

WHAT'S HAPPENING AT CONTI STRATA DURING STAY AT HOME ORDERS?

Conti Strata will remain fully operational during the stay at home orders issued by the NSW Government.

You can speak to us as always, as the majority of staff are working from home.

Our staff are in communication with each other

Our whole team is meeting via video and audio teleconferencing regularly to communicate on issues pertaining to your scheme.

Key administrative team remain in the office

A very small administrative team remain in the office and are actively engaging in social distancing and exercising strong hygiene practices, mask wearing and other Covidsafe protocols.

Reach out to your Strata Manager if you need help

We urge you to contact your Strata Manager if you are experiencing financial hardship as a result of the current situation as we are here to assist you as much as we can.

Alternate modes of meeting in place

Face to face meetings with our staff have been suspended until further notice and are being replaced with alternate modes of meeting. Please contact your Strata Manager to organise an alternative method of meeting such as teleconferencing and electronic voting. Postponement of meetings is also an option.

Our office is no longer receiving visitors in line with best practice to curb the spread of the virus.

Key management system in place

We have implemented an alternate key management system which is arranged over the phone and eliminates the need to access our office. Please call us if you have any queries in relation to this or require more information.

Mandatory mask wearing on indoor common property

Effective from 13 July 2021, anyone within or visiting common areas of Strata, Community and Company title developments in Greater Sydney must wear a face mask at all times when in an indoor common property area.

Examples of indoor common property areas include:

- Hallways
- Foyers & reception areas
- Indoor mailbox areas
- Stairwells & lifts
- Shared facilities such as gyms and indoor swimming pools
- Shared laundry areas

This requirement was implemented by the NSW Government in response to the growing Covid-19 Delta outbreak in Greater Sydney.

Please adhere to this new mask regulation.

The Owners Corporation and Conti Strata as your Strata Managing Agent, have no jurisdiction in enforcing compliance of these measures. However, we have attached a sign that Strata Committee members may wish to display at their property; further signs are available from the [NSW Government Toolkit](#)

Source: Public Health (COVID-19 Temporary Movement and Gathering Restrictions) Amendment (No 4) Order 2021.

<https://www.nsw.gov.au/covid-19/rules/greater-sydney#residential-buildings>

Tradespeople

We are liaising closely with tradespeople in relation to their continued operation in relation to essential works and from Saturday, 31st July 2021 when the scope for wider works will be permissible.

In Greater Sydney

Tradespeople, including cleaners and gardeners are allowed to resume work with the following limitations;

- in an outdoor area, no more than 5 people can undertake work at the same time.
- in an indoor area, no more than 2 people are permitted. However one of the household members can be present in a separate room (eg. bedroom).
- Trades are to have zero contact with residents

Please note that the restrictions have caused a major backlog in repairs and maintenance and we appreciate your understanding that this will have a flow on effect and result in delays to any outstanding works.

In further-restricted LGA's

- Only 'authorised workers' can leave for work.
- Trades from non-lockdown LGA's can only enter lockdown LGA's to conduct permitted work such as common area essential cleaning and waste management

**Authorised workers do not include Cleaners which means that cleaners within the lockdown LGA's cannot leave the LGA to carry out cleaning. They can carry out cleaning services within their own LGA's.

We have issued notices to our tradespeople on new key collection procedures and on risk management when carrying out emergency essential work at buildings. Please call us if you have any queries in relation to this or require more information.

Cleaning, Repairs, Maintenance and Inspections

Changes have been made to the latest Public Health Order

https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette_2021_2021-391.pdf

The NSW government website has been updated to reflect the latest cleaning, repair and maintenance clarifications, providing clearer advice specific to the essential cleaning on common property.

An excerpt of the latest advice is clear that cleaning is essential to the health and safety of strata schemes for those that are in the lockdown LGA's that have not had the construction ban lifted.

"Waste management services and cleaning of common property of residential apartment buildings and commercial premises can continue."

"Any repairs, maintenance or cleaning that can be delayed should be rearranged"

<https://www.nsw.gov.au/covid-19/rules/greater-sydney#critical-repairs-maintenance-and-cleaning>

Fire Inspections, repairs & maintenance

Fire inspections, repairs and maintenance can now continue during stay at home orders including repairs/maintenance of unoccupied residences.

The term "authorised workers" has now been extended. Category 3 (Public administration and safety) now includes "*fire protection and safety*" as an authorised role.

<https://www.nsw.gov.au/covid-19/rules/authorised-workers>

If you have any concerns or queries in relation to this, please contact your Strata Manager on 9716 8686.

Onsite Building and Facilities Managers

Based on current advice, on-site building managers can continue to attend to their roles at buildings. However, it has been recommended they work in isolation and limit resident contact. Restrictions however apply to building managers who reside in the lock down LGAs who are not able to attend work.

Keeping Safe & Well

In the interest of protecting yourself and your family from Coronavirus, we encourage you to remain well informed on updates issued from reliable sources such as the **Australian Government Department of Health** and **NSW Health** websites which are updated daily.

We have provided some relevant links below;

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Please continue to practice, strong hygiene, wear masks social-distancing and self-isolation which are recommended and outlined in the government websites.

If you develop a fever, cough, sore throat or shortness of breath or you are in contact with someone else who has Coronavirus, seek medical attention.

- Call your GP, Healthdirect 1800 022 222 (24-hour helpline) or Healthdirect National Coronavirus Helpline (24 hours) 1800 020 080. If you require translating or interpreting services, please phone 131 450 or in an emergency, your local hospital emergency department.
- If symptoms are severe and it is a medical emergency, such as shortness of breath at rest or difficulty breathing, dial 000 and ask for an ambulance.

Keeping Informed & Updated

We will continue to update you and respond proactively to the rapidly evolving situation.

This may entail further changes to decisions and measures currently in place in order to swiftly meet government and health authority advice at short notice.

We greatly appreciate your understanding and patience at this unprecedented time.

Our aim, as always, is to safeguard the stability of your home or investment, now more than ever.

We are here to help.

Yours faithfully,
CONTI STRATA

16 August 2021