

DECEMBER 2025

ILLAWARRA STRATA MANAGEMENT

2025 - It's a Wrap!



Thank You for an Incredible Year

PRESENTED BY ISM

As we wrap up another year in strata, we want to sincerely thank you for your continued trust, support and collaboration.

The strata industry has faced significant change and reform this year, and we are truly grateful to our clients for embracing these challenges with openness, patience and partnership. Your willingness to work alongside us as your Strata Managers is what allows us to continue delivering strong governance, clear communication and practical outcomes for your buildings.

It is a privilege to manage your communities, and we value the opportunity to work with you each day. From all of us at Illawarra Strata Management, we wish you and your families a safe, joyful and relaxing Christmas, and we look forward to continuing our work together in the year ahead.

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🎄 Our Year in Review – Wins, Lessons & Looking Ahead

2025 - A YEAR OF GROWTH & OPPORTUNITY

As we approach the end of another big year, we want to take a moment to reflect on what has been a period of significant change, growth and resilience—not just for Illawarra Strata Management, but for the strata industry as a whole.

★ OUR KEY WINS IN 2025

- Client retention – Your continued trust means everything to us. We are grateful to the many owners corporations who have chosen to stay with us through times of industry-wide change.
- Team retention – In a challenging employment market, we've retained a strong, experienced and committed team who continue to deliver outstanding service.
- Transition to a commission-free remuneration structure – A major step forward for transparency and independence, reinforcing our commitment to acting solely in our clients' best interests.
- Two major NSW State Awards – Receiving statewide recognition for leadership and excellence has been a true honour and a testament to the dedication of our team.

These improvements may not always be visible on the surface, but they directly benefit our clients through stronger governance, improved risk management and better long-term outcomes for your buildings.

★ LESSONS LEARNED THIS YEAR

With sweeping strata reforms, new compliance obligations and increasing regulation, this year has also taught us some powerful lessons:

- Resilience and support matter – Both within our team and in the way we support our clients through change.
- Sometimes we need to pause and breathe – Progress doesn't always mean moving faster; sometimes it means moving smarter.
- Strong “back of house” systems are essential – We have invested significant time refining our internal procedures, workflows and compliance frameworks to ensure we remain robust, consistent and future-ready.



Let's Talk about Reforms

*BUILDING CONFIDENCE THROUGH
POSITIVE REFORM*

|2025: A Year of Change & Progress

Positive change through meaningful reform

2025 has been a transformative year for the strata industry. The NSW Government introduced significant reforms to the Strata Schemes Management Act (SSMA) to improve transparency, accountability and fairness for owners and committees. These changes affect everyone in strata — and we continue to be there to guide you through them.

Key Reforms at a Glance

Financial Hardship Support

Owners can now request a 12-month levy payment plan using a standard form. All levy notices must include a Financial Hardship Information Statement with access to free counselling services.

Stronger Enforcement Powers

NSW Fair Trading now has expanded powers to issue compliance notices, fines, and appoint a new strata manager where serious breaches occur.

Building & Strata Manager Rules

Building managers now face stricter duties and disclosures, with maximum contract terms reduced from 10 years to 3 years.

Strata managers must formally disclose all commissions and training services using an approved form.

Sustainability & Modern Living

By-laws can no longer unreasonably prevent solar panels or EV charging stations, making upgrades simpler and fairer.

Positive reform is strongest in
united communities.



Our Story, Our People & Our Communities

TWO DECADES OF SERVICE - POWERED BY PEOPLE

Illawarra Strata Management was established in 2002, when our business name was first registered. In January 2003, we secured our very first client — and proudly, we still manage that same scheme today.

Even more special, many of the owners corporations who placed their trust in us during our first year of operation remain valued clients to this day, including:

SP69584, SP70178, SP12456, SP68484, SP45240, SP70291, SP15188, SP52938, SP11830, SP46983 & SP19289

This enduring loyalty is something we never take for granted and remains one of our greatest measures of success.

CELEBRATING OUR TEAM MILESTONES IN 2026

Our people are the heart of our business, and 2026 will see several long-serving team members reach significant service milestones with Illawarra Strata Management:

- Dale — 10 years
- Sharon & Sharlene — 7 years
- Carol & Lillie — 5 years

Their dedication, knowledge and commitment to both our clients and our values are what consistently sets our service apart.

EXPANDING SOUTH

This year also marked an exciting new chapter with the launch of Shoalhaven Strata Management, extending our services into the Shoalhaven, South Coast and Eurobodalla regions.

This expansion allows us to bring our Illawarra-based expertise to new communities while maintaining the same personalised, local approach — supported by team members who live locally and truly understand the region.

It's a privilege to now support even more strata communities across our beautiful South Coast.

Strong foundations, strong people, strong communities.



Christmas Office Closure Notice

*REST, RECHARGE & RENEW...
WITH SUPPORT STILL AT HAND*

The team at Illawarra Strata Management will be taking a well-earned rest and we will be closing at

**2:00 pm on Friday, 19 December 2025,
and will reopen at
9:00 am on Monday, 5 January 2026.**

As the holiday season approaches, we are delighted to take this opportunity to thank you for your trust, support and collaboration throughout the year. Our team will be taking a well-earned break over the festive period on the dates noted above, allowing everyone time to rest, recharge and enjoy time with family and friends.

During this period, our office will not be monitored for routine enquiries.

Urgent Matters During Closure

If you do experience a genuine building emergency, there are several options available to assist you during our shutdown period. These emergency contact pathways are outlined on Page 7 of this newsletter.

For all non-urgent or administrative matters, Please consider logging a request via the Owners Portal, otherwise we look forward to assisting you promptly when we return in the New Year.

From all of us at Illawarra Strata Management, we wish you a safe, relaxing and joyful Christmas and New Year.

Emergency help made simple
during our Festive Closure.



ILLAWARRA STRATA MANAGEMENT

HOW TO LOG A REQUEST ON THE PORTAL

🔑 How to Log a Maintenance Request Over the Christmas Break

Easy access to support while our office is closed

While our office is closed for the festive period, the Owners Portal remains available 24/7 for logging non-urgent maintenance requests. This is the fastest and most efficient way to request assistance during our shutdown.

✅ Option 1 – Log Your Request via the Owners Portal (Recommended)

1. Visit our portal:
2. 🖱️ <https://illawarrastrata.com.au/my-portal/>
3. Click “Login” or “Sign Up”
4. Select “Create Work Request”
5. Complete the online form with the required details
6. Submit your request

Once submitted, your request is instantly lodged in our system and queued for processing when the office reopens.

✉️ Option 2 – Email (Non-Urgent Matters Only)

For non-urgent matters only, you may email your request to our office.

For your request to be processed efficiently, please include:

- Exact location of the issue (unit number or precise area)
- A detailed description of the problem
- What steps you have taken to reduce damage or investigate the cause
- Photos or a short video (if available)
- Access instructions and contact details
- An undertaking to pay reasonable costs only if the issue is later found to be your lot responsibility

⚠️ Please note: The more information you provide, the more efficiently we can process your request once we reopen in January.

***** ALWAYS *****

**call a contractor if the matter is
URGENT**



ILLAWARRA STRATA MANAGEMENT EMERGENCY CONTRACTORS

Electricians

ATD Electrical - 4285 6101
GRT Electrical - 0474 721 334
HUB Electrical - 0422 557 120
T3 Electrical -0421 467 057

Intercom / Security

Oztech Security - 4226 0000
Regional Security - 4274 2595 / 0419 325 826
ATD Electrical - 4285 6101
(ATD Also take care of TV Antenna's)

Locksmiths

Brett's Lock Service - 0447 555 471
Lock & Key Service - 1300 650 031
Doorway Solutions - 0416 219 777
ADC Locksmiths - 4226 6644

Plumbers / Common Hot Water Systems

Strata Plumbing - 0448 820 056
Rubicon Plumbing - 0429 484 393
Wollongong Facilities Plumbing - 0447 137 316

Emergency services

SES: 132500

Fire/Police 000

AGL: 131909

Sydney Water: 132090

Glaziers

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

Garage Doors

Impact Garage Doors - 0418 430 763
Doorway Solutions - 0416 219 777
Mark's Auto Gates/Doors - 0456 492 592

These Contractors 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.

Note: Fees will apply for engaging a service provider for matters that are not related to common property repairs.



With Sincere Thanks As we Close the Year

FROM OUR FAMILY TO YOURS

As 2025 draws to a close, we want to take this final opportunity to express our genuine thanks to each and every one of our clients. It has been a year of significant industry reform, change and growth — and your patience, collaboration and trust have meant everything to us as we have navigated these changes together.

Strata is, at its heart, about community. This year has reinforced for us just how important strong communication, mutual respect and shared responsibility truly are. There has never been a more important time to be a community, and we are grateful to work alongside so many committed owners and committees.

We are also incredibly proud of our team, whose dedication, professionalism and care for your buildings continues to set the standard for our service. Behind the scenes, we've strengthened our systems and procedures to ensure we remain compliant, resilient and ready for the future — all with the goal of delivering better outcomes for you.

As the festive season arrives, our team will take a short and well-earned break to rest, recharge and prepare for a strong year ahead. We look forward to continuing our partnership with you in 2026, supporting your buildings with integrity, clarity and care.

From all of us at Illawarra Strata Management and Shoalhaven Strata Management, we wish you and your families a safe, relaxing and joyful Christmas and New Year.

Thank you for being part of our community.

Trusted to manage.

Proud to serve.

Grateful for our community.

