

ILLAWARRA STRATA MANAGEMENT NEWSLETTER CHRISTMAS EDITION 2024



FROM OUR FAMILY TO YOURS, WE'D LIKE TO WISH YOU A WONDERFUL CHRISTMAS AND A SAFE AND HAPPY NEW YEAR.

Highlights & Achievements



2024 has been an eventful year that has brought the spotlight to our industry, in a less than positive way. With it brought immense opportunity for improvement.


In March, the media shone a very bright light on some unethical strata management practices, which negatively impacted the whole industry. From our perspective the fall out resulted in a much needed clean up which ultimately benefits everyone.

We completely support the promotion of transparency and increased levels of professionalism in Strata Management.

We are proud to confirm that we have always maintained highly ethical practices and in 2024 was audited by both Fair Trading as well as being put through an audit under the Professional Standards Scheme. Of course, we passed with no difficulty.

Our team and our company will always provide excellent value proposition, ensuring 100% transparency in all our dealings.

We remain grateful for the support of our clients and the ongoing trust you place in us, with managing your biggest asset.

We thank you . 



ILLAWARRA STRATA MANAGEMENT
EST.2002

What Makes Us Different?

Put Simply - we're different because of the team of people we work with.

Ours is a happy place to work where everyone is provided with an abundance of support to learn and grow as an individual. Dreams and goals are shared and nurtured.

We work as a team and are always refining our procedures and policies to ensure both our clients are looked after as well as each individual team member.

Some of our Milestones this year are:

Key Birthdays:

1. Illawarra Strata Management turned 21
2. Lillie turned 21

21

Some **significant work anniversaries** worth celebrating this year were :

- Bronwyn - 14 years
- Christie - 10 years
- Dale - 8 years
- Sharon and Sharlene 5 years.

Congratulations Ladies - you are so appreciated.

In addition to the above, we also had some **client anniversaries**:

- 70178 - 21 years of management
- 73703 - 20 years of management
- 69252 - 20 years of management

We're a Happy Team, living the Dream!





It's Christmas Time

We will be closed
**from midday, Friday, 20th
December 2024 to 9.00 am,
Monday, 6th January 2025.**

SEE PAGE 5 FOR EMERGENCY CONTACTS.



**As the holiday season approaches, we are
delighted to share our thanks to you. Our
team will be taking a much needed break over
the Festive Season on the dates noted above.**

**If you do have an urgent situation, there's a
few options you have in order to deal with
that emergency as outlined on the next page.**



HOW TO GET HELP DURING THE CHRISTMAS BREAK

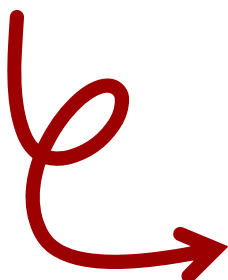
If you experience a **genuine** “common property” related emergency, there are a few things you can do to resolve it quickly.

1. Contact one of the emergency contractors who have agreed to be on call during the Holiday season. Please note if you exercise this option, you may be asked to pay the invoice but you can always seek reimbursement for common property repairs from the Owners Corporation when we re-open.
2. Call your own contractor.
3. Talk to your committee and seek their help.

NOTATION:

The Contractors listed on the next page have agreed to be “on call” for our valued clients for **genuine emergencies only.** Therefore, we ask that you consider if your ‘event’ is a genuine emergency before calling a contractor.

NEED HELP?



<https://illawarrastrata.com.au/>

ILLAWARRA STRATA MANAGEMENT EMERGENCY CONTRACTORS

Plumbers / Common

Hot Water Systems

- Wollongong Facilities Plumbing -0447 137 316
- Illawarra Hot Water - 4226 9188
- Strata Plumbing - 0448 820056

Electricians

- Hub Electrical - 0457 863629
- T3 Electrical - 0421 467057

Locksmiths

- Jet Locksmiths - 4229 2346
- Lock & Key - 1300 650031
- Doorway Solutions - 0416 219 777

Garage Doors

- Impact Garage Doors - 0408 282534
- Tole Products - 4229 5060
- Doorway Solutions - 0416 219 777

Intercom / Security

- Oztech Security- 4226 0000
- Regional Security - 4274 2595

Glaziers

- O'Briens Glass - 1800 627 436
- Haines Glass - 4261 7295

Emergency services

- **SES: 132500**
- **Fire/Police 000**
- **AGL: 131909**
- **Sydney Water: 132090**



From our family to yours,
Merry Christmas!



**Wishing you a Merry Christmas
and a Happy New Year.
We hope the festive season is
filled with love, laughter, and
endless blessings.**