

YOUR BODY CORPORATE

Welcome pack

**Strata Title
Administration Ltd**

Welcome

TO YOUR STRATA BODY CORPORATE

Welcome to your Body Corporate. We are pleased to advise that Strata Title Administration Ltd ("Strata") is contracted as your Body Corporate Manager/Secretary. Strata acts on the instruction of your Body Corporate's Chairperson and/or Committee. We attend to your Body Corporate's administrative functions in accordance with requirements of the Unit Titles Act 2010 ("ACT"), the Unit Titles Regulations 2011 ("Regulations") and your Body Corporate's Rules.

The full set of services is attached to the service contract between your Body Corporate and Strata.

Please note that Strata is your Body Corporate Manager/Secretary and not a rental/property manager for your individual unit. We are also not the Building Manager for your Body Corporate. Both are important roles and we work in closely with those professionals.



KEY TASKS WHICH STRATA CARRY OUT INCLUDE, BUT ARE NOT LIMITED TO:



Maintain the database of current owners in your Body Corporate which are updated as units are bought and sold.



Keep the funds of your Body Corporate safe.



Provide up-to-date Financial Reports, always for your Annual General Meetings but also at any time upon request by an owner and regularly to the Body Corporate Chairperson and Committee.



Placing the Body Corporate's principle **insurance policy**.



Provide professional support to your Body Corporate Chairperson and Committee throughout the year as matters arise.



Ensure that your Body Corporate **meets the compliance requirements** of the Act and Regulations.



FAQ's

WHO IS THE BODY CORPORATE?

who?

The Body Corporate is the collection of owners of the common property.

WHEN IS THE ANNUAL GENERAL MEETING CONVENED?

when?

Every Body Corporate has their own Financial Year, and the Financial Year End will be the end of a calendar month. The Annual General Meeting is typically held **within two months of the Financial Year End** and, in accordance with the Act and Regulations, it must not be more than 15 months later than the last Annual General Meeting.

WILL I KNOW WHEN MY ANNUAL GENERAL MEETING IS BEING HELD?

how?

Strata will contact your Body Corporate Chairperson and agree the timing of the your Annual General Meeting. From there we will distribute to all unit owners the Notice of Intention to Hold the Annual General Meeting no later than three weeks prior to the agreed Annual General Meeting date. The Notice of Intention advises owners of the date, time and venue of the meeting and invites you to nominate owners for election to the roles of Chairperson and/or the owners' Committee.

WHAT TOPICS WILL BE ADDRESSED AT AN ANNUAL GENERAL MEETING?



>>



two weeks

**ANNUAL
GENERAL
MEETING**

After we send you the Notice of Intention, we will then send you the Annual General Meeting agenda at least two weeks prior to the date of the Annual General Meeting.

The Agenda will detail the topics that are to be addressed and resolved by the owners and/or their representatives whom attend the Annual General Meeting. The Agenda will include all of the nominations for Chairperson and Committee members received from unit owners using forms provided with the Notice of Intention. The Agenda will also include the annual financial accounts of your Body Corporate and a proposed budget for the upcoming financial year, which will be confirmed at the Annual General Meeting.

WHO IS RESPONSIBLE FOR GOVERNANCE OF THE BODY CORPORATE?

As mentioned earlier, Strata is not the Body Corporate. We are a professional, external service provider that the Body Corporate has contracted with for the specific purpose of acting as its Body Corporate Manager/Secretary.

Governance of the Body Corporate resides collectively with all of the unit owners. As the Body Corporate is only together during a general meeting, and there is only one Annual General Meeting per year, to give it a voice in between general meetings you elect a Body Corporate Chairperson and we recommend you also elect a Committee at each Annual General Meeting. That way the Chairperson and Committee can make decisions for the Body Corporate throughout the year.

As an example, earlier we noted that the Agenda which is sent to all unit owners includes a proposed budget. Strata also provides the Body Corporate with the annual financial reports for the financial year just finished. Strata will have studied these reports closely to put the proposed budget together based on past spending levels and anticipated future expenses but owners as the Body Corporate have the final say and may change the budget as a majority of owners see fit.



WHAT IF YOU CANNOT ATTEND AN AGM?

1.

One option available is to nominate a Proxy to represent your interests. If you wish, it is perfectly acceptable to nominate Strata as your Proxy.

2.

The other option available is to complete and submit a Postal Voting Form. Both the Proxy Form and the Postal Voting Form are provided with the Annual General Meeting Agenda sent two weeks prior to the meeting.

LEVIES

HOW MUCH WILL MY LEVIES BE?

Once the annual budget is resolved by owners at the Annual General Meeting the levy amount for individual units is then calculated as:

$$\begin{array}{c} \text{Total Approved Budget} \\ \times \\ \text{Your Unit's Utility} \\ \text{Interest' Percentage} \end{array}$$

The Utility Interest (Ownership Interest) applied to your unit is defined in the unit plan and was calculated by a registered 'valuer' at the time the unit plan was lodged.



WHEN TO PAY LEVIES?



AT THE ANNUAL GENERAL MEETING, AFTER THE BUDGET IS APPROVED THE LEVY DUE DATE WILL BE SET.

The Agenda will include a proposed due date for levies. This date is recommended by Strata but, as with the budget, is not set until approved at the Annual General Meeting. In order to propose a date, Strata carefully consider cash flow requirements for the Body Corporate.

HOW CAN YOU PAY YOUR LEVIES?

Payment details will be listed on your levy invoice that Strata sends to you after each Annual General Meeting.

Internet bank transfer:
Strata's ASB trust account is
12 – 3011 – 0321321 – 001

online

Post Cheque and Levy Notice Payment Slip:
Strata Title Administration,
PO Box 3187, Auckland, 1140

post

Visa or MasterCard only.
Credit card payments attract an
additional 3% merchant fee.

credit

Please ensure to always reference your Body Corporate number and Unit number.

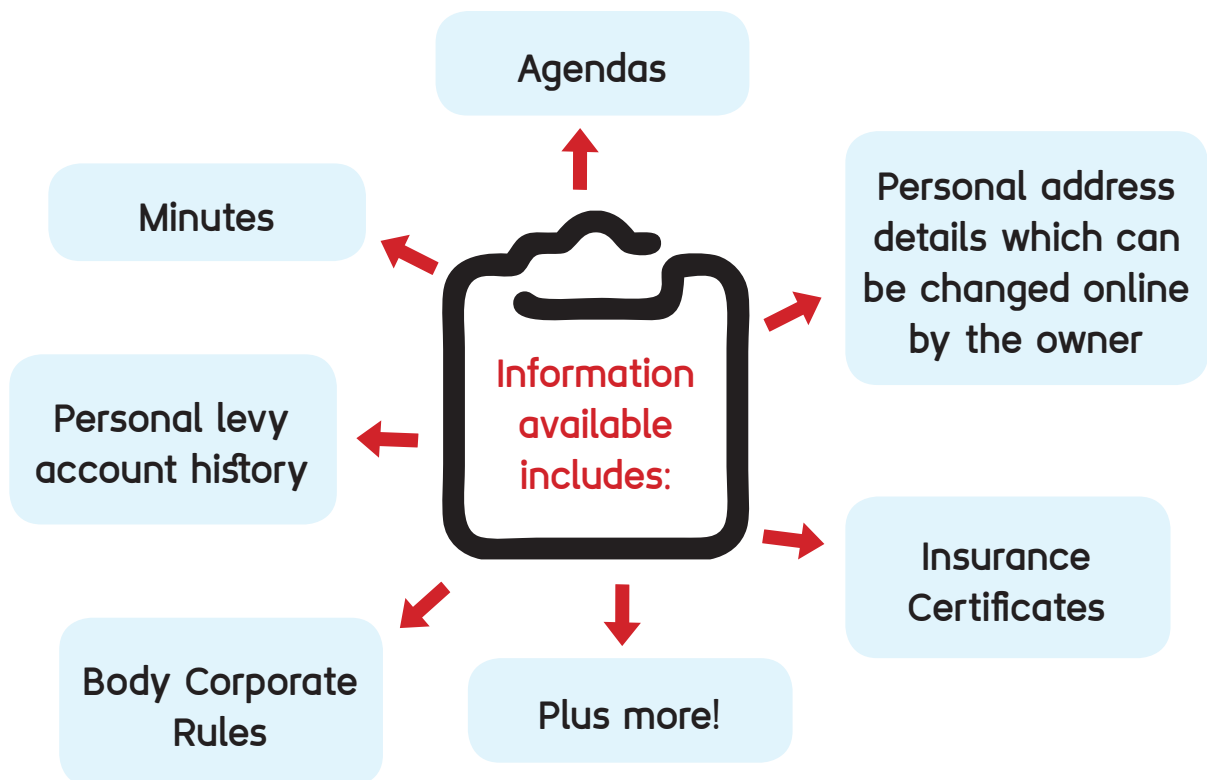
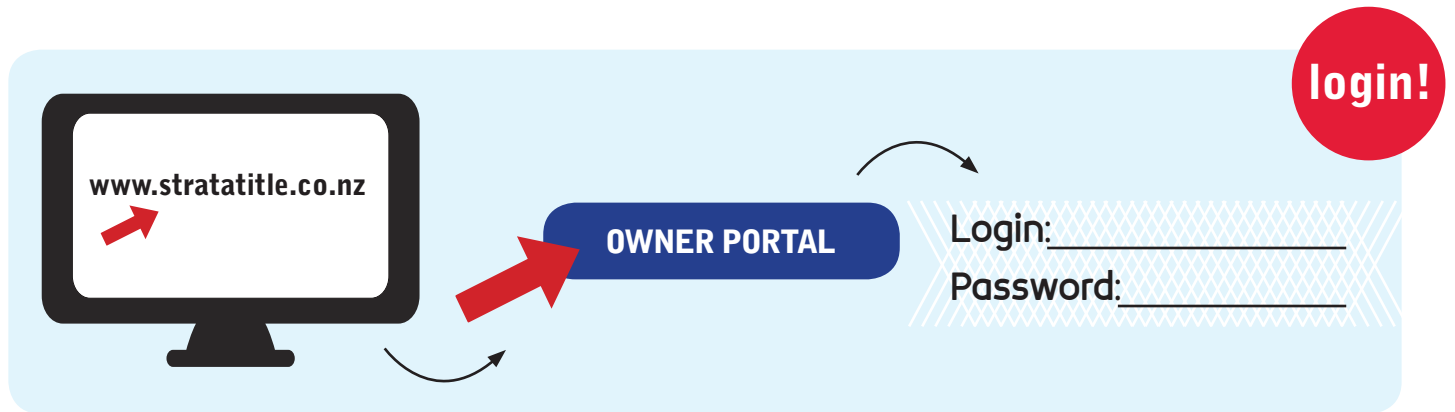
WHAT IS AN EXTRAORDINARY GENERAL MEETING?

Occasionally, an important issue arises in between the normal scheduled Annual General Meetings. In these situations, the Chairperson may instruct Strata to convene a one-off general meeting to consider the issue. The one-off meeting is called an Extraordinary General Meeting. The Act and Regulations prescribe the appropriate procedures to be followed for an Extraordinary General Meeting, which are very similar to those for an Annual General Meeting.

HOW CAN I SEE INFORMATION ABOUT MY BODY CORPORATE?

Owners have 24 hour access to their Body Corporate information via the Strata Online Portal. To access the Online Portal visit www.stratatitle.co.nz, click on the

'**Owner Portal**' box and then enter your **unique login details**. If you do not have your login details, please contact Strata to request they be sent to you.



ALTERATIONS

CAN I MAKE STRUCTURAL ALTERATIONS OR AMENDMENTS TO MY UNIT?

Before doing anything of this nature please contact Strata. Whatever you may be doing, either large or small, the Body Corporate needs to be informed of your intentions prior to you commencing work.

You may or may not then need the Body Corporate's consent to carry out the work planned.

As required you will also be responsible for organising all building consents, and retaining consultants to investigate if there is any structural impact on the building. Approval to proceed can then be granted on the conditions that you are responsible for the costs in all things. You may also need to obtain contract works insurance. The hours of work will be agreed so as to minimise the impact on fellow residents. Reputable trades people must also be used. Finally an inspection by the Building Manager (if applicable), and any other regulatory bodies, needs to be completed.

Alteration checklist



Building consents



Approval to proceed



Insurance



Hours of work



Reputable trades people



Inspection/s



“STRATA IS HERE TO WALK YOU THROUGH THE PROCESS AND ASSIST AS BEST WE CAN.”

RULES

WHAT ARE BODY CORPORATE RULES, AND DOES EVERYONE HAVE TO FOLLOW THEM?

There are some circumstances where a Body Corporate has not formally registered a set of Operational Rules, in which case the Rules that apply 'by default' are those as set out in **SCHEDULE 1 OF THE UNIT TITLES REGULATIONS 2011**: An owner or occupier of a unit must not:



Damage or deface the common property.



Leave rubbish or recycling material on the common property.



Create noise likely to interfere with the use or enjoyment of the unit title development by other owners or occupiers.



Park on the common property unless the Body Corporate has designated it for car parking, or the Body Corporate consents.



Interfere with the reasonable use or enjoyment of the common property by other owners or occupiers.



An owner or occupier of a unit must dispose of rubbish hygienically and tidily.

Many Bodies Corporate have adopted and formally registered a set of Operational Rules that apply to their site. If this includes your Body Corporate, you should have received a copy of them during the process of buying your unit. They can easily be found on the Strata Owner Portal at www.stratatitle.co.nz.

WITHOUT EXCEPTION, EVERYBODY LIVING IN A BODY CORPORATE SITE – BOTH UNIT OWNERS AND TENANTS – HAVE TO ABIDE BY THE OPERATIONAL RULES.

WHAT IF YOU BELIEVE SOMEBODY IS BREAKING ANY LAWS, REGULATIONS OR THE RULES?

If your Body Corporate has a Building Manager, in the first instance, they are the best person to speak with to see if they can assist. If the matter requires emergency services, please contact them directly then advise Strata and your Building Manager.

If you do raise an issue or concern with Strata, please be **very clear and precise** about what the problem is. *For example, if you have supporting evidence such as smartphone photos we would ask you to send those to us.* Experience has proven that without proof, it is difficult to resolve an issue as the offending party can simply deny the claim. Please be as specific as you can regarding the matter; Strata will then be able to quickly determine if any Laws, Regulations or Operational Rules are being contravened.

“IT IS IMPORTANT TO US THAT YOU HAVE QUIET ENJOYMENT OF YOUR PROPERTY AS YOUR FUNDAMENTAL RIGHT.”

WHAT HAPPENS IF SOME LAWS, REGULATIONS OR RULES ARE BEING BROKEN?

In these circumstances the Building Manager (if applicable) and Strata will liaise with your Chairperson and/or Committee and present the facts and options that are available. Generally, the owner of the offending unit will be given an opportunity to rectify the problem. If a resolution cannot be reached, the matter may be referred to the Body Corporate's solicitors for enforcement. *The owner of the offending unit will be responsible for all costs incurred during this process which will be significant if the matter requires the services of the Body Corporate's solicitors.*

WHAT IF THE ISSUES ARE BEING CAUSED BY TENANTS RENTING A UNIT?

The owner of a unit is ultimately responsible for ensuring all Laws, Regulations and Rules are being followed, and this applies equally to Landlord unit owners. Section 16B of the Residential Tenancies Amendment Act 2010 states that 'Body Corporate rules form part of the tenancy agreement'. Essentially in the eyes of the Body Corporate anything a tenant does is as if it had been carried out directly by their landlord.

PROFESSIONAL SERVICES

Strata have professional relationships with experts in the following areas relating to bodies corporate:



Law



Insurance



Engineering



Surveyors



Valuers

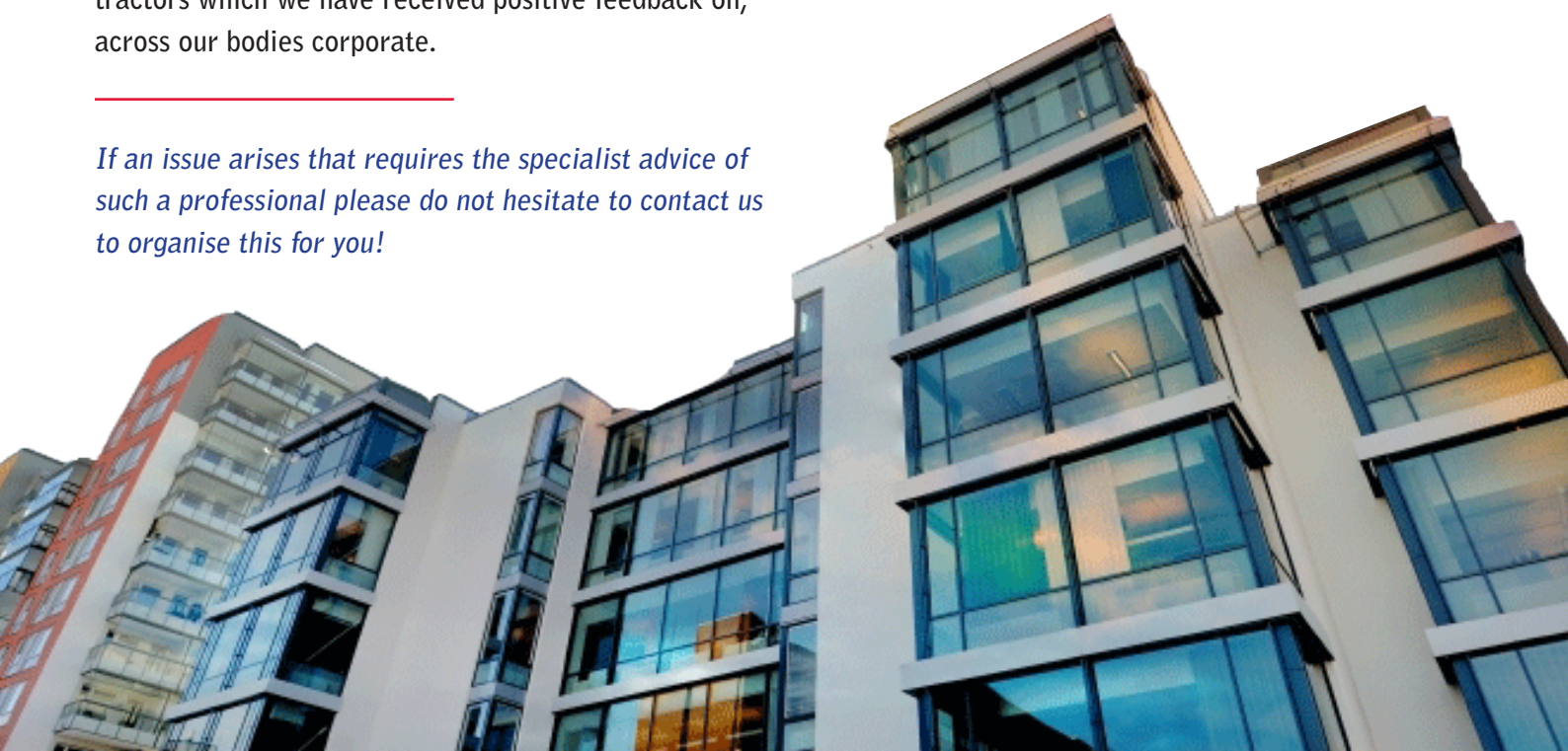
WHO IS IN CHARGE OF ONSITE MAINTENANCE?



If your complex has a Building Manager, they are responsible for overseeing site maintenance. If you do not have a Building Manager, your owners' Committee are in charge of maintenance. Strata is

here to assist with providing details of various contractors which we have received positive feedback on, across our bodies corporate.

If an issue arises that requires the specialist advice of such a professional please do not hesitate to contact us to organise this for you!



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