



DIFFERENCE VEHICLES OF COMMUNICATION STRATA COMMUNITY HANDBOOKS

Series: Effective Communication is the most important issue for lot owners **Part 8 of 12: Different Vehicles of communication—Strata Community Handbooks**

Much of the content of a strata community handbook or welcome pack could be classified as miscellany – things that don't belong under any one category but are valuable nonetheless. This type of publication is most useful at the outset of a buildings' life to help win the transition of the building from a developer to a group of strata owners.

Consider adding some of these to your handbook or welcome pack:

Frequently asked questions (FAQs) – Where do I get my pool pass? How are the strata community fees spent? When is the next meeting? These, and others like them, are frequently asked questions. Providing answers in a resident handbook or welcome pack is not only helpful to residents, it will cut down on calls to the manager or the committee members.

Strata community profile – If you have prepared a profile on your strata community, include that as well. This may include personal profiles on elected representatives, the resident managers (if any) and the strata managers.

PR – Use your handbook or welcome pack to do a little public relations with new residents.

Annual report and AGM minutes – If your strata community issues an annual report, add the most recent one to your handbook or welcome pack. In lieu of an annual report, include the minutes of the last annual general meeting.

Meetings – Include the dates, times, and places of regularly scheduled meetings.

Miscellaneous Information – Include any information that might be of interest to residents – new or otherwise: a map of the strata community, maintenance tips, how the heating and air-conditioning systems work or the various roles of committee members.



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Recreational facilities – Provide detailed information on recreational facilities such as hours of operation. For some buildings, the tennis court or pool handbook may be separate items. If that is the case, mention it in the handbook and let residents know where to get a copy.

Next week: Communicating effectively via the minutes of the strata community meetings.