

# Coronavirus (COVID-19)

How Stratamark will continue to support our owners corporations and company title properties



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Coronavirus has resulted in a lot of uncertainty in Australia, around the world and within apartment living.

For up to date information please visit the Coronavirus (COVID-19) health alert website at the Australian Government Department of Health [here](#).

Staff at Stratamark have been encouraged to work from home. Our office and telephone systems web based on secure services. With the introduction of the Strata Schemes Management Act 2015 most of our clients have adopted the ability to hold meetings by email voting and teleconferencing.

Our clients and staff safety is a priority and as of Tuesday 24 March 2020 staff are no longer permitted to attend physical meetings. All meetings will be conducted via an email vote or teleconferencing facilities. Details will be included on all meeting notices.

All staff (unless on leave), will be available between the hours of 9am to 5pm, Monday to Friday, emails and phone calls will continue to be attended to. There will naturally be some restrictions on the type of repairs and maintenance works that can be undertaken.

## Meetings

For the safety of our clients and staff, Stratamark staff are no longer able to attend physical meetings. All meetings must be undertaken by an email vote prior to the meeting or attend meetings by teleconference (this only applies to owners corporations who have already resolved to permit this at a general meeting, details will be included on the meeting notice and cover letter).

If a meeting notice has already been issued a replacement notice will be issued.

## Dispatch of Notices, Correspondence and Levies

You may wish to consider changing your method of delivery for notices, correspondence and levies to email or email and post to ensure that important information is received.

Any changes should be forwarded to [info@stratamark.com.au](mailto:info@stratamark.com.au).

## Making Levy Payments

If you are experiencing any genuine hardship and are unable to pay levies by the due date, we ask that you contact our office immediately.