

1 July 2021



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Strata Community Association (NSW) Professional Standards Scheme

Dear Sir/Madam,

Stratamark are proud members of SCA (NSW), the peak body for the strata sector in NSW representing 2,000 strata managers.

The NSW Government under the Minister for Better Regulation and Innovation, Kevin Andrews, has approved a Professional Standards Scheme. This formal recognition by the NSW Government is first of its kind for the property services sector in Australia and an exciting time as members of the SCA NSW.

The scheme has been approved for an initial period of 5 years commencing from 1st July 2021. This approval means our business, Stratamark, must adhere to a Code of Ethics including professional standards, and is monitored by Professional Standards Australia.

What does this mean for you?

At the forefront of this scheme is a further commitment to consumers to ensure high professional standards across the strata industry in NSW. This is in line with various other initiatives across NSW, including the NSW Government plan to rebuild the construction sector and restore confidence and professionalism.

The Professional Standards Scheme will bring to our clients a range of benefits, including:

- The SCA (NSW) will oversee and self-regulate the conduct of all members within a structured professional framework.
- In addition to our internal complaints handling process, the Professional Standards Scheme brings a further robust and independent complaints handling process, ensuring clients can be assured of an independent review and response.
- An increase in Continual Professional Development (CPD) requirements for Strata Managers and Licensee's in Charge, ensuring the industry remains up to date, educated and aware of their on-going responsibilities to the consumer.

At Stratamark, we are committed to supporting the strata industry, contributing to the overall improvement, and providing an excellent customer experience. The introduction of the Professional Standards Scheme will assist us in meeting these goals for our clients.

If you have any questions regarding the Professional Standards Scheme, please contact Mark Humphreys at Stratamark at info@stratamark.com.au or SCA (NSW) on 02 949 8200. Alternatively, further details are available at www.psc.gov.au.

Kind Regards,

Mark Humphreys
Licensee-In-Charge