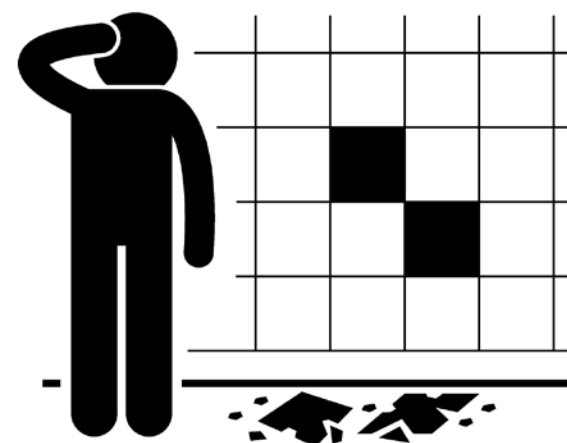
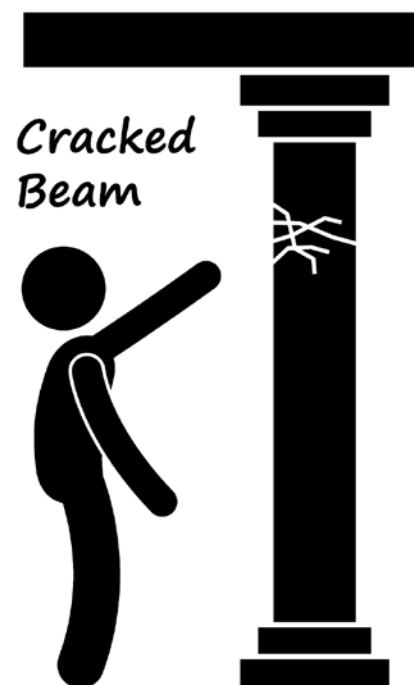


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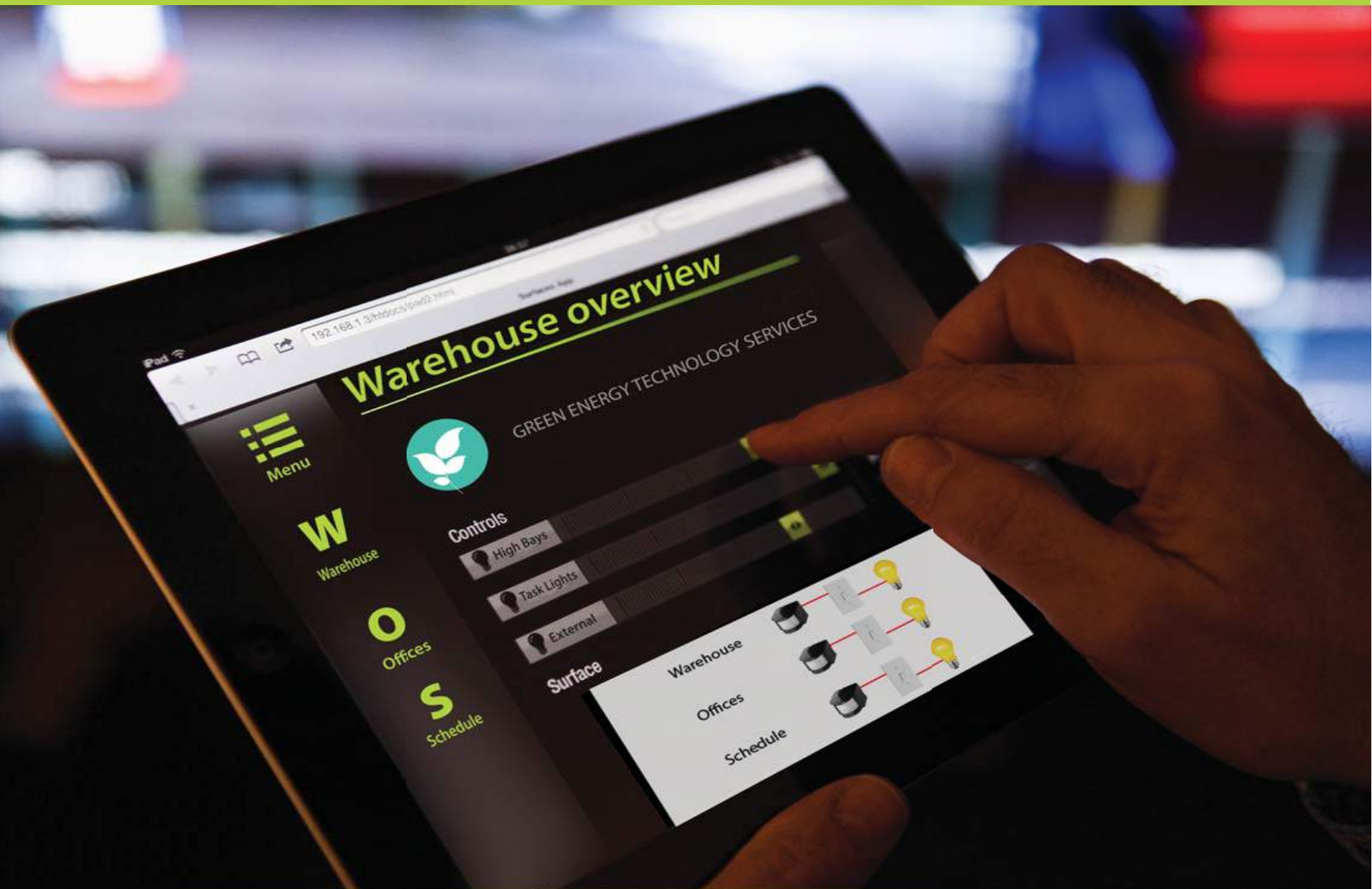
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The Pinnacle Apartments Reduces Energy Costs By \$187,000 per Year



By Implementing an Energy Management Systems (EnMS)

The Pinnacle is a 23-story building of 163 residential apartments in Milsons Point, NSW.

In 2013, Green Energy Technology Services (GETS) completed an extensive upgrade of all common areas, including 15 car park levels.

When Strata Management Was approached By GETS about helping fund & manage a full Energy upgrade using an Energy Management System their committee was immediately engaged when they were shown what savings & funding was available.

An energy audit carried out late 2012 identified lighting as a clear opportunity to save energy for the plant. Replacing the original 'T8' fluorescent ceiling lights with high efficiency 'T5' lighting and LED down-lights offered one of the fastest ways to save money.

In 2013 GETS completed an extensive upgrade, delivering substantial energy savings.

The benefits were immediate for Strata Plan, saving \$187,000 a year in electricity costs.

Using an EnMS also enabled the project to be carried out sooner rather than later.

In brief

Project

- Full Energy Management System & energy Upgrade implementation

Financial

- Investment \$75,000
- 0.4 Years Return on Investment
- 70% paid for by Energy Saving Scheme (ESS)

Timing

- 1 month EnMS negotiation and tender selection
- 2 month installation time.
- 5 year term workmanship and 5 year lighting warranty.

Result

- \$187,000 savings per annum for tenant (from year 1 and then increasing)
- improved office environment
- Reduced heat load and maintenance costs.

This Energy upgrade also included:

- Comprehensive project management and implementation services
- HVAC secondary control installation
- De-commissioning of light fittings in over-lit areas
- Staff training on energy efficiency awareness
- Behavioral change recommendations and procedure implementation
- Measurement and verification of energy savings

As this project incorporated a lighting project, it qualified for Tradable 'Energy Savings Certificates' under the NSW Energy Savings Scheme. Certificates can be created as a result of a reduction in electricity consumed by high energy efficient technologies and systems. The Certificates for this project cut the upfront costs by \$98,000.

Quick glance – ErMS for The Pinnacle Apartments Milsons Point

For strata Management

- Immediate energy savings by lower electricity consumption for lighting (70 per cent reduction)
- savings on maintenance costs via a five year lighting warranty for new lighting
- Low capital outlay
- nearly 3/4 of the upgrade costs are paid for by the ESS
- lower capital cost using Energy Savings Certificates
- Reduced heat load in the building.

For their Residents

- Improved living environment.
- Lower strata costs
- Better security

On average each Apartment owner was over \$1145 better off than before the ErMS was implemented

For the environment

- lower greenhouse gas emissions by 1000 tonnes per annum
- recycling of all 45 tonnes of materials removed from the site
- Contribution to lower peak demand on the electricity network.

35 per cent less lamps and 80 per cent less ballasts significantly reduce the long term life cycle impact of materials for the building's lighting. The project also helps lower North Sydney greenhouse gas emissions and power demand on the wider electricity network.



StrataVoice

Nº19 MARCH 2016

Strata Voice is a quarterly e-book sent directly to Strata managers, body corporates, selected unit owners and real estate agents.

PUBLISHING MANAGER

Bob Loizou
bob@stratavoice.com.au

ADVERTISING

0437 479 720
bob@stratavoice.com.au
stratavoice.com.au

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Major Strata Building Repairs

Diagnostech

How is the Strata Industry related to the Remedial Building Industry?

Rapid growth in the construction of strata buildings in recent decades has seen a direct link to the increase in construction defect claims. This, combined with the many older strata buildings that require repairs and extensive maintenance, provides an unquestionable connection to the remedial building sector of the construction industry.

Throughout the same period, the remedial building sector has undergone an immense change. Whilst we once had a handful of specialist remedial contracting firms across the nation that set themselves aside from general construction companies, we now find a glut of contractors who have become experts in remedial construction. They have established themselves in the often lucrative remedial market which is directly related to the building defect insurance market.

So the relationship between the strata and the remedial building industries is strong. If you require repairs to an older building, or as a result of a building defects claim, you will invariably need to seek out a qualified remedial builder. Equally, you will likely require the services of a qualified consultant, who demonstrates specialist remedial expertise, to design and manage the works.

What is in a Specification?

Unfortunately, the link between strata and the insurance industry is also strong on the back of an ever increasing occurrence of building defects in strata buildings. This sector, which is largely guided by the legal fraternity, has evolved through legal processes to somewhat diminish the value of proper specifications. The quality of any major remedial building project is a measure of the quality of the specification upon which the job is delivered.

We now see many projects tendered and delivered on the basis of a simple

'Scope of Works' or a 'Scott Schedule' which was produced for the purposes of a claim or litigation. These broadly defined statements of work are generally insufficient for procuring a high quality remedial project.

For any major strata building repair project, you should always seek a professionally developed specification and, where appropriate, the specification should be prescriptive and adequately detailed for the project at hand - not simply a performance based specification that ultimately relies on the contractor to design the works. A specification ensures that tenders are comparable, projects are delivered to specific requirements and reduces the likelihood of costly variations throughout the project. Ensure your consultant understands the difference between a prescriptive and performance based specification and that the project documentation is suitable for the works ahead.

How do I find an appropriate Remedial Consultancy firm?

Diagnostech Pty Ltd specialise in providing expert independent building consultancy services to the Strata and Remedial Building sectors. Our motivated and driven team have been servicing the Strata Industry for over 13 years.

Because we specialise in the field of remedial building and remedial engineering, we have developed an unparalleled reputation as the consultancy firm of choice for many Strata Managers, Building and Facilities Managers, Strata and construction Lawyers, Insurance Assessors and Owners Corporations. Our firm is also favoured in the field of Building Defects claims and Building Defect dispute resolution matters. We have provided expert witness reports for some of the largest and most complex building defects claims in NSW, ACT and QLD. We can provide one off reports for specific issues through to professional and independent project management and

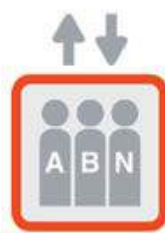
contract management services on multi-million dollar projects.

We pride ourselves on our in-house building diagnostics team who have unrivalled experience and success in diagnosing all manner of complex building defects from waterproofing failures, concrete deterioration, corrosion issues, glazing and facade defects and structural failures.

Diagnostech is known for being one of the last consultancy firms to still prepare technically accurate and prescriptive specifications for remedial and refurbishment type projects. This means that we take ownership of our designs and do not rely on contractors to ultimately design the works.

We have Building Consultants and Structural Engineers who are trained abseilers and can therefore produce technically accurate surveys and condition audits of all high rise buildings via rope access. We also have consultants trained for confined spaces entry, so we can go where others cannot.

At some point in time, every strata building will require maintenance and most will develop building related issues that need external advice to enable the Owners to address the problems in a technically correct manner. Please contact Diagnostech to see how we can help you achieve the best outcome for your remedial building needs! Phone 02 9906 3115.



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SA: Sinking funds in Adelaide - Lessons learned

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This article discussing sinking fund SA has been prepared by Peter Greenham, Independent Inspections.

Adelaide unit owners are still coming to terms with the new legislation and the lack of maintenance of the Strata and Community Corporations, consequently there has been no

choice to but temporary increase levies up to \$1000 per lot.

This has been a common trend to cover projected costs for a five year period until the levies can be reduced to the average of \$500 per lot, which is the benchmark amount for smaller strata schemes in other states.

There have been a few interesting community corporations that are multi-level units, and it will be interesting to see the outcome of the maintenance items and the owners expectations of inclusions.

The owners in the larger schemes understand the purpose of the

sinking fund forecast but the small schemes are still coming to terms with items of the common property and maintenance issues that impact on another lot and impact on unit value.

Some unit owners need to live in houses and vice versa with some home owner. Owners need to live in a unit, to bring some clarity to the strata scheme.

One example was an unit owner who could not understand what the impact of cleaning a balcony and washing it down with detergent would have on the ground floor lot below. The unit owner got offended that the strata scheme was out to get them, as a result of a by-law breach letter from the manager.

Education of unit owners has continued to be an issue due to the lack of understanding about the use of maintenance plans and insurance valuations, which help to reduce the risk of a special levy to the owners.



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What must you consider when purchasing a strata property?

Expert Opinion piece – Stephen Raff, CEO of Ace Body Corporate Management.

Buying a property is an exciting time, but for people buying into a strata community, there might be some unexpected- and unpleasant- surprises lurking around the corner. Surprisingly, many people don't realise they are buying into a strata community, often thinking that the terms and conditions as well as their lifestyle are exactly the same as if they are buying a 'freehold' property. They don't realise that they will not have the flexibility to make certain alterations to the exterior of their unit, such as painting or installing security doors and outdoor blinds, as all these will have to go through the strata community for approval.

Owners can't always park their car anyway they like as there are usually designated parking areas, they may not even be able to maintain the garden in front of their unit because it is considered common property. Owners may not be allowed to have pets in their property and, if they can, they still may be limited in what type or size of pet they can keep.

Other areas of common misinformation are:

- buyer rights when purchasing a property 'off the plan'
- concealed defects that may be hiding within the building structure of their unit
- potential future hidden costs such as galvanised water piping that will eventually need replacing with copper piping.
- potentially sharing one water or gas meter that other owners may want to separate (which can be an expensive exercise)
- confusion over fence ownership and suddenly finding you are up for a share of the cost for replacing all

of the boundary fences on common property.

-the absence of money in the administration fund to pay for running the strata community (including paying for the strata community insurance) or the absence of money in the maintenance fund to maintain the property to a high standard.

-an existing liability claim against the body corporate for a trip, slip or fall claim on common property, for which new owners may have to foot some of the bill(although it would be rare that there would be insufficient liability cover or that the insurance company failed to cover the claim).

As with any property, general purchasing logic still applies such as organising a building/ engineers report and the proximity to schools and transport, however when living in a strata community a number of these other factors must also be conducted.

Before purchasing a strata property, I encourage you to introduce yourself to your future neighbours and get a feel for the community and gauge whether this is a suitable living environment. Contact the strata committee or manager and find out as much information as possible about the property including the financial state of the strata community.

Perhaps most importantly is to obtain a copy of the plan of subdivision and rules or bylaws of the property. The plan of subdivision will outline exactly what you are purchasing as an individual and what you are buying into as part of the strata community. The rule or bylaws may differ from each property so it is important that you read this in detail as it outlines your rights in relation to important issues such as pets, parking, noise and even rubbish removal.

Having highlighted some of the potential downsides, there are many positive aspects of buying into a strata community. Buyers often don't realise that the strata community's buildings are usually covered under one insurance policy and that there is one common area liability insurance cover as well. So there is no need for individual owners to take out separate building insurance cover for their unit; often the strata community cover offers a more expansive policy.

If you are aware of some of the common traps then you can avoid heartache down the track and ensure that you get value for your purchase dollar.

This article is not intended to be personal advice and you should not rely on it as a substitute for any form of advice.

About Ace Body Corporate Management

Ace Body Corporate Management (Ace) is the largest 100% Australian

owned strata management company with franchises and their support staff managing property worth an estimated replacement value of \$20 billion. All franchisees are members of Strata Community Australia; the peak national body that looks after the interests of the community by liaising with Government on strata legislative requirements to keep up with industry change.

Ace currently manages over 60,000 strata title units nationwide. Ace proudly fulfils the dual roles of a professional organisation and a leader for industry education and advocacy. Website: www.acebodycorp.com.au

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stephen.r@acebodycorp.com.au

Books by Stephen Raff:

Strata Living Stories (Release Nov 2015)

The Body Corporate Handbook (2009)



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The three most common strata problems and how they can be resolved

Expert Opinion piece – Stephen Raff, CEO of Ace Body Corporate Management.



In my role as founder and CEO of Ace Body Corporate Management over the past 20 years there are three areas of concern from owners that rise above all else when living in a strata community.

Parking: “Someone has double parked behind my car and I can’t get out of my property”.

Pets: “The next door neighbour’s cat is left out during the night and is causing trouble”.

Noise: “Unit 27 have decided it is a good time for band practice at 1:00am in the morning”.

These are some of the more common phone exchanges between Strata managers and owners living in strata communities. What are some of the options available to owner occupiers and tenants when facing these common problems?

Noise: The first option should

always be to communicate open and directly with the source of the problem. If your neighbour has suddenly decided to try their hand at carpentry late at night, normally they are not even aware that they have become a nuisance to their neighbours.

The majority of noise complaints can be resolved right at this moment. Be friendly and come prepared with a few alternative options so that all involved can find an agreeable solution. Perhaps the budding carpenter can agree to only use his power tools on Saturday morning when you are already out of the house at tennis practise.

Come to an arrangement that benefits all involved, sometimes you may have to rearrange your schedule slightly to accommodate your neighbour. Remember it is not always just about you when sharing common property!

Parking: Each state and territory in Australia has something in their Strata Act or Regulations regarding vehicles and parking on common property. It is important when you are moving into a strata community to understand your strata community’s rules or bylaws, these can be different from property to property so it is important to check your specific rules with your strata manager.

Generally, most rules or bylaws in Australia will say something along the lines of an owner or occupier

of a lot must not, unless in the case of an emergency, park or leave a motor vehicle in parking spaces situated on common property or allocated for other lots. Vehicles on common property are not to obstruct a driveway, pathway, entrance or exit to a lot or be left in any place than a parking area situated on common property as decreed by the strata community.

Some rules outline that in order to park in designated areas, permission must first be gained from the strata community and in some cases there may be limitations on the time guests can leave there vehicle in a shared area.

Pets: More than two thirds of Australian households include pets and Australia has the highest rate of pet ownership in the world so

naturally pets are a contentious issue in close proximity living.

It is absolutely vital that before purchasing a strata property that you read the relevant bylaws or rules relevant to your property. These bylaws or rules can vary drastically between each property and even more so between each state and territory, so it is important to understand if pets are allowed at your property before purchasing. All residents in the strata community must obey the approved bylaws and rules and these can only be changed via a special resolution or a unanimous vote at a special general meeting of the strata community.

Model bylaws across the country mostly dictate that owners must have written permission from the strata community in order to have a pet in a strata community, however the strata community must not reasonably refuse permission to keep an animal.

You do not need the strata community’s consent to keep a guide dog or hearing dog in all Australian states and territories.

This article is not intended to be personal advice and you should not rely on it as a substitute for any form of advice.

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Moisture Control In Modern Buildings

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Modern buildings are increasingly built to a more exacting set of energy efficiency standards than past constructions. With increased demand for comfort and well-being, people are aware of the impact their energy usage is having, not only on their bills, but also on the environment as a whole. Space heating in a cooler climate during the winter months is the largest consumer of energy in most complexes. One of the most effective ways to reduce heating requirements is to reduce air leakage from the building. Where less heat is lost to the outside, less energy is needed to maintain a comfortable environment inside. Unfortunately, a direct result of controlling the air leakage from a building is the build up of moisture that most Bodies Corporate are familiar with. Where residents live (say breathe), cook and wash in the enclosed space creates constant moisture.

Moisture build up is one of the primary causes of building defects and deterioration in modern buildings and is one of the hardest issues to combat for a variety of reasons. We continuously produce a lot of water vapour during any time of the year. However it is during colder periods that the indoor production of water vapour is more pronounced and leading to unwanted condensation.

Unfortunately, the strata industry is accustomed to only attempting to adequately ventilate each unit as a reactive measure, rather than managing the ventilation from when it first presents itself.

There are several solutions available today that reduce the amount of moisture that builds up in an apartment. The simplest and most widely adopted is to open windows overnight to provide natural ventilation of the occupied space. This is far

from an ideal solution as the weather outside is often not comfortable, resulting in a huge waste of energy. Opening windows also allow both physical and acoustic pollution to enter the indoor environment. Another option employed is the extended use of dehumidifiers in the apartment. These devices condense moisture out of the air using heat pump technology. While dehumidifiers remove moisture effectively, they consume excessive amounts of electricity and require maintenance, particularly emptying out condensate storage units, therefore offering sub-optimal solutions to mitigate excess moisture build up.

Active mechanical ventilation systems are another primary solution used in strata environments to ensure that excess humidity is removed from the enclosed space. There are several ventilation systems available ranging from simple extraction fans, through to automatic humidity controlled ventilators, to highly efficient energy recovery ventilation systems. All of these systems work to remove moisture by pulling stale indoor air out of the apartment and replacing it with external air with a lower moisture content. Automatic solutions such as humidity control ventilators don't rely on tenant behaviour to reduce moisture build up like simple extraction fans do. The primary downside of extraction fans and other mechanical ventilators is the need to pull external unconditioned make up air into the conditioned space, resulting in a loss of energy and comfort (including noise).

Energy recovery ventilation systems solve all of these problems by actively removing humid stale air from the enclosed space while harvesting most of the thermal energy from this outgoing air. Thanks to its inbuilt heat exchanger, the energy recovery ventilation system then transfers this

thermal energy to the incoming fresh air and maintains a comfortable and dry environment even in the harshest of all winters.

There are two classes of energy recovery ventilation systems, centralised systems, and decentralised or distributed systems. Centralised systems are based on a single large air handling unit with heat exchanger that is ducted

throughout the enclosed space and then connected to the outside via inlet and outlet ducting. These systems are generally only applicable to new strata builds, and often unsuitable for retrofitting. Decentralised systems consist of several small units with incorporated energy recovery that can be positioned throughout each unit at external walls. These systems have been implemented in Europe for more than 20 years with great effect. They are also becoming cost-effective in Australia with many suppliers beginning to bring in larger volumes of the distributed systems to prepare for the observed industry growth.

The moisture problem that has begun to strongly affect the strata industry in Australia has solutions available now that can reduce the severity of the problem. Our next article will focus on the problem areas that act as a focal point for moisture and give rise to the issues when there is excess humidity present: thermal bridging and poor insulation.

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THE NUTS AND BOLTS OF THE LATEST STRATA REFORMS

By Allison Benson, director, Kerin Benson Lawyers

On 5 November 2015, the Strata Schemes Development Act 2015 (the Development Act) and the Strata Schemes

Management Act 2015 (the Management Act) were assented to. By 2020 it is estimated that 50 per cent of NSW residents will live or work in strata. The expected commencement date is 1 July 2016, with draft regulations expected early this year. Key reforms are outlined below.

Governance

Statutory duty of strata committee members

The Management Act establishes a duty requiring strata committee (previously executive committee) members to carry out their functions for the benefit, so far as practicable, of the owners corporation (OC) and with due care and diligence. Liability for their acts or omissions will attach to the OC provided they were done in good faith for the purpose of executing their functions.

Disclosure obligations

Potential strata managers and building managers must disclose connections to the original owner and any pecuniary interest other than their potential appointment. Strata managers must disclose commissions and training received at each Annual General Meeting (AGM) and any expected commissions

or training for the next 12 months with variations to be reported to the strata committee (SC) as soon as practicable. Gifts must also be disclosed and approved. SC members must disclose if their direct or indirect pecuniary interests appear to conflict with the proper performance of their duties and, unless the SC otherwise determines, that member must not take part in any decision relating to the matter.

Terms of appointment for strata

managers

Section 50(1) of the Management Act provides that strata managers can only be appointed for a maximum term of 12 months at the first AGM or, in any other case, for a period of up to three years. However, a complicated system is established providing for either extensions (of three month terms up to the next AGM) or a statutory option of a further three-year term.

The term for a strata manager appointed prior to commencement of the Management Act will end three years after the day the term commenced,

or six months after commencement, whichever is later.

Strata managers must provide at least three months written notice of the end of their term of appointment and, where the term has been extended, at least one month's written notice of the end of the extension period.

New meeting requirements and procedures

Voting may be made easier with provisions allowing for attendance at meetings other than in person or by proxy provided the OC approves the procedure and for secret ballots. The regulations are to provide procedures.

If quorum is not reached 30 minutes after the scheduled meeting time, the chairperson may either adjourn a general meeting for at least seven days or declare that the persons present and entitled to vote constitute a quorum.

Proxy farming is restricted. Owners may hold one proxy in schemes of up to 20 lots and for schemes with more than 20 lots, proxies of up to 5 per cent of the total number of lots in the scheme.

Budgets and levies

Financial reports included with meeting notices have been streamlined with 'key financial information' required for the capital works fund (previously the

sinking fund) and administrative fund.

Further changes include the OC being required to consider the initial maintenance schedule in determining contributions set prior to the first AGM, and NCAT will be empowered to order the original owner to pay compensation for inadequate estimates and levies. There is clarification of when approval to obtain legal services is required and the OC will be able to provide payment plans for contributions and must provide 21 days' notice prior to taking legal action to recover unpaid contributions.

Building management

Duty to maintain and repair common property

The previous obligation to properly maintain and repair common property is re-enacted as s 106 of the Management Act with the following additions:

(a) if the OC has taken action against an owner or other person in respect of damage to the common property it can defer compliance with its statutory obligation until the action is complete provided it does not affect safety (s



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106(4));

(b) an owner may recover from the OC damages for breach of s 106 for reasonably foreseeable loss suffered due to its non-compliance provided such action is taken no more than two years after the owner first became aware of the loss (s 106(5)-(6));

(c) the obligation is subject to any common property memorandum adopted by the OC, any common property by-law or any by-law changing common property (s 106(7)).

Conflict exists between sub-ss 106(4) and (5). Presumably, an owner can take action and recover damages for breach of the statutory duty even where an OC has deferred compliance under sub-s 106(4), yet where an OC has made a claim for breach of statutory warranties under the Home Building Act 1989 (NSW) (HB Act), the OC has a common law duty and potentially a statutory duty (see s 18BA) to mitigate its loss. This may further limit the OCs ability to defer compliance with s 106.

Building defects

Part 11 of the Management Act establishes a regime to deal with building defects. Part 11 does not apply to building work if the contract was entered into prior to the commencement of the Management Act, or, if there was no contract, the work commenced before this date. Further, pt 11 does not apply to building work for which insurance is required by pt 6 of the HB Act.

Part 11 requires a developer to pay a building bond of 2 per cent of the contract price for the building work and appoint (and pay for) an independent building inspector to inspect and report on the building work. Interim reports are required 15 – 18 months after completion of the work. Eighteen months after the completion of the building work the developer must arrange for the building inspector to prepare a final report, which is due 21 – 24 months after completion of the work. The final report must be provided to the developer, the owners corporation, the secretary and the builder responsible for any defective work.

In line with the HB Act, the Management Act favours rectification work with the responsible builder given rights to enter any part of the parcel to rectify defects. If rectification is not undertaken the building bond can be claimed, or, where not used, returned to the developer. Time limits apply.

Building manager definition extended

A building manager (formerly a caretaker) will not be required to have

exclusive possession of a lot or part of the common property, thereby significantly expanding who is subject to the Management Act.

Parking

Section 112(3) of the Management Act authorises an OC to license the common property to council for a strata parking area. The Local Government Act 1993 (NSW) is amended by inserting s 650A, creating the offence of parking in a strata parking area otherwise than as permitted by a notice or sign erected by council.

A licence must be approved by special resolution.

By-laws

Registered by-laws for existing schemes will remain in force and must be reviewed within 12 months of commencement of the Management Act. Any by-law changes must be registered with the LPI within six months of the passing of the resolution.

The ability of an owner to conduct work within their lot and to the common property has been streamlined. 'Cosmetic work' such as laying carpet needs no approval. 'Minor renovations' including renovating kitchens requires OC approval by ordinary resolution

at general meeting. Approval must not be unreasonably withheld but conditions apply. Work affecting the external appearance of the lot, involving structural changes or waterproofing, requires approval by a special resolution at general meeting and a by-law.

A by-law may limit occupancy to no more than two adults per bedroom, although it will have no effect if inconsistent with planning approval or other laws. By-laws must not be harsh, unconscionable or oppressive, nor can they restrict the keeping of an assistance animal. Civil penalties for a by-law breach will be increased, with increased penalties for repeat offenders. Penalties are payable to the OC unless NCAT orders otherwise.

Dispute management

The Management Act authorises an OC to establish a voluntary internal dispute resolution process. Participation will not be considered for the purpose of any mediation or other proceedings under the Act. The requirement for most disputes to be mediated prior to an NCAT application remains.

The notes to pt 12 contain a table regarding orders that can be made by NCAT, eligibility to apply and the relevant sections of the Management Act. Applications previously dealt with by a Strata Schemes Adjudicator go before NCAT and NCAT is given a number of

new powers. This is problematic as there is no right to legal representation.

Strata renewal process

Part 10 of the Development Act establishes a collective sale or renewal process known as 'strata renewal'. The process is subject to strict timeframes and starts when a person (not necessarily a lot owner) provides a written proposal for strata renewal to the OC.

If the SC considers the proposal worth further investigation, or, if a 'qualified request' under s 19 of the Management Act is received, the proposal must be considered at general meeting. If the SC rejects the proposal and a qualified request is not received within 44 days of the SC decision, or the OC decides at general meeting that the proposal is not worth investigating, it lapses.

If the OC at general meeting passes an ordinary resolution to pursue the proposal a strata renewal committee is elected to investigate and develop it. The committee has a budget and can appoint professional advisers.


A strata renewal plan containing prescribed information is developed by the committee. Once the plan is developed the OC at general meeting

must specially resolve to give the plan to lot owners for their consideration or to return it to the committee, or it lapses.

Lot owners have 60 days to consider the plan after which they may execute a support notice. The plan lapses if it fails to obtain the written support of 75 per cent of lot owners within three months. By executing a support notice an owner is generally bound to the renewal process. If the required level of support is received, the OC must resolve at general meeting to apply to the Land & Environment Court for approval of the plan.

Dissenting owners must not be forced to participate in the redevelopment. The price to be paid for their lot is as follows:

In a plan for a collective sale, each lot must be planned to be purchased for not less than the compensation amount under s 55 of the Land Acquisition (Just Terms Compensation) Act 1991 (NSW) (Compensation Act) (s 171(2)), although there is a potential conflict with s 171(1)). If the plan is for redevelopment, each dissenting lot owner's lot must be purchased for the 'compensation amount', which is either the value determined under s 55 of the Compensation Act or as prescribed in the regulations.



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Are our Cities Becoming Just One Night Stands?

Karen Stiles, Executive Officer, Owners Corporation Network of Australia Limited

The explosion of Airbnb and similar listings across the world's tourist cities and towns raises many important questions, some unique to residential strata buildings.

Listings range from owners or tenants occasionally renting out their spare room for 1 or more nights, but certainly less than the three months required in a residential tenancy lease, to owners or tenants letting out the entire apartment for short term stays.

Scenario 1 looks at first blush like a great way to make a bit of income on the side. Scenario 2 can make the lessor serious money.

What could possibly go wrong?

The Visitors

Airbnb type hosts are not licensed so there is no guarantee of their good character or the quality of the lodging. No health and safety standards are applied. Think dirty beds, dangerous fittings. Deaths have already occurred across the world ranging from a collapsed tree swing to asphyxiation from a gas leak.

Buildings approved for short term stays have more rigorous fire standards, including emergency exit maps and exit signs. In the event of a fire or other emergency in a residential building, unfamiliar visitors may not find the fire escapes, resulting in preventable injury or death.

And, if something does befall the visitor, will they or their family receive compensation?

Overcrowding, which often happens with short term lets - two bedroom units are regularly offered for up to 6 people and may have more - poses a further danger. These extra people - around 1,000 at the peak in one Sydney building - may lead to injury and death when people need to evacuate.

The Hosts

Yes, the extra income sounds good. But in the event of a visitor being injured, or worse, or your property being damaged or destroyed, will your home contents insurance cover what could be substantial losses incurred while running what is effectively a business? Horror stories are increasing about abuse of properties let short term. And the number of deaths is mounting.

Other Residents

The impact on other residents, be they owners or tenants, can be considerable. Ranging from noise, antisocial behaviour, crowded lifts in peak hours, and loss of security. The loss of community when many of your neighbours are short term visitors has a major impact in terms of respect and care of the building and those living in it. The impact on children regarding strangers on their level at all

times of days is a worrying result of Airbnb in a residential building.

Other Owners

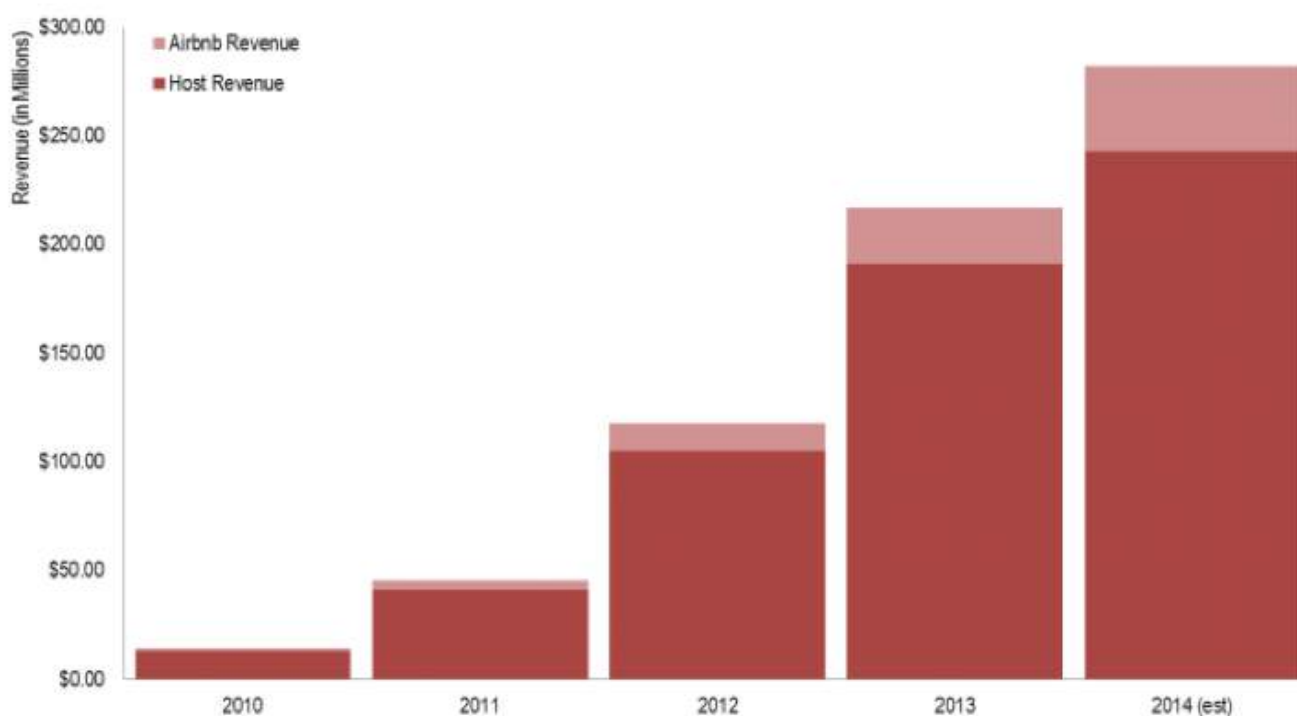
All owners suffer the effects of short term letting and degradation of the building by way of lower property values.

The Owners Corporation

The additional traffic, often overcrowded apartments, increased wear and tear on the building and increased water use all

Private Short-Term Rentals in New York City Generated Over \$500 million in Revenue in Less than Five Years. As reflected in Figure 2 below, between the start of 2010 and the end of 2013, revenue to Airbnb and its hosts from private short-term rentals in New York City doubled almost every year, with revenue in 2014 estimated to exceed \$282 million. During the Review Period (January 1, 2010 through June 2, 2014), transaction fees associated with the Reviewed Transactions resulted in direct revenue to Airbnb of about \$61 million.⁵

Figure 2:
Revenue from Airbnb Reservations Nearly Doubled Every Year
(Source: Airbnb Data, 2010-2014)



add significantly to the cost of managing the building. This ultimately results in increased levies, which are unfairly borne by owners and residents doing the right thing.

One CBD building which managed to shut down short term letting – that peaked at 205 out of 384 apartments – is now saving \$450,000 per year in expenses, and has reduced levies by 5% each year for the past three years. It has also removed several illegal brothels operating out of those premises.

The question of whether the owners corporation would be covered by its building insurance in the event of a major claim, such as for deaths resulting from a fire and/or people being unable to evacuate due to overcrowding, is yet to be answered.

Which raises even more thorny questions. How many buildings have adequate office bearers' protection for executive committee members? And how many strata owners realise that all owners are jointly and severally liable for owners corporation losses?? The people who provide the answers to

these questions through bitter experience may not be so blasé about the appeal of renting out the spare room.

The Community

The significant loss of residential accommodation to short term lets reduces the pool of available rental accommodation, resulting in more people fighting for fewer apartments and higher rents.

The reluctance of large accommodation providers to invest in an unlevel playing field, where unregulated hosts are vying for tourist dollars, results in lost opportunities to improve infrastructure and a loss of employment.

To put this in perspective, a 2014 study of Los Angeles showed that if Airbnb units were hotel rooms, the 11,401 listed units would employ more than 7,400 hotel workers. Read report.

The 2014 Report 'Airbnb in the City' by the office of the New York Attorney General adds extra insight into the negative impacts on the community as a whole. Read report. Government (therefore every one of us!)

Governments are losing out on an enormous amount of personal and business taxation income. Entities such as Uber and Airbnb structure their affairs to avoid paying tax in the country generating the income.

People Really Crave Commitment

Government is actively fostering high rise living as the answer to housing Australia's expanding population. But a sense of community is the cornerstone of harmonious living in these 'vertical villages'. The book High Rise, published in 1975, and the movie soon to be released is the '1984' of apartment living, predicting a world that must have seemed ridiculous back then, but is all too possible now.

So, What's The Answer?

Despite regular media attention on Sydney's housing crisis the government seems to have missed the link between short term lets and scarce rental accommodation. Government needs to look through the prism of urgency at the ample worldwide evidence and effectively regulate this practice.

It's not acceptable for commercial short stay operator to say, broadly: "If people want peace and quiet they should buy a farm and move to the country".

And it's not acceptable to legalise short term stays in residential zoned stratas. This amounts to removing a fast growing number of people's property rights. And that might be the catalyst for a very active Strata Party. That's political party, with a Capital P.

In the words of bumbling lawyer Dennis Denuto in the wonderful Australian movie, The Castle: "In summing up. It's the constitution. It's Mabo. It's justice. It's law. It's the vibe."



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How Affordable Is Australia's Housing?



For anyone who has a passing interest in economic matters it is no real surprise that Australia ranks so highly in unaffordability for the homebuyer.

As a highly urbanised society our housing indeed ranks amongst the most expensive in the world, but just how high?

Utilising survey data from the 11th Annual Demographia International Affordability Survey: 2015 we get a good indication of where we sit compared to other countries.

The Demographia data uses the Median Multiple for evaluating urban markets. The Median Multiple and other similar price-to-income multiples of housing affordability are used to compare housing affordability between markets.

According to the authors of the survey: "Historically, the Median Multiple has been remarkably similar in Australia, Canada, Ireland, New Zealand, the United Kingdom and the United States, with median house prices from 2.0 to 3.0 times median household incomes. However, in recent decades, house prices have been decoupled from this relationship in a number of markets, such as Vancouver, Sydney, San Francisco, London, Auckland and others. Without exception, these markets

have severe land use restrictions (typically "urban containment" policies) that have been associated with higher land prices and in consequence higher house prices (as basic economics would indicate, other things being equal)."

The Demographia survey found that:

Among all 378 markets, there were 98 affordable markets, 88 in the United States,

five in Canada, three in Ireland and, for the first time, there were affordable markets in Australia (two). There were 119 moderately unaffordable markets, 97 in the United States, 16 in Canada, three in the United Kingdom and one each in Japan, Ireland and Australia. There were 76 seriously unaffordable markets and 85 severely unaffordable markets. Australia had 33 severely unaffordable markets, followed by the United States with 25 and the United Kingdom with 16. New Zealand and Canada each had five severely unaffordable markets, while China's one market (Hong Kong) was also severely unaffordable (Table ES-3).

Tellingly Australia ranked at the top in the nine countries surveyed in overall unaffordability outweighed by only Hong Kong but just ahead of New Zealand, Singapore and the UK. Australia was deemed to have 33 severely unaffordable urban markets out of a total of 51 (64%) surveyed in this country compared to 25 out of 242 (~10%) in the United States.

Sydney and Melbourne were ranked in the top 10 for the least affordable major metropolitan markets.

Australia's Housing Industry Association reports quarterly on housing affordability in this market with their most recent survey The HIA Affordability Index for the June 2015 quarter signalling a deterioration in affordability conditions.

"The positive impact of a second interest rate cut for the year in May was overwhelmed by an increase in the CoreLogic RP Data median dwelling price and the persistence of sluggish earnings growth," said HIA Chief Economist, Dr Harley Dale. "The net negative impact of these factors saw the national HIA Affordability Index fall by 2.9 per cent to 79.7 in the June 2015 quarter."

"The national affordability result masks wide variations around the country, an unsurprising finding given the lack of geographical consistency to the current residential cycle," Harley Dale said.

During the June 2015 quarter, affordability deteriorated by 3.6 per cent in capital city markets, driven by Sydney and Melbourne. This was in stark contrast to a 2.7 per cent improvement for regional Australia.

Compared with the June quarter last year, capital city affordability worsened by 0.6 per cent, while in regional Australia affordability saw a 5.2 per cent improvement.

"The large differences in the results for the capital city Affordability Index and its regional counterpart, together with the variation in outcomes between capital cities, exposes the folly of sweeping generalisations which refer to an Australian housing boom," said Dr Dale. "That is simply not what is occurring – in many parts of Australia the extremely low interest rate environment is delivering historically favourable affordability conditions."

These variations and recent improvement in affordability in some Australian capital cities come down to three main factors affecting affordability.

HIA senior economist Shane Garrett takes up the discussion:

"Affordability over the last five years has actually improved quite considerably. Affordability is determined by dwelling prices on the one hand — and we all know they've been going up in most places — but also interest rates and household earnings. When we talk about affordability we are talking about what proportion of earnings by a traditional household is eaten up by payments of a mortgage. Over the last few years dwelling prices have gone up but luckily interest rates have been going down to historically low levels and earnings have been creeping up and that has reduced the burden of mortgage repayments because the interest rate effect and the earning effect has outweighed the effect of higher dwelling prices."

The HIA survey for the June quarter showed Melbourne and Sydney seeing a deterioration in affordability but all other capital cities actually improved — including Perth improving by 6.4% — largely because official interest rates were reduced twice this year. For those fortunate enough to be buying in those markets affordability has increased.

The latest data on house prices from the HIA to September 2015 shows Sydney house prices year-on-year have increased by 16.7% and Melbourne increased by 14.2%.

Table ES-3 Housing Affordability Ratings by Nation: All Markets						
Nation	Affordable (3.0 & Under)	Moderately Unaffordable (3.1-4.0)	Seriously Unaffordable (4.1-5.0)	Severely Unaffordable (5.1 & Over)	Total	Median Market
Australia	2	1	15	33	51	5.5
Canada	5	16	9	5	35	3.9
China (Hong Kong)	0	0	0	1	1	17.0
Ireland	3	1	1	0	5	3.0
Japan	0	1	1	0	2	4.4
New Zealand	0	0	3	5	8	5.2
Singapore	0	0	1	0	1	5.0
United Kingdom	0	3	14	16	33	5.0
United States	88	97	32	25	242	3.4
TOTAL	98	119	76	85	378	3.8



Table ES-1 Demographia International Housing Affordability Survey Housing Affordability Rating Categories	
Rating	Median Multiple
Severely Unaffordable	5.1 & Over
Seriously Unaffordable	4.1 to 5.0
Moderately Unaffordable	3.1 to 4.0
Affordable	3.0 & Under

The strong price growth in those capitals has not been replicated in the rest of the country however. Brisbane only went up by 4.6% in the 12 months.

What would the HIA like to see governments doing more of?

Shane Garrett: "Affordability is a big issue for us. We'd like to see better affordability for all around the country. In all states housing is the second most heavily taxed area of the economy, incurring a huge accumulation of tax right through the house building process. Stamp Duty and GST tends to magnify the affect.

"Even without the influence of tax, the price of land is high in Sydney partly due to

constraints in the city, other areas of land costs including infrastructure charges and the way in which that is charged and delivered at the most is quite inefficient.

"The number one tax we have issues with is stamp duty because it is very inefficient and has a huge effect on affordability not just for both first homebuyers and second homebuyers but for all home building activity and the industry.

"We'd also like to see speeding up in planning especially of land release and design around housing infrastructure. Stamp duty has the worst effect on economic activity because it acts as a barrier to people moving home especially into a place such as Victoria which has a high rate of stamp duty."

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Australia in the grip of a rental crisis

Annie Kane, The Fifth Estate



Rents in Australia's cities are either "severely unaffordable" or "extremely unaffordable" for lower-income renters in all states, a new report has found, with some renters having to pay 65 per cent of their income towards the cost of their accommodation.

Australia's first Rental Affordability Index, released by National Shelter, Community Sector Banking and SGS Economics & Planning, looks at median rental prices and average weekly household earnings for areas across Australia (excepting ACT and NT due to "inappropriate data sources") to understand rental affordability across the country.

Although average rental affordability remains below the 30 per cent threshold (before "housing stress" occurs and rents become

"unaffordable") across all states, households falling into the lowest 40 per cent of income in each state consistently face "severely unaffordable" rents (spending 38 per cent or more of their income on it) and "extremely unaffordable" (spending 60 per cent or more of their income on it) rental prices.

The report found that this was the case in all regions of Australia – including all cities and all regional areas – with non-family households suffering the most.

Melbourne and Sydney are least affordable

In the worst cases, such as in Sydney and Melbourne, low-income non-family households (for example, those earning \$252 a week in Sydney) are spending more than 65 per cent of

their income on housing.

In South Australia, lower-income householders spend 59 per cent of their earnings on rent, in Western Australia it is 57 per cent, Queensland it is 54 per cent, and in Tasmania, 54 per cent.

However, the problem of rental affordability is not only confined to those on lower incomes, with those classed as average-income householders (for example, those earning around \$1474 a week in Sydney) also "suffering poverty due to high rental costs" and becoming "locked out" of inner cities.

This, the authors argue, is shifting the cause of homelessness from "traditional" factors, such as escaping abuse, substance misuse, mental health issues and overcrowded housing, to "economic factors", such as being pushed out of the housing market by those with higher incomes.

Adrian Pisarski, executive officer at National Shelter, said: "Rental unaffordability is dividing Australia in a big way. Working families – according to this report – are experiencing severe housing stress. Australia's rental market is growing and, where once Australia had an owner-occupation rate of 70 per cent, it is now closer to 65 per cent and declining.

"This report shows housing affordability is a much bigger problem for renters than owner occupiers... It shows what we have known anecdotally for far too long. Low-income households are being hammered beyond belief.

"Moderate-income working households are very hard up and have little disposable income [and] many middle-income households are finding it hard to make ends meet. These households then ultimately don't have disposable income to spend on key life items like health, transport, education and food."

Inadequate policy and market failure are to blame

Mr Pisarski said that the deterioration in rental affordability was "a result of 25 years of policy inadequacy and market failure", and highlighted that there is no national strategy to address deterioration of rental stress or homelessness, and a "clear lack of investment" both from government and through institutions.

He highlighted that government had been actively "disinvesting" from this area, for example, by cutting the National Rental Affordability Scheme

and disrupting reforms.

Recommendations

Stating that the report is "designed to fill a gap in available data on rental affordability and focus attention on the need to reform our rental system", Mr Pisarski noted several "key steps" government could take to improve rental affordability.

These include: creating a national strategy that uses all available tools (tax reform, investment, planning, best use of states and local government and the community sector); and reforming the National Affordable Housing Agreement to improve the numbers of affordable houses.

"We must be able to achieve multi-party support on such a critical issue," Mr Pisarski said.

Speaking on behalf of Community Banking, Joe Sheehan, head of business & product development, said: "Australia now needs to build 180,000 new affordable houses every year simply to keep up. That is not happening."

He added that \$10 billion in institutional funding could deliver a further 30,000 to 40,000 houses, while transferring housing stock from state governments to community housing organisations could allow them to maximise their capacity to borrow funds.

"There is now every chance your children may never own their own home," Mr Sheehan said. "It is a dismal outlook.

"All we are hearing from the housing not-for-profit sector is that there is a real urgency to act now. We cannot afford to end up like the UK where they seem to have almost given up dealing with the scale of their crisis.

"There has been a massive jump in the number of Australians experiencing housing stress. It is time for serious action."

The RAI is intended to complement the Housing Affordability Index (HAI) developed by the Commonwealth Bank of Australia and Housing Industry Association (HIA).

A general RIA on rental affordability across Australia will henceforth be released each quarter, complemented by indices on rental affordability for very low- and low-income family and non-family households, available at state and local levels.



Report: NSW strata reform won't improve housing affordability

Cameron Jewell, The Fifth Estate

The NSW government's strata reforms as they stand will create uncertainty for apartment owners, lead to gentrification of some areas, and may not improve housing affordability or availability, a new report from the City Futures Research Centre has found.

Renewing the Compact City: Economically viable and socially sustainable approaches to urban redevelopment was launched today (Wednesday) by NSW Fair Trading Commissioner Rod Stowe.

It found that without changes to the new strata legislation, and associated legislation and policies, the renewal process and outcomes will not be equitable for strata owners, tenants or the broader community.

The report was conducted to explore "equitable and viable solutions" regarding how to redevelop old multi-unit strata apartments to accommodate population growth "without exacerbating social inequalities and collateral social disruption".

The main focus of the report is how the change in approval to terminate a strata scheme (down from 100 per cent to 75 per cent of owners) will affect redevelopment needed to accommodate population growth and reduce urban sprawl.

The changes to strata law have been considered necessary, as old, unused industrial sites previously used for urban regeneration have become scarce, and the focus has shifted to existing low-density residential areas. The NSW government is hoping its changes will lead to increased density in popular areas and for older, run-down apartments to be rebuilt. Without the changes, single owners can prevent the redevelopment of entire apartment blocks.

Professor Bill Randolph, director of City Futures, said the strata changes represented a fundamental shift to the rights and responsibilities of strata owners,

and meant that apartment ownership was now less secure than home ownership.

He warned that the changes could affect housing affordability, as newer strata buildings were likely to replace older and more affordable housing stock, and thus the protection of the vulnerable was paramount.

"Strata residents represent a diverse cross section of the Sydney community with 52 per cent having been born outside Australia, and many residents are elderly or have low-fixed incomes," he said.

The report found that low-rise blocks in expensive areas, such as the harbour, North Shore and Eastern Suburbs, would likely be replaced by more expensive low-rise blocks, however not necessarily with higher density – a process otherwise known as gentrification.

In middle-rung suburbs, however, it was expected that low-rise blocks could make way for more densification, with new high-rise up to 10 storeys. Little was expected to change for the outer city.

Whether increased supply would improve affordability was unclear.

"[R]enewal is likely to target lower value housing stock in a particular area," the report said. "So while supply may increase, affordability outcomes may still be reduced because renewal results in a reduction of the more affordable housing stock."

Concern over housing quality and amenity

In interviews with key stakeholders, as well as more than 1200 strata residents, there was broad understanding for the need for urban renewal, however many respondents, including professionals, were sceptical that replaced apartments would be of a higher standard than the demolished apartments, or that service and amenity increases (such as open space) would be provided to cater for increased densities.

"It was suggested by some interviewees and community workshop members that public opposition to higher density development in Sydney is well founded, based on the expectation of a lower standard of replacement building quality and the negative impacts on local infrastructure provision, especially in terms of overdevelopment and the lack of reciprocal provision of open space," the report said.

Test case

The same patterns of urban renewal are being seen in cities across the world, so the report authors see NSW's strata laws as an important test case, particularly as other states have or are hoping to enact similar legislation.

"Finding the appropriate balance between the publicly sanctioned benefits of urban renewal in key target locations and the important role that existing older buildings play as a source of more affordable housing in what are often accessible places must be central to the understanding and implementation

of strategies to make residential strata termination and renewal easier," the report said.

The report added that planning professionals needed to respond to the issues raised by the report if creating a more compact urban form is to be beneficial to anyone other than the wealthy.

Key recommendations from the report include:

introducing a tiered voting threshold for termination based on scheme size, starting at a minimum of 80 per cent

ensuring government supports the involvement of not-for-profit housing providers in strata renewal to facilitate the provision of affordable housing for rent and sale

having NSW Department of Planning and Environment review the NSW Affordable Rental Housing State Environmental Planning Policy to include the loss of affordable rental accommodation in terminated strata schemes

having NSW Department of Planning and Environment implement a new Strata Renewal State Environmental Planning Policy to ensure that the planning framework addresses the service, infrastructure, housing supply and affordability considerations of strata renewal at both the strategic and local levels

having government strengthen oversight of residential building and certification processes to foster greater public confidence in the quality of new multi-unit residential buildings





Strata reform

The WA Government has given Landgate responsibility for delivering reforms to Western Australia's Strata Titles Act 1985. The proposed reforms aim to provide more flexible and sustainable housing options to benefit developers, strata owners, investors, residents and tenants. They aim to improve the way strata schemes work but not to change current strata owners' land titles and boundaries.

Strata reform update

Landgate has refined its original proposals released for public consultation, based on the feedback received and further research. The Minister for Lands has announced Cabinet's approval to draft the proposed amendments to the Strata Titles Act 1985 following their consideration of Landgate's recommended reforms.

In October 2014 Landgate released a paper detailing the proposed changes for consultation. At the completion of the public consultation, 154 registered participants, including 35 organisations, submitted 1,160 official comments.

The proposals were refined based on that feedback and further research.

The Reform Statement is available online which outlines the main concepts approved for drafting.

Further information and detail of these concepts will be made available in February. We encourage you to continue to check this web page for these additional updates as they become available.

Areas of reform

New type of strata: community title schemes

Community title allows for multiple strata titled schemes on one land parcel or in one building, under an overarching (or umbrella) body corporate.

New type of strata: leasehold strata

Leasehold strata is a strata scheme which gives the landowner the

ability to enter into a long-term lease arrangement (between 21 and 99 years) to create a leasehold strata scheme, where a Certificate of Title is issued for each of the leasehold strata lots.

Improved management

Management reforms will clarify the roles of strata companies, strata councils and strata managers whilst specifically allowing for the use of technology in meetings and voting. The reforms will also improve the financial management of strata companies.

Clearer and easier ways to resolve strata disputes

Strata disputes will be resolved simpler and faster by granting the State Administrative Tribunal (SAT) increased powers and responsibilities including the ability to resolve disputes for the new types of strata.

Better buyer information

The reform looks at ways to ensure effective and relevant information given to potential buyers is provided in a user-friendly format. Additional requirements for new forms of tenure being introduced have also been evaluated.

Staged strata development

Staged strata development reform aims to simplify the way in which a development is undertaken over an extended period of time. It seeks to simplify the existing obligations on the developer to get consent to variations, while at the same time retaining a level of certainty for owners in the development.

Termination of schemes

Providing an alternative to unanimous resolution to terminate a scheme whilst ensuring the rights of all owners are adequately considered through a procedure and fairness review by the State Administrative Tribunal (SAT).

Steps to reform

These have been completed:

September 2013 to October 2014

- Reform concepts developed and consultation with industry and strata experts

October 2014 to January 2015 -

Public consultation paper released for comment, receiving more than 1,160 comments

January 2015 to October

2015 - Feedback and research assessment, proposals refined and recommendations put to Government

January 2016 - Minister for Lands announces Cabinet approval to draft the Bill

These are still to be achieved:

Parliamentary Counsel's Office (PCO) drafts the Bill in accordance with the assigned drafting priority

the Minister introduces the draft Bill into Parliament and requests that it is printed

the Bill passes through the upper and lower houses of Parliament

the Bill is passed

the amended legislation comes into effect.

Further enquiries

For any enquiries about the Strata Titles Act 1985 reforms please email StrataTitlesActReform@landgate.

wa.gov.au or call Landgate's Customer Service team on +61 (0)8 9273 7373.

Disclaimer These web pages have been prepared for the purposes of informing stakeholders and the community on the nature and scope of the proposed reforms to the legislation relating to strata title. Every effort has been made to ensure that the information presented in these web pages is accurate at the time of publication. Because these web pages avoid the use of legal language, information about the law may have been summarised or expressed in general statements. This information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation. The contents of these web pages should not be relied on as a guide for current or future legislation relating to strata title in Western Australia or in relation to current or future development proposals, commercial transactions or dealings in strata title.

Please note: Landgate is Western Australia's statutory authority responsible for the administration of the Strata Titles Act 1985 (the Act) and associated Regulations. The Act does not provide Landgate with any judicial powers to enforce legislation. Under the Act, the State Administrative Tribunal is empowered with this function. Landgate is responsible for registration matters only and cannot provide advice pertaining to existing strata management or other strata living matters.



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