



# EFFECTIVE COMMUNICATION WITH NEW OWNERS

**Series: Effective Communication is the most important issue for lot owners**

**Part 12 of 12: Effective Communication with New Owners**

You can't put that there. You can't park here. You can't use the pool this late. You can't. You can't. You can't!

This is often the first message received by a new owner. No wonder most owners don't want to have much to do with their fellow owners when it comes to managing common property.

Alternatively, and perhaps more tragically, there is no communication with a new owner. At least if you are being told what you can't do you have some clue that there is an all-powerful, supreme body with which you must make peace.

Without any communication a new owner is clueless about the arrangements for the management of the property they share in common with their fellow owners.

A pleasant and helpful welcoming letter on the other hand can make all the difference and set the relationship between a new owner and other members off to a good start.

Here are some ideas for such a letter:

- Assume nothing – most people will not know what an owners corporation or body corporate is, much less what it does;
- Explain that the owners, via their association, collectively manage the common property;
- Introduce the chairperson and list the committee members, particularly the ones that live on site;
- Introduce the strata manager and resident manager by name and give a short rundown on what they do;
- Set out how levies are spent;
- Tell them how they can pay their levies and why it is important to pay them on time;
- Advise the owner about rules and by-laws and enclose a copy or point them to a website;
- Spell out when prior written approval may be required from your owners corporation or for any improvements or alterations as prescribed under your rules;
- Enclose a booklet written by your state government explaining something about strata community living in your state; and
- Include practical tips like when the rubbish is collected.

**That concludes this series. Stay tuned for the next series.**