



Strata Asset Services (WA) Pty Ltd

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COVID-19 (Corona Virus)

Guidelines

Background

Covid-19 has been declared a pandemic by the World Health Organisation. As a new disease there is little known about it other than it is a fast spreading virus spread by human contact and by air-borne droplets. Strata Asset Services WA staff come into regular contact with clients and suppliers on a regular basis and are therefore implementing the following measures to help avoid the rapid spread of the disease, for the protection of our clients and staff and to provide for continuous provision of essential services.

Personal responsibility

Everyone needs to consider their own personal situation and observe whatever measures you feel are appropriate to you. The following advice includes guidance recommended by the World Health Organisation which is designed as a guide to help you protect yourself and others from spreading COVID-19 and other communicable viruses.

Strata properties

Persons using strata company common property should adopt precautions similar to using other public spaces. Common area features such as main entry doors, lift buttons, stair railings, gym equipment, swimming pools, etc will be subject to coming into frequent human contact. It is simply not possible for any strata company to guarantee that common surfaces will be completely free of dirt, germs and viruses at all times.

We will be in contact with the strata council of each strata company to discuss whether any further cleaning or other measures are appropriate for your property bearing in mind that implementation of any measures will be constrained by financial resources and other resource availability.

Please advise us as soon as you become aware of you or any person in your building testing positive to COVID-19 so that we can advise workers attending your property can take extra precautions.

Strata Asset Services WA response

To limit the spread of COVID-19 we consider every personal interaction as a potential source of infection. At the present time we consider that measures adopted by the state and federal governments are inadequate in light of what other countries have experienced with COVID-19. We are therefore adopting a policy of not engaging in face to face meetings of any kind. We will also be maintaining a skeleton staff in the office by rotation between working in the office and from home, which will impact our efficiency and ability to deliver high service levels.

Strata general meetings

General meetings under current laws require votes to be cast in person. To facilitate this, we will be asking owners to provide a proxy form to the meeting Chairperson to vote on their behalf. We still want owners to participate in the meeting so we will provide a form so that you can instruct your proxy how to vote on each motion listed on the agenda. In addition, we will make available tele-conference or video-conference facilities for owners to join in any discussion at the meeting. You could also use these facilities to verbally instruct your proxy on how to vote on each motion. For the sake of efficiency, it would be preferable for us to collate any voting instructions provided in writing prior to the meeting. All strata council nominations will need to be in writing prior to the meeting.

Strata Asset Services WA will continue to work with your strata council to determine the best way to structure these meetings. A voting instruction form will be included in the meeting information pack or can be downloaded from www.strata-wa.com.au. Additional options may be offered if they prove viable or the amended Strata Titles Act 1985 comes into force.

Strata council and informal meetings

Meetings will be conducted by phone as much as possible. We have a tele-conference and video-conference services available where a simple phone call is not desired.

Visitors to Strata Asset Services

All visitors should make an appointment with our office. On arrival please wash your hands in the available bathrooms. Do not attend our office if you are feeling unwell. Other general health measures below should always also be observed.

Future measures

We expect that these measures will continue at least while the COVID-19 pandemic gives cause to restrict personal contact, which at this point we anticipate could be up to six months. It is possible that more stringent measures will be introduced by either the state or federal governments, similar to those adopted in other countries.

Disruption to services

These measures and the unavailability of our staff and service providers we employ on your behalf due to COVID-19 may cause disruption to our ability to provide continuous service at our usual high standard. Should this situation arise we ask for your patience. We not be able to respond as quickly as usual. We will post any news of major business disruption on our web site www.strata-wa.com.au to let you know if this eventuates.

General published health advice

Stay informed and follow advice given by health authority

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19. Why? National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.

Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

Maintain social distancing

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing. Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

If you are feeling unwell seek medical care early

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

Stay at home if you begin to feel unwell, even with mild symptoms such as headache and slight runny nose, until you recover. Why? Avoiding contact with others and visits to medical facilities will allow these facilities to operate more effectively and help protect you and others from possible COVID-19 and other viruses.

If you develop fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travellers. Why? Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also help to prevent possible spread of COVID-19 and other viruses. You can contact Health Direct on 1800 022 222, or visit www.healthdirect.com.au for assistance.