

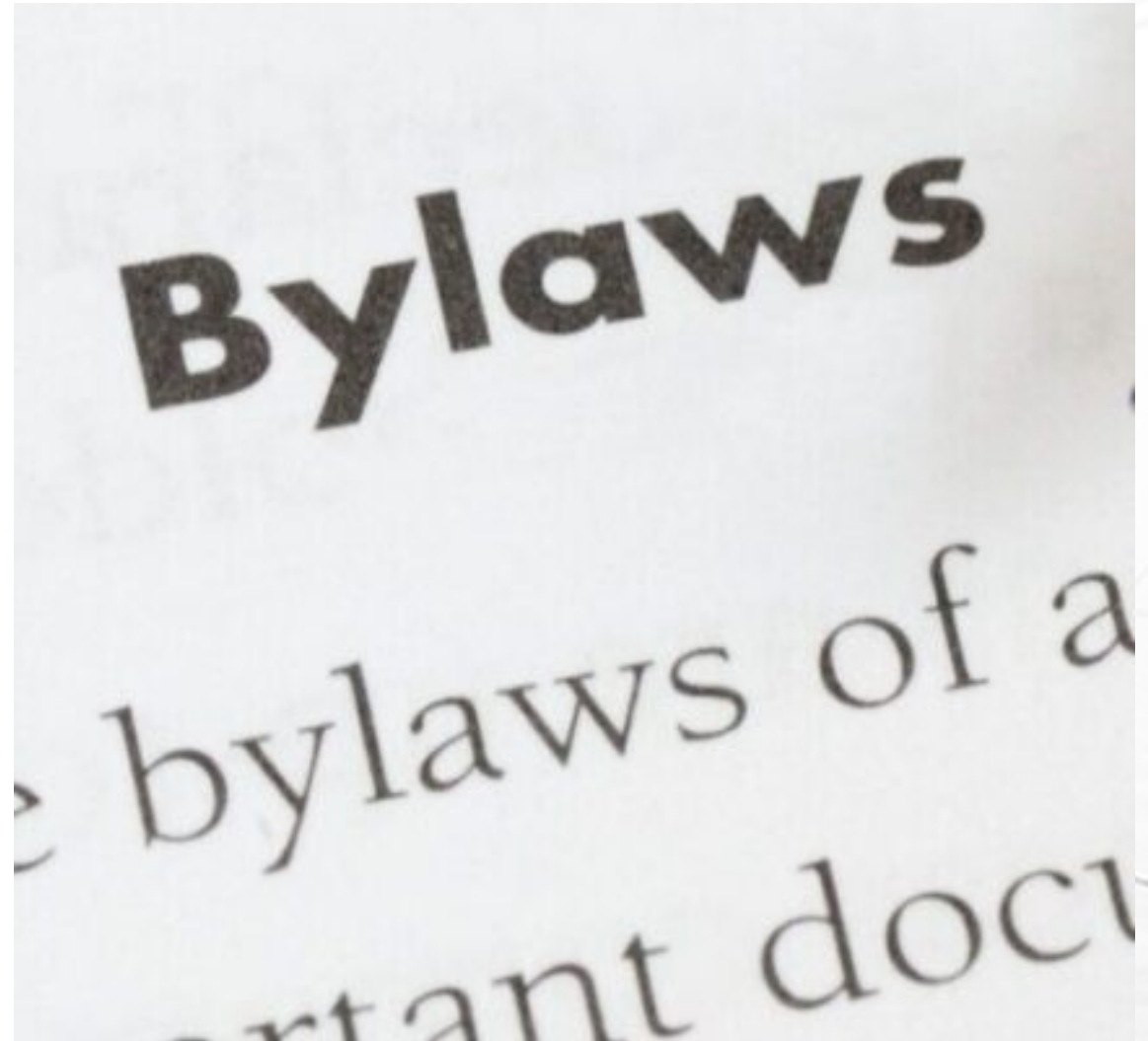


BY-LAW BREACH RESOLUTION & ENFORCEMENT

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What we will cover

- Common cause
- Prevention.
- Breaching
- Enforcement



Common Breach Cause

- Lack of knowledge or understanding.
- Frustration or unresolved tensions
- Cultural differences
- Difference in social norms
- Personal trauma / events
- Lack of sense of belonging



You read the strata Act? I'm sure that's a by-law breach!

Prevention – Community is the key

How do you create a sense of community in Strata

- Shared spaces – community gardens , BBQ areas, meeting place.
- Social interaction and scheme events.
- Inclusivity
- Conversation – get to know your neighbour's
- Communication
- Conflict resolution mechanisms

Creating Community

What Can a Strata Manager Do

- Assist in communication
 - Set up process
- Provide ideas and encouragement
- Set communication's
 - Welcome booklets
 - Expectations
 - Regular reminders
 - Procedures
- Assist in setting up conflict resolution

What Can Council Do

- Introduce yourself
- Lead by example
- Organize social events
- Provide line for communication
- Create inviting spaces
 - Encourage their use
- Involve community in decisions
- Involve community in projects
- Celebrate and recognize

PREVENTION

- Create communities
- Create awareness
- Communicate
- Resolve tensions with solutions
- Approach first breach nicely
- Ensure by-laws are reasonable
- Choose your tone

IDEAS

- Noticeboard or webpage
- Whatsapp group
- Create resources
- Let people know what's happening in the broader community
- Movie nights
- Easter egg hunt
- Community book exchange
- Competitions guess who – get to know your neighbour
- Busy bee
- Morning tea
- Fun raiser or common charity

Look at How You Breach



- Language used.
- Have a conversation.
- Communicate clearly.
- Listen
- Provide reasons / Explanations.

BREACH NOTICE

Make Sure The Notice is Clear

- Provide the exact by-law
- State the evidence
- Be clear on the action to rectify
- Ensure the explanation of effect is attached
 - Summaries probable outcomes of further breaches.

Knowing When to Step it Up

Being open to a different approach does not always work
Sometimes you have to get tough!

- Make sure everything has been documented from the start
- Have the evidence
- Know your by-laws
- Use a lawyer when necessary

ENFORCEMENT

- Don't Wait
- Set the expectation
- Be prepared to participate in the process
- Make others aware
- Be organized
- Consider representation



Resources

- <https://www.thinkific.com/blog/build-a-community-of-practice/>
- <https://www.commsatwork.org/services/community/community-building-resources/>
- <https://www.forbes.com/sites/tracybrower/2020/10/25/how-to-build-community-and-why-it-matters-so-much/>
- <https://www.realmark.com.au/blog/13809/five-tips-for-creating-a-thriving-strata-community>
- <https://www.strataunited.com.au/blog/fostering-community-engagement>