

Net Strata

From: (rentals.)

To:

Date: Monday, 15 April 2019, 4:31 pm AEST

Hi

Hope you are well.

I cant find any notices from strata in regards to upcoming AGM meetings.

I checked the old computer and unfortunately could see any.

Can you get them to send them directly to my email [rentals](#).

Kind Regards

Property Manager

Re: NSW Fair Trading - Reference Number

From:

To: sc@finance.nsw.gov.au

Date: Tuesday, 2 July 2019, 6:25 pm AEST

Hi Stephen,

Apologies for the delay in getting back to you, but i was on holidays for a few weeks.

You contacted the managing agent who confirmed no notices were received by them, so i don't understand how you could say that it is inconclusive. Did Netstrata provide evidence to the contrary?

Last year when I attended Netstrata's office, the receptionist claimed that ALL notices were being sent to the managing agent. And when speaking to my managing agent he was of the view correspondence was being sent via email and not post.

I have a few questions regarding to the strata manager Dianne Copping and her conduct at the AGM. She stated that Our scheme isn't charged any brokerage, yet I have invoices from Strata Insurance Services (SIS) showing otherwise (NOTE: this is disclosed in the meeting notice. She also claimed that she knew nothing about them as they are a different company, yet the AGM Meeting notice stated it outright. It is also plastered across their front door as one of the companies under their license. What can be done about this?

in addition, when i collected the 'strata roll' (attached), i later found out that they withheld all the owners details. they only provided mine. Can you request them to email me a copy. Would i be required to pay another fee considering they (purposely) provided me with the wrong thing?

Regards,

my mobile no. is

On Friday, 10 May 2019, 3:13:03 pm AEST, <sc@finance.nsw.gov.au> wrote:

Dear Mr

I refer to your correspondence regarding the management of SP by Netstrata (the Agency).

A Fair Trading Officer contacted the Agency who provided a response regarding the allegations raised in your correspondence. From the information received, Fair Trading was unable to conclusively determine whether copies of notices/agendas for annual general meetings were sent to you. If you believe the owners corporation are not meeting their obligations under the Strata Schemes Management Act 2015 in sending out required documents, you have the option to apply for mediation through Fair Trading's Mediation Services Unit. Information including the application form can be found at:

<https://www.fairtrading.nsw.gov.au/housing-and-property/strata-and-community-living/strata-schemes/resolving-disputes-and-mediation>

Yours sincerely

Stephen Ivancic

NSW Fair Trading | Department of Finance, Services and Innovation
Phone: 13 32 20 (8.30am to 5pm, Mon - Fri)

www.fairtrading.nsw.gov.au

Like us on Facebook: www.facebook.com/FairTradingNSW

FW:

From: Rentals (rentals)
To:
Date: Monday, 15 July 2019, 4:05 pm AEST

Hi

Thanks for the brief chat over the phone.

Please see email chain below.

Strata asked me to put it in writing to which I did, please see the first email in the trail which states to send all notices and anything to do with the property to my email address.

They emailed back and confirmed.

For your records.

Kind Regards

Property Manager

From: <[rentals](#)>
Sent: Thursday, 4 July 2019 4:38 PM
To: Dianne Copping <dianne.copping@netstrata.com.au>
Subject: FW:

Hi Dianne

Hope you're well.

I have recently carried out an outgoing inspection at the above property and found there to be a wet patch outside of the bathroom where the carpet joins to the entrance tiles. I have attached 2 photos for your records.

It is still wet after a week so I believe it is an on going slow leak. Can you please send someone out ASAP as I believe there was a leak from upstairs that was handled last year.

Also on a separate note, can you please ensure that all notices and anything to do with the property is sent to this email from here on out.

If you need anything else from me please let me know.

Thank you.

Kind Regards

Property Manager

Re: FW: - Minutes of the Extraordinary General Meeting

From:

To: rentals.

Date: Tuesday, 17 March 2020, 1:56 pm AEDT

Can you check your inbox for an EGM notice and AGM notice. All I have from you is that and AGM is coming.

And then check sent items for EGM because I didn't receive anything.

On Tue., 17 Mar. 2020, 13:48 , <[rentals](#)> wrote:

Dear ,

RE: FW: - Minutes of the Extraordinary General Meeting

Thanks for mailing back.

Yes I have received one.

It's just whenever we receive a copy we will also forward to you because strata doesn't indicate if they have sent one to you individually.

Kind Regards

Property Manager

The information contained in this message and or attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from any system and destroy any copies.

From:

Sent: Monday, 16 March 2020 11:33 PM

To: rentals

Subject: Re: FW: - Minutes of the Extraordinary General Meeting

Hi . Did you receive notice of the EGM from netstrata. If not, can you ask them why not?

On Wed., 11 Mar. 2020, 15:59 , rentals > wrote:

Dear ,

FW: - Minutes of the Extraordinary General Meeting

Hope you are well.

Not sure if you have received this already but would love to send it to you for a copy

Kind Regards

Property Manager

From: Notices Netstrata <Notices@netstrata.com.au>

Sent: Monday, 9 March 2020 10:38 AM

To: <rentals>

Subject: - Minutes of the Extraordinary General Meeting

Dear Owners,

Attached are the Minutes of the Extraordinary General Meeting for your Owners Corporation.

Should you have any questions regarding any issues concerning your scheme please do not hesitate to contact your Strata Manager.

Kind Regards,
NETSTRATA

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26.1kB

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- Minutes of the Extraordinary General Meeting

From: (rentals)

To: notices@netstrata.com.au

Cc:

Date: Tuesday, 17 March 2020, 2:29 pm AEDT

Dear Netstrata

- Minutes of the Extraordinary General Meeting

Much appreciate for the minutes.

But we don't seem to find the notice of EGM in the past.

And in regards of the AGM, may I ask when is that scheduled as previous conversation was surveys and "AGM will be scheduled in months"

Kind Regards

Property Manager

From: Dianne Copping (dianne.copping@netstrata.com.au)
 To: rentals
 Cc:
 Date: Monday, 23 March 2020, 1:13 pm AEDT

Hi

RE: | Minutes of EGM -

Thank you for your email.

I understand that all levies, notices, minutes and correspondence are currently being sent to your office: [rentals](#). In addition to this, a complete set of agendas, minutes and important documents for the scheme is also available for the viewing of all owners 24/7 via the owners portal: <https://www.netstrata.com.au/client-login/>.

A date has not yet been scheduled for the AGM as we are working in the background to see if there can be any reductions in the loan interest rate provided by given the current climate conditions.

Kind Regards,

Wenna Wu for
 Dianne Copping
 Strata Manager
 D: (02) 8567 6419
 T: (02) 8567 6400

298 Railway Parade,
 Carlton NSW 2218
 After Hours Emergency:
 1300 663 760



Please Note: Any requests pertaining to repairs or maintenance that does not fall under the responsibility of the Owners Corporation will be charged back to the lot which in turn may be charged back to the occupant. All After-Hours Emergency calls attract a minimum \$99 fee which may also be applicable back to the lot.

All written, email communications and attachments received by our office remain on record of the relevant client