



# NEW ZEALAND

## 2019/20 Annual Report

*STRATA COMMUNITY ASSOCIATION LTD*

*[WWW.STRATA.COMMUNITY/NZ-CHAPTER](http://WWW.STRATA.COMMUNITY/NZ-CHAPTER)*

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## New Zealand

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# NZ PRESIDENT'S REPORT



SCA (NZ) and our members have continued to navigate through challenging legislation, a construction boom, leaky buildings, cladding and passive fire defects and the mosaic that is strata, all while living through a global pandemic.

New Zealand was almost immediately put into an Alert 4 level lockdown. The normally challenging role of harvesting the knowledge of every possible tradie, lawyer and consultant evolved overnight into life coach, business coach, pandemic expert and of course Healthline. We have been able to monitor the situation as it continues to develop, our utmost priority being the wellbeing of our team, clients, suppliers, and community. There is also an urgent need for us to be able to give politicians a clear view of the challenges that the sector faces – such as provisions for electronic meetings, voting and the ability to provide essential services.

SCA (NZ) is grateful for all the knowledge sharing, resources and relationship building between SCA, partners and members. SCA (NZ) was established to form a united voice and champion the strata industry in New Zealand.

In 2019, we held a strategy session to review the Australasia Strategic Plan and in 2020 we will focus on the following three pillars:

1. Educate and inform all participants within the sector
2. Advocate and lobby to government, the public and other bodies
3. Enhance SCA brand and sector reputation.

## SPONSORS

SCA (NZ) is supported by sponsors that enable us to deliver member services. Our sponsors are our trusted and preferred suppliers in their area of expertise, and we thank them for their ongoing commitment.

SCA (NZ) implemented several plans and strategies for an industry strewn with inadequate regulation with often testing and challenging gaps, overtime, the perception of flawed legislation. Some highlights of SCA (NZ) over the past 12 months include the NZ100 Introduction to Living and Working in the Strata Community 3-day education program, Committee Training, Manager Round Table Strata Chat, we hosted the SCA 2019 International Conference and a fabulously festive SCA (NZ) Christmas Celebration.

We also had our third annual half day Symposium, a joint venture with Auckland District Law Society (ADLS) where we explored the dynamic interplay between the legal fraternity and Managers.

I would like to acknowledge and thank all our members and partners, especially Gold Sponsors, Rothbury, who have been with us since inception. Without their support, none of this would be possible. Also, a big thank you to our Executive.

Like for everyone, 2020 has somewhat halted many plans, however, there are many areas that we have either made significant progress in or have plans for the coming year. We are excited to continue to grow and support our members and the strata industry as a whole through education and advocacy.

### JOANNE BARRETO

PRESIDENT  
SCA (NZ)

### GOLD



# NZ 2019/20 EXECUTIVE COMMITTEE



Joanne Barreto  
President



Elizabeth Bennie  
Treasurer



Clinton Baker



Liza Fry-Irvine



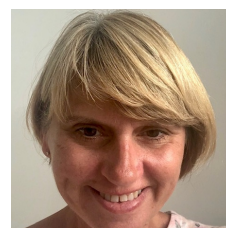
Thomas Gibbons



Scott Cracknell



Adriana Radich



Lisa Mak



Wendy Baker

## 2019/20 AT SCA (NZ)



**32 TOTAL MEMBERSHIPS**



**14 STRATA MANAGEMENT MEMBERS**



**11 STRATA SERVICES MEMBERS**



**7 OWNER MEMBERS**



**29,589 LOTS UNDER MANAGEMENT**



**42,001**

**TOTAL REVENUE FOR 2019/20**



# NZ EDUCATION AND ADVOCACY

SCA (NZ) Executives encouraged members to sign the petition seeking urgent reform under the name FLAU - Fix Laws on Apartments and Units. SCA (NZ) saw this as an important opportunity to bring reform back to the table. The petition closed 30 January 2020.

SCA (NZ) successfully lobbied for the introduction of a Bill introduced into New Zealand Parliament earlier in the year to allow remote general meetings and committee by video and audio link. The measure is part of the Epidemic Preparedness (COVID-19) Notice 2020 issued by Parliament allowing for temporary amendments to legislation. The Notice is effective until 24 September 2020 which results in remote meetings being permitted until 17 December 2020. Further extensions to the notice are possible.

## SCA (NZ) ROUND TABLE "STRATA CHAT"

In September 2019, SCA (NZ) hosted 'Strata Chat' with expert presenters Liza Fry-Irvine, Partner, Pidgeon law, Elizabeth Bennie, General Manager, Grimshaw & Co and, Clinton Baker, Partner, Price Baker Berridge. This was a free open forum and training session that was designed as an exclusive member benefit.

The perception of flawed legislation has been confirmed by events in the sector; including but not limited, to the disclosure regime, long term maintenance plans, strengthening governance, codes of conduct, professionalism for body corporate managers and better accessibility for dispute resolution. While these silos are by no means all-inclusive, they have been identified as priorities for reform.

SCA (NZ) is a member of the Unit Title Working Group initially formed in 2016 by then Minister Nikky Kaye. Its membership also includes Auckland District Law Society, Real Estate Institute of New Zealand, and Home Owners and Buyers Association. The Working Group lobbied Government to review the Unit Titles Act 2010 which resulted in MBIE issuing a consultation paper and taking submissions in 2017.

The Working Group then drafted the Unit Titles (Strengthening Body Corporate Governance and Other Matters) Amendment support by Judith Collins and Nikky Kaye with the hope it would trigger the new coalition government to take further submissions at Select Committee level and treat reform as a priority.



# EVENTS

## ADLS/SCA (NZ) UNIT TITLES BODY CORPORATE HALF-DAY CONFERENCE 2019

SCA (NZ) again collaborated with the Auckland District Law Society for our annual half-day conference in August 2019. The half-day format maximised learning, the program was packed with a great selection of pertinent and practical topics relating to unit titles and bodies corporate, presented by experienced lawyers, property managers and other professionals.

## SCA (NZ) 2019 CHRISTMAS PARTY

SCA (NZ) members enjoyed our annual festive Christmas Party in late November at Tantalus Estate on Waiheke Island for the SCA(NZ) Annual Christmas Party, sponsored by Grimshaw & Co Lawyers, Context Architects, Price Baker Berridge and Pidgeon Law.



## BODY CORPORATE COMMITTEE TRAINING

In August 2019 SCA (NZ) held face-to-face Body Corporate Committee Training. This comprehensive training course provides a practical overview of the role of Body Corporate Committee members.



Whether you're an existing committee member, you're thinking about becoming one in the future or you're an owner looking to learn more about what your committee does, this course is for you.



The key learning areas covered in the training included:

- Structure of Strata Community living
- Role and responsibilities of your Manager
- The role of the Body Corporate Committee
- Your role as an individual Unit owner



# AUSTRALASIA

## 2019/20 ANNUAL REPORT

*STRATA COMMUNITY ASSOCIATION LTD*

*WWW.STRATA.COMMUNITY*

*THIS IS A COMBINED SUMMARY REPORT PRODUCED WITH SCA,  
STATES AND CHAPTERS. READ THE FULL STATE ANNUAL  
REPORTS ON THE STATE WEBSITES.*

# NATIONAL PRESIDENT AND CEO REPORT



Last year we said, “*We don’t expect the coming year to be much different*”. Well, that was certainly an understatement.

Whilst the first three quarters of the financial year went to plan, the final quarter was nothing that any of us could have imagined. Many of us are still grappling with the effects of COVID-19, which is changing the way we will operate moving forward. Prior to COVID-19 we held a number of national events being two Leading Change Forums (Building Defects and Insurance), Dubai Study Tour and meetings with Multi-State Members.

Since March we have held another Leading Change Forum and several Webinars. Unfortunately, our signature event the National Conference was postponed until June 2021, however, we still held our National Awards via Zoom which was well received.

We again supported the 2020 Australasian Strata Insights Report\*, which was conducted by A/Professor Hazel Easthope at the City Futures Research Centre at the University of New South Wales (UNSW). The comprehensive report draws a picture of the strata sector in Australia and New Zealand. This information is essential to advocating for the sector and its people, and for informing future government and business decisions.

Strata managers have found themselves not only managing strata schemes but also the social fabric and health obligations with government-imposed restrictions on residential communities on a scale never imagined. SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 to avoid long-term impact and expense if maintenance or any planned work is not carried out.

While the economy is in hibernation, strata managers cannot hibernate.

To continue our investment in education we launched our new national education portal which now gives all members the opportunity to access webinars and educational events from all states and chapters and gain CPD points.

The national board will be holding a strategy day over the next month to finalise the National Strategic Plan for 2021-2023. In 2018, we set some high strategic targets for the two years up to 2020 and I am pleased to advise that those targets have been met and, in some cases, exceeded.

Current reports show that there are over 9,700 people employed by strata management firms across Australia and this is constantly increasing. It is noted that at the time of writing there are approximately 100 strata/body corporate manager vacancies advertised on SEEK and over 45 support roles which shows the acute shortage of qualified people to fill these roles and how vital the continued investment in education is and continues to be for SCA.

Our SCA teams around the country are working hard to assist members and in these times the demands of our members significantly increase, and we are an essential service. Without strata managers, strata properties will cease to function as there will be no one to coordinate the maintenance and deal with the many enquires and financial aspects of the property.

Likewise, many of our supplier members are also essential to the running of buildings. The value of strata managers cannot be underestimated.

An outcome from the National Council meeting held in February has also been achieved, (albeit hastened by COVID-19) with the centralisation of a number of back-office functions in particular Victoria and WA.



# NATIONAL PRESIDENT AND CEO REPORT

States have also reviewed their staffing structures due to tightening finances and this has resulted in the national office and staff becoming integral in ensuring the delivery of member services. By the time the AGM comes around, we will also have held an EGM to update our constitution, in particular, the appointment of board directors which again was agreed to by National Council.

## Acknowledgments

We are very pleased to say that over the past year the SCA community has come together and supported each other especially in relation to COVID-19 and we would like to thank all of our Board Members who give up so much of their time to progress the association and our volunteer members whose contributions are unquestionable together with our SCA staff who this year in particular have stepped up to the challenges.

Our business partners have again excelled in their support of SCA both financially and by offering their various expertise on committees and we look forward to building on those relationships.

The mission statement for Strata Community Association is to provide members services and to be the leading voice for the strata community and its members with the tag line – **The Voice of Strata.**

***In 2020/2021, you can expect the SCA voice to be louder and stronger than it has been in the past.***

**ANDREW CHAMBERS**  
PRESIDENT  
SCA NATIONAL

**ALISHA FISHER**  
CEO  
SCA NATIONAL

## NATIONAL SPONSORS

SCA is supported by corporate partners and sponsors that enable us to deliver member services. We thank each and every one of them for their ongoing commitment to SCA.

## NATIONAL PARTNERS



### EDUCATION PARTNER



### BUSINESS SUPPORTERS



# 2019/20 SCA LTD BOARD OF DIRECTORS



Andrew Chambers  
President



Bill Collaros  
Deputy President



Ian D'Arcy  
Director



Michelle Cummins  
Director



Gregor Evans  
Director



Stephen Brell  
Director



Mark Benson  
Director



Marietta Metzger  
Director

## BOARD ADVISORY GROUPS

Professional Standards and  
Membership

Education

Events and Marketing

Government Relations

Strata Management Practice  
Standard

Research and Development

Strata Services

Risk and Finance

# SCA ACROSS THE REGIONS

INFORMATION  
CALCULATED AS A  
TOTAL ACROSS  
ALL SCA STATES  
AND CHAPTERS



6382 TOTAL  
MEMBERSHIPS



3,584  
MANAGERS

902  
SERVICES



1,049  
OWNERS

6,047  
REGISTRATIONS

ACROSS  
SEMINARS AND  
WEBINARS

OVER 10,000  
ATTENDEES

AT OVER 100 EVENTS  
ACROSS STATES  
AND CHAPTERS

OVER 540  
ATTENDEES

AT 4 EVENTS  
HELD BY SCA  
LTD



2,736 TOTAL  
FOLLOWERS



4,623 TOTAL  
FOLLOWERS



1,193 TOTAL  
FOLLOWERS



1,630 TOTAL  
FOLLOWERS

## SCA 2020 TEAM

Alisha Fisher

Claudia Montiel

Taner Bozkurt

Shaun Brockman

Anuja Prasad

Stephanie Collins

Anne Cai

Hannah Yip

Olga Katz

*Chief Executive Officer*

*Operations Manager*

*Education Manager*

*Policy Manager*

*Communications and Events Officer*

*Marketing Coordinator*

*Finance Manager*

*Accounts Officer*

*Finance Coordinator*



## EDUCATION

SCA is dedicated to helping strata professionals advance throughout their careers through continued learning and professional development, which is core to our operations at SCA.

With the closure of all face-to-face events, the national office worked closely with all states and chapters to assist in the transition of face-to-face sessions into live webinars, recorded webinars, or eLearning courses to be available for all members on our new education platform. Strata Management Practice Standard Workshops were converted to online courses and the former best practice guides produced by SCA over the past ten years are currently being updated and transitioned into eLearning courses.

With the shift of face-to-face courses online, SCA teams around the regions have been working tirelessly to get their programs online to enable continuing professional development. Currently there are over 100 activities on the new SCA Education Platform which provides continuing professional and personal development opportunities to our members and educational opportunities to people who live and work in strata. Over 3000 members have enjoyed their training on the education platform in the comfort of their home or office.

Due to the impact of COVID-19 on the workforce, it is estimated that over 70,000 management professionals will become unemployed. SCA worked closely with Artibus to develop a bridging program that contains strata education units that will be submitted to the government. This program will attract those with former management qualifications to enter the strata sector and support employers who are looking to increase their teams.

Over five years have passed since the last Strata Community Manager qualifications were reviewed. During this time, the role of the Manager has significantly changed in parallel with higher consumer expectations, demands and technology changes, just to name a few. SCA is working with focus groups consisting of SCA members to determine required changes in competencies identified in the current VET units.

SCA is also currently working towards developing and enhancing Certificate IV in Strata Community Management units that address the specific needs of licencing requirements in various states and a full program that will be made available nationally.

# ADVOCACY

*SCA has undertaken a wide range of proactive and reactive activities in 2019-20 with the goal of providing a strong voice for strata communities to government and external stakeholders and audiences. Here are some highlights from the year.*

SCA is representing the strata sector with its place on the Australian Building Code Board (ABCB) Leaders Consultative Group. The Group plays a critical role advising the Building Confidence Report (BCR) Implementation Team as they implement the BCR. SCA has played an integral role scoping initial actions and providing advice on building manual requirements.

In the December 2019 ACCC Northern Australia Insurance Inquiry Second Interim Report one recommendation called for strata managers to be remunerated by body corporate only. SCA knows the complexities involved in administering, assessing and analysing strata insurance as well as the existence of varying models. With many companies already offering a choice in relation to remuneration arrangements and some working on a fee for service basis, SCA advised the ACCC in a short letter the reality on the ground.

SCA has been strengthening relationships with key industry bodies in the property sector. Undertaking a targeted approach, SCA met with the Property Council of Australia, the Insurance Council of Australia, Engineers Australia, Facilities Management Australia, National Insurance Brokers Association, and the Association of Residential Managing Agents Ltd in the UK.

SCA recommended that the guidelines for the HomeBuilder scheme grants be revised to include eligibility for strata title schemes.

Identifying the need to take proactive action on the issues that have the most impact on strata communities, SCA developed and executed Strata Leading Change Forums. The forums draw on the knowledge and expertise of leaders in their respective fields and then break into sessions for attendees to participate in exercises to identify challenges, offer solutions and contribute ideas. The two forums held in 2019-20 were highly successful and explored building defects and non-conforming building products and strata insurance. The summaries of each forum are compiled by SCA and will inform future advocacy efforts in each area.

SCA worked with Engineers Australia and WebFM to produce an Australian Building Manual Guideline. The goal of the guideline is to simplify a complex process and set out the acceptable minimum standard for the content of a Building Manual to be handed over at building completion.

SCA asked strata property owners not to cancel maintenance jobs in the face of the COVID-19 pandemic to avoid long-term impact and expense if maintenance or any planned work is not carried out. In addition, SCA supplied a submission to the Federal Health Department to clearly define the role of essential services in strata, where communities living in close proximity need clear guidance.





# NATIONAL EVENTS

Our events connect us with members, provide education, networking and development opportunities for all involved. They are a key part of our operations at SCA.



## 2019 SCA AUSTRALIA AND NEW ZEALAND CONFERENCE COLLABORATIVE COMMUNITIES

The SCA Australia and New Zealand Conference is a highlight of the industry’s annual calendar, bringing together colleagues across our business community to collaborate, network and share knowledge. For the first time, the conference was held in Auckland, New Zealand. The theme was ‘Collaborative Communities’ and exploring the future of our industry.

Every conference session carried the through-line of professional collaboration and its benefits. Keynote speakers included Sir Bob Parker, former Christchurch Mayor, and architect and urban designer Matt Davis.



# KELLY+PARTNERS AND SCA INTERNATIONAL STUDY TOUR DUBAI 2020

The International Study Tour is designed to assist our members and industry leaders to continue professional development through peer to peer mentoring, sharing experiences and practical advice, encouragement and support. The Dubai tour included:

- A tour of Burj Khalifa and exclusive presentation from the Emaar Properties team
- Presentation from Ian Halliday, Consul General Dubai and Mounir Sankary Consul and Trade Commissioner, Dubai
- Tour of The Sustainable City, the first operational Net Zero Energy city in Dubai
- Tours of Dubai Marina Towers and Dubai International Finance Centre
- Presentation from Mahmoud AlBurai, Senior Advisor at the Dubai Real Estate Regulatory Agency.
- Social activities including dune bashing in the Sahara Desert and a cruise in Dubai Marina.

The tour this year gave SCA unprecedented access and opportunity to connect and form ongoing relationships with our Dubai counterparts.



## STRATA LEADING CHANGE FORUMS

The Strata Leading Change Forum was designed for leaders who recognise barriers, identify learning solutions, and advocate for the strata community.

In 2019/20 SCA National held two forums with the first ever Forum in Hobart in September 2019. It had a focus on identifying how the strata community can drive change for building defects and non-conforming building products for consumers and our strata managers.

The second Forum was held in Sydney in November, it looked at insurance and best practice for managers when guiding owners and sourcing insurance and disclosure requirements.

These Forums aid SCA's advocacy efforts and provide data to fuel research initiatives.

# 2019/20 SCA AUSTRALASIA AWARDS

The 2019/20 Strata Community Australasian Awards are designed to recognise and reward those individuals and companies who are committed to professionalism, service excellence, innovation and ethical practices. This year's online ceremony was a reflection of how our members have all kept moving forward, adapting and kept their businesses running through this extremely difficult time. It was wonderful to be able to celebrate excellence in our sector in whatever capacity.

**Congratulations to all our winners and finalists for their exceptional contributions to the sector.**



Essay Award

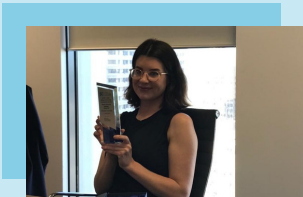
**Deb George, Signature Strata - ACT**



Support Team Member

**Belinda Claffey, Bright & Duggan - NSW**

*Sponsored by nbn™*



Strata Community Manager - Rising Star

**Megan Parkins, Dynamic Property Services - NSW**

*Sponsored by Kelly + Partners*



Strata Community Manager

**Luke Norman, BCS Strata Management - QLD**

*Sponsored by Macquarie Bank*



Senior Strata Community Manager

**Kristie Pike, Bright & Duggan - NSW**

*Sponsored by Grace Lawyers*



Strata Community Management Small Business

**Strata Alliance - WA**

*Sponsored by CHU*



Strata Community Management Medium Business

**Vantage Strata - ACT**

*Sponsored by Strata Energy Services*



Strata Community Management Large Business

**Netstrata - NSW**

*Sponsored by BCB*