



VICTORIA
BODY CORPORATE
SERVICES PTY LTD
your strata care company

The Owners Corporation Manager

Series: Effective Governance for Executive Bodies of Strata Communities

Part 3 of 12: The Owners Corporation Manager

Perhaps the single most important thing a committee can do is appoint or recommend the appointment of a strata management company.

A strata management company collects levies, pays bills, effects insurance, keeps the books and records and convenes, attends and minutes meetings. But what about the individual employed by the strata management company appointed to a particular building?

Their role is far more people focused than the process of strata management. A good owners corporation manager will be the glue that holds the strata community together.

Some of the qualities needed for this role are:

- A big heart with kindness, compassion, empathy and understanding for different people with different perspectives on sharing common property;
- A logical and ordered mind that can remain organised and sort the important issues from the apparently urgent ones;
- A good working knowledge of the law and best practice of strata management;
- An ability to listen and be heard on important issues; and
- A good sense of the difference between right and wrong.

One of these qualities above all else needs to be understood well both by owners corporation managers and by the committees and communities they serve – empathy.

From the owners corporation manager's perspective this means:

- Understanding the constraints of the strata concept and process;
- Respecting the voluntary nature of the role of committee members; and
- Assisting with the induction and learning of new members.



VICTORIA
BODY CORPORATE
SERVICES PTY LTD
your strata care company

The Owners Corporation Manager

From the committee's perspective understanding empathy in strata management means:

- Understanding that strata management can be a difficult and thankless role;
- Understanding the range of relationships the strata manager has to manage; and
- Not to expect more from the strata manager than is reasonable given the fees agreed for the services specified in the contract.

Mutual feedback is also a matter that can benefit the relationship between the owners corporation manager and the committee. The owners corporation manager might offer practical guidance on ways in which the committee might help. The committee might give encouragement for some tasks done well and constructive review and critique of organisational progress.

As with any relationship, both the owners corporation manager and the committee will benefit from the clarity of the parties' respective jobs.

Next week: Effective Meetings



Thank you Teys Lawyers for developing great notes for our clients.

<http://www.teyslavery.com.au>