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YSP Podcast Transcript: Episode 212. New strata laws finally commence in Western Australia

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Intro: Welcome to Your Strata Property, the podcast for property owners looking for reliable, accurate, and bite-sized information from an experienced and authoritative source. To access previous episodes and useful strata tips, go to www.yourstrataproperty.com.au.

Amanda Farmer: Hello and welcome. I'm Amanda Farmer. It is lovely to be with you this week for our strata podcast. This week, I am bringing you my chat with Mark Atkinson, the Director of Atkinson Legal, which Mark tells me is the only specialist strata law firm in Western Australia. I hope I don't receive emails about that, Mark. Mark was a founding director of Strata Community Australia (SCA) and is also a fellow of the Australian College of Strata Lawyers.

He has worked in strata law for close to 25 years, and has been counsel in many of the leading WA cases in strata law. If you are in WA, and I know that we have many loyal WA listeners, then you probably know or have at least heard of Mark at Atkinson Legal. Mark has been heavily involved over many years, as you'll hear us say, in the WA law reform process, assisting the Land Agency in WA and many other associations to progress, reform to the Strata Titles Act.

At the time I was speaking to Mark, the amended Strata Titles Act was scheduled to start the very next day, the 1st of May. I asked Mark to share his thoughts on the reforms, what is there to look forward to, what perhaps has been overlooked, and how he expects the world of strata and community living to adapt to this new legislation.

Now, this is Mark's second time on the podcast. We talked back in [Episode 091](#) about the Ceresa River decision coming out of WA Supreme Court back in 2017. In that case, a by-law that effectively prevented short-term holiday letting was upheld. I did ask Mark in a more recent chat whether there have been any changes to the legal position when it comes to short-term letting in WA as a result of these recent reforms. You'll hear us mention the Ceresa River decision. Head back to Episode 91 if you want some more detail on that one.

As always, there are links in the show notes to this episode, to the transcript, and also the legislation itself if you want to check it out. As a New South Wales practitioner having been through significant reform in the recent past, I do want to wish all of our WA practitioners, strata managers, service providers, and of course owners all the best navigating this new regime.

If you do have questions about specific aspects of this new law and need some guidance or access to further resources, do reach out to me. I'm more than happy to put you in touch with Mark, and you'll also hear Mark give his direct contact details at the end of the episode as well.

Now, it's been a little while since you have heard from my co-host, Reena Van Aalst. In more settled times, she's usually here with me every couple of weeks as together we share our wins and our challenges with you, as a strata manager from Reena side, and as strata lawyer on my side. I want to let you know that Reena will be back with us next week. We're looking forward to catching up.

I'll take you over now to my chat with Mark Atkinson.

A quick apology for my mic quality in the first 60 seconds or so. Turned out my usual mic took a moment to get warmed up but then joined me eventually. Enjoy.

Mark Atkinson, welcome to the show.

Mark Atkinson: My absolute delight to be with you virtually this afternoon, Amanda.

Amanda Farmer: Indeed, as that is the way things are done these days. However, at the time we're recording this, I think you guys in WA are having 10-person parties or something. Is that happening?

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Mark Atkinson: Yes, we are. Our footballers are training, and everyone's whinging about that. We are absolutely loving it over here, killing it.

Amanda Farmer: Jealous. Jealous. Well, we're upping it to 2 in New South Wales, so we'll see how this weekend goes.

Mark Atkinson: Oh, that's good. It's not just a solo pity party then.

Amanda Farmer: No. You can't have a visitor for that party. All right. Now, our listeners may be surprised to hear that this podcast episode has been about 24 years in the making.

Mark Atkinson: Well, Amanda, I am absolutely beside myself with excitement. I can barely sleep. It may not show, but it is an exciting time for us all over here in WA. Yes, it is 24 years since a rolling program of reform was promised by the then minister for lands. Here we are the day before the reform starts. Things are a bit busy here at the moment as a result of that, but delighted to be talking to you.

Amanda Farmer: Yes. You will have what I understand is an amended Strata Titles Act. Is that right, or is it brand new?

Mark Atkinson: No, no. It's an amended Act. Curiously, they didn't choose to take forward a new act. That's created some issues. But look, it is basically a new act in substance even if not in name. Basically, I don't think there's a section that's been left untouched.

Amanda Farmer: Very interesting. Why did it take so long?

Mark Atkinson: Well, back in 1996, 24 years ago, there were 2 events held at a big entertainment center, 16,000 people attended those events in total. For most of the time those events were on, they were there screaming at the then minister for lands and bureaucrats complaining about some very minor reforms that had been introduced without their knowledge, I thought.

The minister I think was reasonably scarred by that, and that lesson was learned very deep, I think also inside our land agency as well. It's taken a while to recover from that scarring process. They've been an enormous number of people on committees endeavouring to drive the reforms forward. It's been caught up in various political cycles over the years where the amendments have been progressed, and then put back as we get closer to an election every 4 years. Essentially, the reforms got a real kick along when the local Property Council Director Lino got interest or got developer's interest in the prospects of community titles in WA, and that was a real spark like when the last liberal government was in power.

Now, the reforms were introduced by the Labor Party, but on a bipartisan bases. So there wasn't a lot of dissent in parliament about the reforms thankfully. Now, it's all being delivered in a rush after 24 years, of course. This is how it all works, but it was only 2 or 3 weeks ago we were told it was going to be introduced on the 1st of May, and was only last Friday we were given the last elements of the reforms, the prescribed reforms that are necessary. It kills me that it's so urgent after 24 years, but here we are.

Amanda Farmer: Before we get into the changes that have been made, and I will ask you to let us know what the talk needs to know what the changes are. Can you tell us, Mark, what were some of the problems with your legislation?

Mark Atkinson: Well, you know, Amanda, that every year out of 10, there are conferences of strata lawyers. I would say how great our legislation was in Western Australia, and that is entirely true, of course. I wouldn't tell a mistruth, but there were some shortfalls.

One of the biggest shortfalls from the developer's perspective was the absence of community titles and the absence of leasehold strata. Both of those absences are being fixed by the strata reforms. That was a significant element that was available, option available to be used elsewhere in Australia, but not in Western Australia until recently.

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The other big missing element really was strata managers. In our still current Strata Titles Act, there was not one reference to strata managers despite them being a significant industry.

Mark Atkinson: It was felt that it was necessary to amend the act at least to get them included in the tent and then put some limits and standards around their conduct.

Amanda Farmer: Just on community titles schemes, do you have a lot of them? How do they work in WA? Is that similar to New South Wales? Not assuming that you'd be across that, but you have that separation between strata schemes and community schemes?

Mark Atkinson: I am across what happens in New South Wales, Amanda. We have none at the moment. The legislation for community titles hasn't yet come into force, a few more months, but we will get some. The legislation is different in West Australia than in New South Wales because of differences around subdivision legislation, but it's got some common features, tiered schemes. Probably only going to work in the larger parcels such as at Breakfast Point in New South Wales. I'd expect to see a similar sort of take up of those size sites here in Western Australia. I suspect we have learned a bit from New South Wales about some of the pitfalls with community title schemes. Hopefully, we have anywhere, and they will be used where they are appropriate to be used. I know a lot of developers are pretty keen to get a hold of them and start to implement them.

Amanda Farmer: Or maybe they were before the world went topsy turvy.

Mark Atkinson: Well, if things are in the last 3 months.

Amanda Farmer: What would you say, Mark, are the top 5 need to know changes for our listeners?

Mark Atkinson: Number 1, top of the list if your audiences is composed mostly of lot owners, would be the changes around scheme management, strata scheme management. For the first time, there's an explicit recognition of the capability to have a vote outside of a general meeting, particularly useful in the current climate, of course. There are new limits on the powers of the strata councils as we call them here to expand the money without authorisation from owners in general meeting. There are explicit obligations now for the first time, both on councilors and also on strata companies generally about how they make decisions, how they disclose things, et cetera. That's the number 1 change.

Mark Atkinson: Number 2 would be, as I've said already, the introduction of strata managers into the tent. They are mentioned in the act and there are extensive provisions about what strata managers can and can't do.

Third change, most significant change in this area would be disputes. Essentially, now, for the first time, the State Administrative Tribunal in WA, the equivalent of NCAT, QCAT, VCAT has got jurisdiction in all strata disputes.

Fourth biggest change is developer obligations. I think there are new obligations on developers to give greater disclosure to sellers, but also to give a greater disclosure to the strata company when they hand over the books and records at the inception of the scheme.

Next one would be seller disclosures. Generally, what's noteworthy, I guess, is that, what's not in my list is scheme terminations. The reforms introduced a new process to terminate a scheme. What previously occupied 2 pages in our Strata Titles Act now occupies about 300 or 400 pages. They're not one of my 5 top changes because I just think that they've been made completely redundant and no one's going to be able to use them.

Amanda Farmer: You mentioned there, Mark, voting outside a general meeting. Do you mean electronic voting? Has that been introduced?

Mark Atkinson: Yes. well, it can be. It doesn't have to be electronic, actually, I guess you could do it by paper. It's generally a

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provision that allows owners to pass resolutions outside of the confines of a general meeting. There are requirements about ensuring the integrity of the vote and ensuring the participation of owners in that process. There are also time limits on some of the resolutions.

Mark Atkinson: They have to have at least 28 days to some of the key resolutions for people to vote on them outside of a general meeting.

Amanda Farmer: And limits on council powers when it comes to spending, when it comes to decision making.

Mark Atkinson: Yes. One of the great elements, I think, or aspects of the WA legislation before the reforms was that it was a fairly quick and easy process for councilors to either spend money on urgent items without going back to owners in a general meeting for that approval, or alternatively send around a circular to all owners advising them on the proposed expenditure putting the onus on owners to object to that.

Now, that simple, easy, quick process which has been used, for example, to allow urgent building works to be conducted, to allow strata companies to engage lawyers urgently where necessary has been replaced with a far more restrictive regime on the power of councilors to undertake expenditure that's not already authorised by a budget. We'll see how that plays out, but for example, instead of just sending around a notice, as you can now notifying owners of what the proposed expenditure is, that notice under the reforms will need to include at least 2 quotes. It will need to include prescribed details about the expenditure, and I think will therefore likely fall out of favour.

Amanda Farmer: For the strata company, I suppose, from the owner's perspective, this is an extra protection for them?

Mark Atkinson: Look, it's an extra protection, but I've been doing this for a little while now, 20-plus years, and I haven't actually myself experienced a scheme where the strata council has engaged in expenditure willfully or outside of its powers using these authorisation provisions. I would say that the existing provisions haven't been abused in large part, but notwithstanding that, there has been, as I said, new limits introduced on the councils expanding that money.

Amanda Farmer: What parts of the new legislation, the new provisions are you looking forward to seeing in use in practice? What did they get right?

Mark Atkinson: Well, they got a lot right, I have to say. I have to give credit to Landgate. What they got right, number one, I think overall was the fact that it was one of the best consultative processes I've ever been involved with for any area of the law, and they're to be commended for that consultation process.

What that produced in terms of the legislation that they got right I think was some changes to seller disclosure. So they haven't made it overly restrictive. They have stopped buyers who wish to avoid a bargain opportunistically avoiding those bargains as was occurring previously. I think overall, the changes to scheme management have got the balance right in most areas. Notwithstanding what I've said about the introduction of limits, for example, on the council expenditure. I think overall, they've got the scheme management provisions right in balancing the need for flexibility and yet also ensuring owners have more information provided to them.

One thing that will take a while to play out, but I think they also got right is the introduction of a new provision in Australia, I don't think that has occurred elsewhere, to the effect that the strata company on inception is novated to the developer as against any building contract they entered into. In effect, the strata company from inception is placed in the shoes of the developer as regards to the contract they develop ahead with the builder. That will allow, obviously, some new contractual claims to be brought against builders that otherwise wouldn't be able to be brought because of Brookfield model, tech decisions and others. That is a new provision I think in Australia, and we'll see how that plays out. Prospectively, also, I just wonder whether the strata companies now might be able to say to the developer, "*Well, can we please have that retention fund you've kept? We'd like it.*" We'll see what happens there. That, I think, is a tremendous win for owners with builders who occasionally don't do the right thing.

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Another win is sustainability infrastructure. I think the power to install what might be loosely called sustainability infrastructure has been significantly improved, I think. There's an ordinary resolution required if certain conditions are met. There's also the introduction of an explicit power for the strata company to improve common property.

Mark Atkinson: That was necessary in the face of some adverse tribunal decisions asserting that strata companies didn't have that power under the current legislation. Now, I think with respect to the tribunal, those decisions were not well argued before them and not correctly decided, but the reforms have introduced an explicit power which now puts that absolutely beyond doubt.

There are the things that I think probably best sum up how Landgate got it right.

Amanda Farmer: I always found it a bit bizarre that your legislation didn't mention strata managers. Was that a problem? Has that been a problem?

Mark Atkinson: Well, depends on your perspective. In New South Wales, of course, with the licensing regime that you have, it's a well-worn path there and well understood in terms of what the licensing obligations are and how that plays out. Elsewhere around Australia, the licensing regimes are either non-existent or light-touch regulatory. In Western Australia, there's been no regulation at all. The concern was two-fold about that. Number 1, that managers hold for a long period of time large amounts of money, millions of dollars in their accounts with minimal oversight, statutory oversight. Secondly, that strata managers were in large part responsible for the maintenance of assets collectively worth billions of dollars around Western Australia, and there was no educational qualifications prescribed or required for that.

In that sense, yes, it could certainly lead to problems. There had been managers who unfortunately had decided that them using the money was better than the strata company having the money. Occasionally, managers just weren't up to the task with managing complex building assets. There was certainly a push from many people to introduce licensing. What resulted from that, however, was not licensing, but quasi regulation, really. I think that's part of the problem. So managers are now in the tent, but the obligations on managers do not approach anything like a full licensing regime. Notwithstanding, those risks continue to exist.

So yes, I would say that problems had arisen occasionally, and there were certainly greater risk for more problems to occur in the future with increasing size of schemes, and complexity of assets, and funds held. The solution to that, that has sort of come out of the console of the process is not an ideal one, with respect.

Amanda Farmer: You mentioned that now all strata disputes will go through the State Administrative Tribunal. I assume that means, previously, the applicant had a choice, is that right, if they went to a court?

Mark Atkinson: Yes, they still have a choice, in fact. In large part, they still have a choice but with cost consequences if they decide to go to a court. In reality, most people were already using the tribunal for run-of-the-mill disputes about breaches of by-laws, et cetera. Under our provisions as they exist until tomorrow, people have the power to, for example, approach the court about a scheme termination, about a restructuring of the scheme, about any sort of key resolutions or any key decisions that would require unanimous resolution or resolution without dissent. There were probably 20 or 30 disputes a year that would appear in the courts rather than in the tribunal, and they have now all been brought into the purview of the tribunal.

Amanda Farmer: In terms of your practice, Mark, have you added some team members and are looking forward to a productive year ahead?

Mark Atkinson: I haven't added team members, I've upped their hours. They tell me that they're working much harder even beyond the hours I have increased them to. We do a lot of disputes work, and I do anticipate an uptick in disputes work. The tribunal, for example, is now given power to terminate strata management contracts, or to vary them, or to, I guess, intervene generally in disputes between schemes and managers. My overall assessment is probably looking at about a 50% increase in disputes taken to the tribunal because of some issues with the drafting of the legislation, probably also about a 50% increase in interpretation difficulties in those disputes.

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Amanda Farmer: Yes. Well, that has certainly been our experience in New South Wales. Our new legislation started in November 2016. I still refer to it as the new law, but I accept that it's nearly 4 years ago now, 3 1/2 years ago. We have certainly seen that additional workload when it comes to interpreting the legislation.

It leads me to my next question, what did they get wrong? What are the loopholes? What are the problems that you are getting ready to solve?

Mark Atkinson: I am ready to solve them already, of course, Amanda, because of the reforms...

Amanda Farmer: I bet you should be.

Mark Atkinson: I'm not getting ready to. The problems, well, and this should be taken in the spirit and recognise that are intended, and then recognising that, as I said, the consultation process was exemplary. The outcome, unfortunately, was that because of some limitations on resources at parliamentary council's office, and because of the length of time it took to draft, there is a significant variation across the amendments in their quality of drafting. We do see, in part, some low quality and certainly some inconsistent drafting. Words that mean one thing here are given a different meaning elsewhere, and vice versa. That's the number one problem which is going to lead to issues with interpretation, I think going forward for the tribunal. We will see how that plays out.

Missing sections. So you have a section that misses... It doesn't have, I should say, section 1(a), but it has a 1(b), c, and so on. Minor stuff, easy to rectify, but just didn't get picked up in the final editing process.

Second thing they got wrong, and this is a political decision, not at all a drafting issue or a land agency issue, but the political decision was not to introduce licensing, but to introduce a form of quasi-licensing with power instead, as I say, to terminate contracts or to intervene in disputes with strata managers. That is, as I would say, a sub-optimal outcome, I think, for owners, but probably also for managers.

I think they got wrong scheme terminations. Again, political elements weigh heavily here. No politician wants to be the politician responsible for introducing legislation that allows the little old lady to be kicked out by a greedy developer, and that would be a very bad thing. The outcome has been, as I said, with the introduction of the hundreds of pages of legislation, that that process has been made effectively unworkable.

From my perspective if the parliament didn't trust the tribunal to reach a correct decision about a difficult issue like termination, then it could have handed that jurisdiction to the Supreme Court, for example, who just about every day make decisions about terminating co-ownership arrangements. That would have been preferable, but the parliamentary decision was not to do that.

I think around council powers and strata companies powers have been introduced in a way that's far too prescriptive. Maybe that's just my perspective, but I don't like being told what to do down to my minute detail. I think that can be counterproductive as lawyers and other participants tend to then work to those minutiae rather than focusing on the bigger picture about what's actually occurring.

Lastly, and curiously, at the last minute, there was a change to the maximum amount, and this is a detail that I think will play out with some significance over time. There was a last minute change introduced allowing what are termed volunteer strata managers much greater honoraria to be paid to them. It was proposed to be, I think, \$50 a lot that could be paid to a volunteer strata manager, and they wouldn't have to comply with all of the requirements that a paid strata manager would. That \$50 a lot as a volunteer went up at the last minute to \$250 a lot.

Amanda Farmer: Wow.

Mark Atkinson: Which is not bad for a volunteer. The suspicion is that it would allow developers who continue to own lots in

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schemes to be volunteer strata managers, earn \$250 a lot from that. I'm not sure that's a desirable outcome.

Amanda Farmer: Where did that last minute change come from?

Mark Atkinson: I don't know, Amanda. It wasn't something that came across my desk, I have to say unfortunately.

Amanda Farmer: You were on holidays at that time, couldn't catch-

Mark Atkinson: No, no. I never go on holidays, always work.

Amanda Farmer: Full of that work?

Mark Atkinson: Yes.

Amanda Farmer: It would not be a podcast episode of mine, Mark, if I didn't mention by-laws. In the few times that I have dipped into the Strata Titles Act WA, it seems to me that the by-laws adopted by a strata company really regulated much of the way that the company was managed. Am I right in thinking, you mentioned as one of the key changes, that some of that management has now been enshrined in the legislation, so where we used to be left to the by-law making power for our day-to-day tasks is that now in the legislation.

Mark Atkinson: There's a few elements to pick up from that. I would encourage you to dip into the WA legislation a bit more often, Amanda, would like to see a good lawyer like you adhering to WA. In regards to the by-laws, look, they haven't changed significantly, the default by-laws. The ones that appear in each strata company's little back pocket by default have been cut back somewhat and many of the provisions that were in those default by-laws previously now enshrined in the act. So no longer will strata companies have the power to make changes to, for example, about how voting is conducted and the like.

Secondly, we have however retained a very broad power to make by-laws. That broad power to make by-laws led to the Ceresa River Apartments decision dealing with residential use of lots. I think, in contrast, for example, to the by-law or making power in Victoria and Queensland as well. So that has been retained, but the content of the by-laws has been cut back, or the default by-laws has been cut back somewhat, and the flexibility of owners in Western Australia to make their own by-laws about those issues has been removed. One key change in regard to the default by-laws been removed is the default by-law dealing with kids playing on common property. That's gone.

Amanda Farmer: Sorry. What did that say? No kids allowed?

Mark Atkinson: In effect. Yes, no kids allowed without adult supervision. A 16-year-old couldn't supervise their 14-year-old sibling while they played basketball on the basketball courts. That default by-law has been removed. Now, some owners are upset about that and concerned about liability issues. I don't think it's going to create significant liability issues, but it should prevent those sorts of allegations being made that someone down the back is letting their kid run amok on a common property if in fact that's not occurring.

Amanda Farmer: And provisions about unreasonable, unconscionable, harsh, unjust by-laws. Have you got into that?

Mark Atkinson: Yes. All of that. I've got right into that. I should hasten to add that none of the by-laws we draft would ever be characterised as that.

Amanda Farmer: Of course not.

Mark Atkinson: Our by-laws are only ever drafted in a way that's reasonable and balanced. Unconscionable. There are some by-laws drafted by strata companies themselves, and perhaps by other people that could be described as harsh and/or

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unconscionable. Most broadly of all, a new restriction has been introduced on by-laws making power that the by-laws must be reasonable, or must not be unreasonable. That hasn't existed previously. I could think of many schemes where the by-laws in place could only be described as unreasonable in their entirety. I suspect that will be one of the factors driving up disputes and applications to the West Australian tribunal.

Amanda Farmer: So you've taken the Queensland route of unreasonable. We couldn't get that far in New South Wales, and we settled with unconscionable.

Mark Atkinson: Look, I think frankly, it wouldn't be necessary if by-laws were drafted by lawyers, because lawyers have obligations that others don't in how they do their legal work and what they can do. The problems arise, in large part, in my assessment with by-laws drafted either in-house without the benefit of legal advice, or by on-occasion strata managers drafting them and just not taking into account all of the interests that they need to take into account. It's probably a fair thing that this restriction has been introduced. Hopefully, we will see the tribunal striking out some of the worst examples of those by-laws.

Amanda Farmer: You mentioned, Mark, Ceresa River. I'm assuming nothing in the new legislation changes the outcome or the effect of that decision. You're not specifically dealing with short-term letting in the legislation?

Mark Atkinson: No, we're not. I just had to mention it because, of course, it was a steering wind for us.

Amanda Farmer: I will put a link to the decision in the show notes.

Mark Atkinson: The by-law making power in that regard hasn't been changed. It hasn't been cut back. It hasn't been increased. We still have the same restriction on our by-law operating so as to restrict the leasing of a lot, which was an issue in Ceresa River Apartments. My view remains the same, that in Western Australia, you couldn't introduce a by-law banning leases under a certain duration, or licenses under a certain duration. We haven't introduced the New South Wales type specific Airbnb by-laws.

Amanda Farmer: Which are not directed at all to just Airbnb, of course. Nobody would ever say that or think that.

Mark Atkinson: I should say that I misspoke; short-term letting platforms.

Amanda Farmer: Operators. Yes, indeed, hosts.

Mark Atkinson: Thank you for pointing that out.

Amanda Farmer: Now Mark, how can our listeners find out more about you way, way over there in Western Australia? Please do add anything that you would like to wrap up with.

Mark Atkinson: Thanks Amanda. Unfortunately, none of the interstate people are going to be let into Western Australia at the moment. We have shut our borders firmly, and I understand that's going to remain the case for some time, but hey, marvel of the modern world. [LinkedIn](#), call me **08 9221 7033**, or email at marka@atkinsonlegal.com.au. I'm always happy to chat. I'm always happy to talk about strata and talk about it endlessly. I love the work.

I'd encourage you owners, you may have an investment property in Western Australia, or may live in maybe a strata property to give me a call or to shoot me an email, and then I'll see what I can help you with.

Just in wrapping up, the reforms in Western Australia do present significant opportunities for lot owners, I think. For developers as well in a balanced way, but for lot owners, and I would encourage lot owners to participate in the information and education sessions that are being made available by various organisations over the next month or so to educate themselves more about the reforms.

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Amanda Farmer: Yes. I think you have been rather humble there, Mark, in thanking others and noting their hard work. I know even though I am on the other side of the country, that you too have been very heavily involved in getting these reforms right, getting them across the line, and doing your bit to share the need to know information and educating our owners, our managers, and our strata companies about this new law. So have fun with that.

Mark Atkinson: Too kind, Amanda. Too kind. It's been a group effort in my firm.

There have been many, many people in my firm who've participated over the years, I have to say. We are delighted that they are being introduced. It's a pity it's all occurring in a rush at the moment when we're dealing with the virus. But yes, the reforms overall are a tremendous, I think, boon to WA strata.

Amanda Farmer: Good to hear. Thank you for your time.

Mark Atkinson: Absolute pleasure. See you on the other side.

Amanda Farmer: See you next time.

Outro: Thank you for listening to Your Strata Property, the podcast which consistently delivers to property owners reliable and accurate information about their strata property. You can access all the information below this episode via the show notes at www.yourstrataproperty.com.au. You can also ask questions in the comments section, which Amanda will answer in her upcoming episodes. How can Amanda help you today?