

EXPERT EYE

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The essence of being an OA Manager

Choosing an Owners Association (OA) Manager who's right for your tower is an important task. The OA manager should be professionally qualified, have relevant experience, be an effective communicator and should have a firm understanding of the Strata Law.

With freehold property, owners appoint their Owners Association (OA) Manager during their annual general assembly. It is best practice to obtain quotations from three owners' association management companies just as you would with any other supplier. The OA managers may be asked to give a presentation at the meeting and the board members can make recommendations based on previous interviews with the OA managers. A vote from all the owners is taken and the decision should be based on quality of service, price and experience.

When selecting your OA manager, owners should keep in mind ERPC. A good manager should have many years of experience in handling all different types of buildings. This will enable them to deal with all sorts of situations, no matter how odd or unusual they may be. This is where a good manager is invaluable and can save the community time and money from not having to reinvent the wheel time and time again.

Having a good relationship with your OA manager is critical for the successful running of your building. The board and the OA manager need to work together and not adopt a 'them and us' mentality. Both the OA manager and the board need to be open, honest and respectful of each other.

'You generally get what you pay for' applies to OA managers as well. Be wary when an OA management company offers a very low price, as they probably cannot offer a full service. If they are offering a too good to be true price, they may not be able to survive commercially.

Lines of communication must always remain open. The level of communication between the board, the OA Manager and the owners must be decided at the start of the year in order to ensure all parties are in agreement. Some boards prefer regular phone calls rather than emails or some may feel a monthly board meeting is sufficient unless anything urgent crops up.