

# Welcome. Your Role in Your Owners Corporation Committee



Effective communication between the Owners Corporation Committee and our office as the strata manager is essential for smooth operations. Here's how to keep us informed:

## How to Communicate Committee Decisions to Our Office

### 1. How to communicate with us, and each other

- Once decisions are made, nominate one person, usually the committee chairperson, to communicate and instruct our office to act. No need to c.c us in to email chains. Your SELECT Strata Manager only needs to be advised of your committee's final decision and the instruction to act accordingly.
- Summarize key decisions, actions taken, and any upcoming plans, and let us know.

### 2. Meeting Minutes

- Make sure committee members take the time to review previous meeting minutes before your next Annual General Meeting (AGM).
- Highlight any decisions that you would like to discuss with your SELECT Strata Manager.

### 3. Action Items

- Clearly list action items assigned to our office, including deadlines and specific requirements.
- Provide any necessary context or background information for each task.

### 4. Emergency Notifications

- Inform your SELECT Strata Manager immediately of any urgent issues or emergencies where our assistance is required.

### 5. Feedback and Follow-Up

- Share feedback on the services provided by our office to ensure continuous improvement.
- Follow up on pending issues or tasks to ensure they are resolved in a timely manner.

### 6. Formal Requests

- Submit requests for maintenance, repairs, special project works, or other services to our office in writing (email).
- Include all relevant details and supporting documentation to facilitate prompt action.

Your role in the Owners Corporation Committee is vital to the success and wellbeing of your community.

We are here to support you in your efforts and look forward to working together to achieve your community's goals.

Thank you for your commitment and dedication.



## What Makes an Effective Owners Corporation Committee?

### 1. Clear Vision and Objectives

- Establish a shared vision for the community.
- Set clear, achievable goals.
- Regularly review and adjust objectives.

### 2. Effective Communication

- Foster open and transparent communication.
- Ensure all members are informed and involved in decision-making processes.
- Utilise multiple communication channels, such as emails, meetings, and newsletters.

### 3. Collaborative Decision-Making

- Encourage input from all committee members to reach well-rounded decisions.
- Use a democratic approach to voting on important issues.
- Respect diverse opinions and strive for consensus where possible.

### 4. Strong Leadership and Delegation

- Appoint or elect a capable chairperson to lead the committee.
- Assign specific roles and responsibilities to committee members.

- Delegate tasks effectively to ensure efficient management of duties.

### 5. Compliance and Governance

- Stay informed about relevant laws, regulations, and rules affecting the Owners Corporation.
- Ensure all decisions and actions comply with legal requirements.

### 6. Conflict Resolution

- Address disputes promptly and fairly.
- Utilise mediation or other dispute resolution methods when necessary.
- Foster a culture of respect and cooperation.

### 7. Community Engagement

- Encourage participation from all residents in community activities and decision-making.
- Organise events and initiatives to build a sense of community.
- Provide regular updates to residents about committee activities and decisions.

