

Communication Guidelines for Owners and Residents

Elysium Noosa Body Corporate

To ensure requests and concerns are handled efficiently and recorded correctly, owners and residents are asked to direct enquiries to the appropriate contact point. This allows matters to be logged, tracked, and addressed appropriately.

Type of Enquiry	Examples	Contact / How to Lodge
Estate Operations (Day to Day Running of the Estate)	Landscaping queries, irrigation concerns, operational matters relating to common areas, general estate questions	Email the Elysium Estate Coordinator at: elysiumsitemanager@gmail.com
Maintenance Requests	Streetlight not working, water leak, irrigation fault, damaged equipment, maintenance required in common areas	Submit through the maintenance request form on the Elysium website www.elysiumnoosacommunity.com.au
Committee Matters	Matters requiring committee consideration, interpretation or application of by-laws, requests relating to building works or changes to lot use	Email the Committee at: committee.elysium@gmail.com
By-law Compliance Issues	Parking breaches, by-law breaches, or other by-law matters	Contact Strata Living (Body Corporate Manager) If possible via the Strata Living App or email info@slbcm.com.au
Neighbour Disputes	Noise concerns or issues between neighbours	Owners and residents should first attempt to resolve the matter directly with their neighbour as per current legislation. If unsuccessful, contact Strata Living.

Communication Protocol

To ensure proper record keeping, transparency, and fair management of requests, the following communication channels will NOT be used for official Body Corporate matters:

- Personal email addresses of committee members
- Personal mobile phone messages
- Facebook Messenger or other social media messages
- Personal mobile numbers for maintenance and landscaping must not be used under any circumstance.
- Maintenance and Landscaping contractors must not be approached directly to carry out work

Messages sent through the above channels cannot be monitored, recorded, or tracked properly and therefore will not be actioned. All enquiries must be directed through the appropriate contact points listed on the previous page.

Why This Process Is Important

The estate coordinator is a paid role responsible for the day to day operations of the estate, while the committee members are volunteers acting on behalf of all owners. Using the correct communication channels ensures requests are properly recorded, prioritised, and addressed fairly for the benefit of the entire community.

The role of the Body Corporate Manager – Strata Living

A Body Corporate Manager (often called a strata manager) is a professional appointed by a body corporate to handle the administrative, financial, and compliance duties of a strata scheme on behalf of the owners.

What they *are*

A Body Corporate Manager is not the decision-maker.

They are a paid agent who acts on instructions from the committee and within legislation.

What they *do*

They typically handle:

1. Administration

- Organising AGM and committee meetings
- Preparing agendas and minutes
- Managing records and correspondence
- Maintaining the roll of owners

2. Financial Management

- Issuing levy notices
- Managing bank accounts
- Paying invoices
- Preparing budgets and financial reports

3. Compliance & Advice

- Advising on legislation (e.g. QLD Body Corporate and Community Management Act)
- Ensuring processes follow legal requirements
- Guiding the committee on correct procedures

4. Coordination

- Arranging insurance
- Acting as a communication channel between owners and the committee

What they don't do

- They do not make decisions about the scheme
- They do not manage day-to-day estate operations
- They should not be handling random owner requests
- They cannot override the committee or by-laws

Thank you for your understanding and co-operation.

Elysium Noosa Body Corporate Committee