It seems we have no rights to claim as owners of property under strata, except by going to somebody for attempted mediation, before legal representation in a tribunal followed by a court. The structure appears in high danger of many forms of corruption and increasing cost. As I said to the strata committee, of which I have been a member since 1994, because I have been interested in going greener since I purchased this place in 1994:

SORRY BUT ON MORE MATURE REFLECTION I CHANGE MY MIND AGAIN. INSTEAD OF ABSTAINING I VOTE FOR PAINT AND DRILL WITHOUT HAVING READ EITHER REPORT!

Just for the record. Although I abstained from the vote on the primary grounds of ignorance of these matters, I agree with the consensus choice of Paint and Drill to perform this work.

I think Sally's reason for not accepting the lowest quote is an important and good one in regard to any area of an industry which is riddled with unwanted and expensive disputes. delay and suspicion, especially of government operations, for example.

This social problem may easily arise partly through the old-fashioned practice of voting, especially in secret. Voting on matters which demand no reason for the vote is more likely to be shown later to be wrong in my opinion. Consensus presupposes the giving of reasons.

Otherwise, the common market belief that the lowest quote should normally win the vote and that other choices may be corrupt appears as a reasonably common supposition.

I have read no relevant reports on this matter, but again find I have underestimated my own importance as a graduate in humanities rather than bowing to STEM as usual. In the light of the election of new Liberal leadership and its interest in housing investment and management, I think we would all do well to collectively address **The Barefoot Investor**, by Scott Pape (2017) sold 2 million copies, according to the cover.

I write in awareness of the fact that The Barefoot Investor has never been me but I find the approach vitally representative of key views in small business today. On the other hand, I strongly recommended Mark Latham's book **Civilizing Global Capital** to my classes in 1998 and look where he is today in One Nation with Senator Pauline Hanson. Meanwhile aborigines also think they own this land and appear to have a particular stake in the back lane for some unspoken but perhaps incendiary reason. Who knows, nobody talks to me much as usual but I am going on holiday to Hubei Province in China soon and will keep you posted. If I fail in this I assure you it appears most likely to be the difficulties of the technology but I back Telstra and Global Roaming as well as paper, paper, paper proof. One wonders about Scott's mission.

Cheers Carol (No. 10)