

NEWSLETTER



SEPTEMBER 2008



Patience and progress pays dividends

By Kim Cox – Inaugural National President of ARAMA

The bringing down of the new 2008 Body Corporate Community Management regulations has seen a fitting end to a decade long campaign waged by ARAMA Queensland.

The outcome of the Transfer Fees resolution which is detailed in this newsletter marks a real milestone in the maturity of the industry and the dedication and commitment of ARAMA to work constructively to have a policy properly defined.

To me it has been a real milestone year that reflects on the process that ARAMA and the other key stakeholders within the industry to work to better understand the other persons' view and to come together for a reasonable outcome.

It was not always like that in the strata and community title industry.

The Transfer Fee issue has been a concern for the management rights industry for more than two decades as we all believed that it was unfair and was detrimental to the best development of the industry and the relationship with owners and their committee structures.

Management rights operators were also owners and investors in the scheme, but were not seen as asset protectors and enhancers, but as a service provider and a clerk.

As a fledgling industry, those in management rights worked hard to develop their businesses and the industry and provide the backbone of the Queensland tourist industry on the Gold Coast and the Sunshine Coast.

There were small numbers within the complexes they managed, but as the high rise and resorts began to develop the 100 membership has grown from 1990 to more than 1,000 this year with some 1,800 schemes operating in Queensland.

The professionalism of the industry has been one of the great drivers of ARAMA and the business people who have come into management rights inherited the spirit of determination to grow the industry and its opportunities for the benefit of all stakeholders.

ARAMA branches across the state deal with regional issues but their presidents meet regularly as a State Council to address the industry wide issues.

There are always new challenges in a growing and dynamic industry and ARAMA has always adopted a responsible and mature approach in identifying, analysing, researching and then setting about developing a policy case for appropriate change.

Continued on page 2

ARAMA Qld **welcomes EBM as a Gold Sponsor**

EBM Insurance brokers have developed a number of specialised policies designed to provide solutions to a range of common insurance needs for Resident Managers. ARAMA Qld is pleased that EBM has decided to support us and our membership.

Costs And Charges Survey 2008 Now Available

By Andrew Sinclair, Field Officer of ARAMA Qld

Thank you to all members who took the time to participate in the 2008 ARAMA Costs and Charges Survey. The state wide complete survey and executive summary are now available on our website.

ARAMA has been conducting Costs and Charges Survey for members since 1998 to the benefit of members. The purpose of the surveys has been to provide industry benchmarks for members when they review their practices, set their charges and purchase the various services and materials needed to operate their business. As in previous years, the survey report is made available to those who have contributed data to the survey.

This year, the survey was more extensive and, for the first time, involved members in each branch.

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International Tourism Numbers Declining

In early September Tourism Minister Desley Boyle published the latest visitor figures for Queensland revealing a decline that most ARAMA members, especially in Northern Queensland have already experienced.

Airlines have cut their flights into the Whitsundays and Cairns earlier this year undermining these new figures: visitor numbers have declined by approximately 2.8 percent.

Overall visitor numbers are down, including leading Japanese and UK markets, which declined 16 and 11 percent respectively to 312,000 and 256,000 visitors. Queensland's fourth largest market, the United States, has declined six percent to 167,000 visitors.

Gold Coast's tourists were flying in from New Zealand, the largest international market with 222,000 Kiwis visiting last financial year, while visitors from Malaysia, Indonesia, Hong Kong and Singapore had grown strongly.

This could in part be attributed to the establishment of international flights into the Gold Coast by low-cost airlines such as Jetstar and AirAsia X.

Gold Coast Snapshot:

Total international visitors:
849,000, up 2%

Total international visitor nights:
8 million, up 8%

Average length of stay:
9.5 nights, up 0.5 nights

International holiday visitors:
674,000, up 3%

International visiting friends or relatives:
120,000, up 1%

International Business visitors:
43,000, up 2%

Total international expenditure:
\$940 million, up 2%

Spend per visitor:
\$1107, stable

Spend per night:
\$116, down 6%

*** As of 30 June 2008

Queensland's tourism industry is in the middle of a very difficult period with a slowing global economy, a strong AUD, record fuel prices and competition from other destinations all affecting international travel to Queensland.

Patience and progress pays dividends

By Kim Cox – Inaugural National President of ARAMA

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We have tackled such issues as the Ansett collapse and package booking, the introduction of GST and its offsets and mixed used development issues and legislative interpretation.

Some members will remember that more than ten years ago, the compromise arrangement during the major reform debate of the BCCM Act cemented the concept of the Transfer Fee, which had always been a concern within the industry, and firmly placed an expectation that it could be enforced even though it was a penalty on good management rights managers.

ARAMA argued that the cost of a transfer fee for a new management rights operator set the relationship with the body corporate committee and the owners on the wrong course. There were many other issues which made the Transfer Fee issue that of a nagging tooth and established an unprofessional attitude to a very close personal business alliance within a scheme.

The process of government in developing legislative and policy review has matured within the industry, and ARAMA and its executive committed to a professional and systematic approach to the review opportunities of legislation and regulations.

Like other stakeholders, we worked together to look at the issues which impacted on the industry from each perspective, that of the owner and investor, that of the holiday visitor and guest and that of the other service providers, especially the body corporate managers and the committees which they acted for and advised.

We worked on the broad ambit of legislation which impacted on the sound

operation of strata and community title schemes and we joined forces to support forums and conferences to improve the knowledge within the industry and with our legislators and their advisors.

So earlier this year, during a series of conferences on the legislation and the subsequent regulations we again sought a better definition and certainty in the transfer fee requirement and we were rewarded by understanding and support.

The ongoing lesson for ARAMA is that the most important aspect for a successful management rights business and industry is that it is a people business.

We are their servicing people, our various stakeholders.

With high commitment to our principles of working to provide first rate service, our issues and requests to maintain those standards will be and are recognised by our stakeholders and colleagues.

I pay tribute to our executive members and our executive officer, who have carried this process along for so many years and who have been able to gain a consensus agreement, which provides for a more stable and a better industry.

I know there will be more challenges ahead, there always are, but ARAMA and its maturity has the people power to assess and tackle these challenges, and the commitment and will to see them through to their completion.

I believe that as a result, we will have a growing and more stable industry as a result of this outcome.



We are pleased to welcome Venz Management Rights Specialists as a silver sponsor. Venz have provided support for ARAMA over many

years and currently pay the first year's membership for each new member to whom they sell management rights. ARAMA appreciates the support which helps grow the membership base and delivers a significant financial contribution to ARAMA.

Costs And Charges Survey 2008 Now Available

By Andrew Sinclair, Field Officer
of ARAMA Qld

Continued from page 1

The 126 questions covered a wide range of items, from charges for linen, advertising, to costs for cleaning, laundry and similar items and practices such as responses to PAMDA requirements, number of licences held and use of Complaints Procedure.

For previous surveys, results were provided and analysed manually. The 2008 Survey was conducted using a specialist US-based website designed only for these purpose. Each member was able to log on to the website and enter their responses on-line during the survey period.

The response was most encouraging, involving 563 members or over 60% of members who currently operate the management rights to a building. By any measure this was an outstanding result illustrating the importance members place on accessing key industry data. The output also provided a valuable resource for the State Committee's ongoing submissions and negotiations on legislative and other matters.

The survey software produced a 202 page report presenting the survey results with bar charts and distribution curves. We had some initial problems with consistent access to the report but that has been addressed.

The arrival of new and alternate technologies was reported in the survey. More than half of the respondents provide low-energy light globes for at least some purposes. This year's survey introduced a series of questions on internet access for guests. Some members are providing wireless access for guests while others indicated an interest in receiving more information on the practices and costs available.

The initial report has been followed by further reports on specific issues such as the mean and median values for cleaning various types of apartment and other indicators. The third phase of reports will break out results by branch so members will have realistic benchmarks to assess their scale of charges.

We thank Andrew Sinclair for coordinating the project and Noosa member Peter Adams for his expertise advice on survey methods and analysis.

For more information about the survey please contact Andrew Sinclair on Tel 0407 679 538 or email andrew@arama.com.au

ARAMA HAS ARRIVED IN VICTORIA



By John Anderson, Executive Officer

On a pleasant sunny winter afternoon in Melbourne a number of resident managers gathered. After some discussion and sharing of experiences the decision was taken to form a branch of ARAMA in Victoria.

A number of independent operators have been involved in management rights operations in Victoria but have lacked communication and support from other resident managers.

At the inaugural meeting, resident managers who mostly had not previously met each other began sharing problems and experiences, as resident managers so often do. It was soon very encouraging to hear how many problems had already been solved by someone in the group. After all, this has been the ARAMA experience elsewhere. The ARAMA network now provides coverage for resident managers right down the east coast.

As strata legislation is state-based, the operation of management rights differs between states. Victoria's strata legislation is contained in the Owners Corporation Act 2006 which does not recognise management rights.

Hence there is dependence on common law contracts without the prescriptive legislation and regulations used in Queensland. The resident manager has a caretaking contract and has an owners' corporation authorisation to operate a letting business, just like Queensland and NSW, but the details are not prescribed in legislation.

Resident managers are not recognised under the Estate Agents Act 1980. Those with long-term letting must hold a real estate

agent's licence. Those that are short-term letting (less than 90 days) are not licensed.

Hence there is considerable need for members to develop procedures and practices and the resources already put in place by ARAMA provide a valuable resource.

John Vernon of Sydenham Mews was elected as the inaugural branch president. John has previously operated management rights on Queensland's Sunshine Coast and was a member of ARAMA there. Hence he brings valuable operating experience to the new branch.

The first task of the branch will be to assist members accessing the specialist support that is available, from experienced managers, ARAMA and specialist suppliers of products and services to the industry. As with all resident managers, the next task is communication with owners and education in the benefits that management rights operated through a resident manager can provide for each owner.

There are currently probably no more than 30 schemes operating in Victoria with the management rights model. We hope they will all join. Membership application forms are available on the ARAMA website www.arama.com.au.

ARAMA Victoria appreciates the support and encouragement provided by Jim Chapman and John Kenworthy of Resort Brokers and of Andrew Fairbank and David Wilson of Andreones, Lawyers in establishing the new branch.

For more details, contact ARAMA on 1300 36 72 02.

Transfer Fee Calculation Now Clarified

By John Anderson, Executive Officer

In the June edition of the ARAMA Newsletter we outlined the planned changes to the transfer fee that is payable under defined conditions when the management rights contract is sold and the body corporate's approval of the assignment is obtained.

The Body Corporate and Community Management Regulations 2008 became effective on 30 August 2008. We now have clarification of how the fee (if applicable) will be calculated. Uncertainty has been removed and all stakeholders now know the clearly defined requirements without various interpretations and conflicting advice.

BACKGROUND

To understand how the fee has worked, we should briefly look at the background to the introduction of the fee. The fee was never part of any regulatory impact assessment (as happens with most legislation) and there was no industry review or assessment of benefit for any stakeholder.

The transfer fee was a political decision by the Independent Member for Gladstone, Mrs Liz Cunningham, when the *Body Corporate and Community Management Bill* was introduced into the Queensland Parliament in 1997 by Hon. Howard Hobbs, Minister for Natural Resources in the Borbidge minority Government. Mrs Cunningham held the balance of power in parliament and her vote was needed to pass the legislation.

When Mrs Cunningham addressed the Parliament, Hansard has recorded that she explained she had no knowledge of strata property matters. She acted on the advice of Mrs Bev Galtos, then president of the Unit Owners Association of Queensland, that managers were making large sums of money at the expense of owners by buying and re-selling management rights. Mrs Galtos, who had little experience with management rights, persuaded Mrs Cunningham that the fee, paid to the sinking fund of the body corporate, would produce a better outcome.

The fee in the 1997 Regulations related to the latest date on what the management rights contract has been amended or extended. It was also significant that the concept of having four regulation modules was introduced as part of the same legislation and those complexes that remained in the Standard Module had a maximum contract term of ten years. Hence complexes in that Module needed to make frequent extensions and alterations to contracts.

THE PROBLEM

While most bodies corporate initially were appreciative of the efforts of the manager and generally did not apply the fee if the

manager had provided a reasonable term of service, in recent years the decisions moved away from committees as some solicitors and body corporate managers advised committees that they should apply any charge that could be applied. Even though the 2006 Amendments to the BCCM Act protect committee members who made reasonable decisions in good faith, these same advisers ignored the legislation and encouraged charging the fee "so that committee members would not be sued by owners".

As property and management rights costs rose, banks required at least eight years to remain on the contract for a purchaser to be able to obtain finance. Hence the outgoing manager needed a contract extension so the purchaser could obtain finance. Apart from being able to sell, there was no other benefit to the outgoing manager. The manager who had completed long and good service was penalised.

Meanwhile, the person who bought management rights, decided that 24/7 service industry work was not for them and sold again under twelve months, could usually escape any fee as there was still sufficient time left on the contract for a contract extension not to be needed. Clearly the penalty was most frequently applied to those who had delivered good service.

Hence there has been a disincentive for a resident manager to stay as those who stayed and gave good service were penalised.

The transfer fee has been the greatest source of conflict and mistrust between the committee and resident manager.

At the assignment interview, the incoming manager has seen how aggressive and ungrateful a committee can be when they ignore extra effort from the outgoing manager.



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Rockhampton	Wayne Turrell	07 49207102
Caloundra	David Wickham	07 5413 2389
Maroochydore	Rayeleene Elston	07 5450 3883
Noosa	Simon Neuwirth	07 5430 7491
Cairns	Kerri Atkinson	07 4050 1206
Whitsundays	Steve Nassios	07 4948 7110
Mackay	Angus Griffith	07 4944 4197
Townsville	Mark McRae	07 4722 1281

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Frequently the committee has sent a rather strange message to the incoming resident manager, showing its attitude to extra effort in the form of the maximum fee that can be applied.

THE WAY FORWARD

For transfer requests referred to the body corporate from 30 August 2008, the environment of dispute and mistrust should be behind us. At last, if we must have a transfer fee, there is significantly more fairness with the removal of the punitive component with arbitrary application.

The “new” requirement has NO RELATIONSHIP with any extension contract dates. It is a new calculation – NOT a blend of old and new. No longer does the date of a contract extension have any relevance. Unfortunately, there has been considerable misinformation circulated by some who have guessed in advance of what the changes may involve. I encourage each member to refer to the legislation and ignore all the tipsters many of whom have provided poorly informed guesses.

The “unforeseeable circumstances” condition remains but adjudicators have shown that nothing in life is unforeseeable. Death, serious illness, divorce and changing family responsibilities are all “foreseeable” events, according to decisions by the BCCM adjudicators.

NEW CALCULATION

The BCCM (Accommodation Module) Regulations 2008 set out the transfer fee matters in Regulations 121 to 125. The Standard Module Regulations set out the matters in Regulations 123 to 127.

The calculation is simple – it is **BASED ON TWO DATES**.

The **START** date is the date on which the resident manager **first settled** the purchase of management rights at the complex – **the initial contract date**.

The **END** date is the date on which the body corporate approved the assignment of the management rights contract to the next resident manager – the approval date.

If the interval between those dates is **LESS THAN ONE YEAR**, the transfer **fee is 3%** of the business value of the sale price.

If the interval between those dates is **MORE THAN ONE YEAR** but **LESS THAN TWO YEARS**, the transfer **fee is 2%** of the business value of the sale price.

If the interval between those dates is **MORE THAN TWO YEARS**, the **FEE IS NIL**. A fee can never apply to that resident manager at that complex.

BENEFITS

The new Regulation provides greater certainty for transfer fee payments. Disputes should be removed and committees, solicitors and body corporate managers no longer will have a role in determining if a fee should be charged.

The assignment interview can return to its proper function – committee and incoming resident manager getting to know each other and establishing how they will work together. We can move forward from the theatre of extracting a fee to show how little the committee appreciates good performance and extra effort.

There is an incentive for a resident manager to complete two years and no penalty if he stays after he has his contract extended.

The decision is with the resident manager. Before he decides to sell, he will know whether a fee will be applied and how much it will be.

The fee will remain. Although the fee concept lacks logic and fairness, the Government is reluctant to remove legislation unless there is a clear benefit to all stakeholders.

SUMMARY

After eleven years of disputes and much ill feeling, we have certainty in the manner in which transfer fees will operate. The old system that relied on contract dates and dates on which contracts are extended, no longer applies.

We now have a simple calculation that depends on two clearly defined dates:

The **START** date is the date on which the resident manager first settled the purchase of management rights at the complex – the initial contract date.

The **END** date is the date on which the body corporate approved the assignment of the management rights contract to the next resident manager – the approval date.

The interval between those dates determines the fee, if any.

Membership
2008/09

Don't Forget to Renew

The new ARAMA Queensland membership year begins on 1 October 2008. The State Secretariat has been sending out renewal reminders to all Financial Members. If you have not received your reminder letter please bring it to our attention so we can update your contact details.

Call 07 3257 3927 or email state@arama.com.au.

We are open for Business

Article kindly provided by BankWest

BankWest entered the management rights industry in 2005 after successfully recruiting a number of high profile Business Development Managers from other banks.

Peter Child -
Queensland and NSW
0437 883 725

Having been a dedicated financier to the management rights industry since the late 1990s, Peter's name is well known amongst managers and leading industry professionals.

Joining BankWest in January 2005, Peter's first task was to write the management rights policy as the bank did not have a formal policy. He remembers "that was a great opportunity to revisit what all the leading financiers were doing in the management rights industry and creating a hybrid type policy that, in so many ways, would be better than that previously offered to the industry."

Liz Bull -
Gold Coast and NSW
0409 837 085

Liz has been involved in management rights for nearly half of her 20 year career in the banking and finance industry. Joining BankWest in 2005, Liz was also involved in writing the management rights finance policy with Peter.

Liz puts her success down to, as she says "investing your own time to

understand the industry and structuring packages to suit individual client's needs."

Chris Wright -
Sunshine Coast
0419 934 079

Since moving to the Sunshine Coast six years ago, Chris has been involved in the management rights industry.

Chris' passion for the industry is driven by wanting "to help people be successful and provide an outstanding level of service and industry knowledge."

Daniel Green
- Brisbane
0437 883 700

Daniel has been an active financier within the management rights industry for the past seven years and during that time has built a strong client base.

"The key to any relationship is communication. I stay in regular contact with my clients so as to ensure I can be proactive in meeting their needs. It sounds simple but from my understanding, and while it is high on the client's service expectations, there is a large variance of this in the marketplace," said Daniel.

In terms of lending to the management rights industry, BankWest went about offering the industry a new, innovative lending parameter which suited the needs of resident managers and complimented the advice given by their accountant. The product was simple, yet effective and was aimed at complexes with a market value exceeding \$1m.

Interest Only for 3 years (on the basis the management and letting agreements had a minimum term remaining after the interest only period of 10 years) Lend up to 75% of the aggregated market value of the residential unit and business

As world markets endure the current 'Credit Crunch' it is imperative that resident managers deal with industry professionals, be that agents, lawyers, accountants or financiers - the same group of people which support ARAMA and their members. Indicative of BankWest's support of the industry is their Gold Sponsor of ARAMA (Qld) and ARAMA (NSW) in 2008.

If looking at making a new acquisition or would like to discuss ways we may be able to improve your banking, the team at BankWest would welcome your enquiry.

ARAMA Branch Events

Sunshine Coast

It has been a busy period for ARAMA Sunshine Coast – the 2008 AGM and Dinner was held with around 110 members attending. Guest speakers for the night included Bob Abbot, Mayor of the newly formed Sunshine Coast Regional Council, who spoke on his vision of tourism on the Sunshine Coast. ARAMA Executive Officer John Anderson delivered an update on the Transfer Fee structure along with a summary of the recent Cost and Charges Survey.

The night also saw the following members elected to office Maria Duke - President, John Hellyer - Vice President, Robbie Judge - Secretary/Treasurer. Sunshine Coast Branch members who have taken on the role of Committee Members are Gordon Higman, Ross Dorman and Colin Druber representing Maroochydore and Gordon Page, Richard Polack, and Graeme Purchas representing Noosa. Lindsay Petty and Tricia Taylor have taken on the role to represent the Caloundra area.

ARAMA Sunshine Coast would like to thank the following sponsors who gave their support to the night: Storeyline Tours, National Australia Bank, Suncorp, Australian Resort Management Sales, Venz Management Rights Specialists, Bankwest, and Sajen Legal.

A bonus for one of the contributors to the Costs and Charges Survey was a 32" Toshiba LCD TV with integrated Digital Tuner – the winner was Ben Blackman, Resident Manager at Headland Gardens Holiday Apartments.

On 23 September we will welcome President Kim Cox and Barry Turner of Building Management Consultancy & Services to our Information Night at the Tewantin Noosa RSL.

In October and November ARAMA Sunshine Coast will be conducting training modules. The modules will be similar in content to those conducted in the past, in addition to a few new modules being introduced. Details of these training modules will be

broadcasted to Branch members once they have been finalised.

Gold Coast

The Gold Coast branch has introduced a new form of networking and training in 2008 with its monthly dinner meetings that attract an average of 150 members. Guest speakers include industry suppliers but also government representatives that update attendees about progress in the regulation area and current problems occurring in our industry. The evening is set up in a seminar like session manner accompanied by 'Hot Topic' presentations that leave room for questions and answers.

In June and July the branch dinners focused on practical improvement of resident managers' businesses such as estimating and increasing the value of one's business by improving marketing strategies and attention to detail.

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Kim Cox



Maria Duke



Doug Watson



Trevor Rawnsley



Sheryn Blundstone



Brydon Halliday



John Anderson



Tony Wren



Kevin Smith



Annual General Meeting of ARAMA

On 28 August 2008 ARAMA held its 17th annual general meeting in Brisbane to approve the financial reports and review the activities undertaken in the financial year 2007/08.

ARAMA Qld is pleased to announce that Kim Cox remains ARAMA Qld State President for another year serving as our president for eleven years. Trevor Rawnsley accepted the position as Vice President taking over from previous office bearer Brisbane branch President Brydon Halliday.

Also, Executive Officer John Anderson will continue advising members and being the "ear" of our Association for members and industry. In this role he also is appointed as Treasurer.

The year in review shows that we have achieved much with legislation submissions lodged on behalf of stakeholders and members in relation to the BCCM Act and Regulations. We are continuing to increase our membership. ARAMA Qld has attracted a number of loyal sponsors who make it possible for ARAMA to deliver excellent services

to members.

ARAMA would like to thank the Queensland branch committees that have contributed numerous hours to provide guidance to their members and create opportunities for networking with industry suppliers and government representatives.

In continuing its member services ARAMA will continue meeting with the Residential Tenancy Authority and the Queensland Tourism Industry Council throughout the next year to ensure our industry's needs are being recognised and met.



2009 ARAMA DIARIES FOR EACH MEMBER

ARAMA Queensland has arranged through Target Media of Christchurch, NZ, for a day-to-the-page A5 size 2009 diary to be provided to each financial member as part of their membership benefit package.

We all know that resident managers must document every incident and each arrangement made to ensure appropriate follow up and to provide a reference if future enquiries are made. The core document to ensure all matters are addressed in a timely manner is a diary.

Target Media are specialist suppliers of diaries for various associations in Australia and New Zealand. The diaries have been financed by the generous advertisers who were approached by Target Media. ARAMA will meet the distribution costs.

Each diary includes in the opening pages reference to ARAMA activities and resources. It commences with a welcome message from the State President, Kim Cox and is followed by:

- a brief outline of key events in ARAMA's history - an understanding of where we have come from is a valuable tool to help plan where we are going.

- benefits provided by management rights for owners, guests, tenants and members. This is a summary of items in the ARAMA brochure. Having these items readily available in an easy-to-find spot may help respond to questions that are put to resident managers.
- The ARAMA Code of Conduct for members.
- National public holidays and school holidays for each state for 2009. Details for following years are provided in the "helpful links" on the ARAMA website but the diary provides these dates in a readily accessible format.

Key government and ARAMA websites where members can access various resources.

A page where each member can record his or her own list of tradespeople and suppliers, again for quick access.

ARAMA Queensland thanks Target Media for putting this project together and our various advertisers who again have supported our industry.

ARAMA Branch Events

Continued from page 6

Experience with criminal activities in strata buildings were shared with attendees by Queensland Police as well as how to avoid credit card fraud (BoQ) which is a day-to-day risk resident managers have to live and work with.

In August members were spoilt with an insightful session about "Fair Trading Compliance" held by Geoffrey Price of OFT Gold Coast. Vice President Chris Ward said that this evening was one of the liveliest of all dinner nights because of the importance of regulations to resident managers.

In September it was interesting to see a future perspective on the Gold Coast region in terms of the GC Airport expansion, the infrastructure, transport and tourism forecasts that have been given. Paul Donovan showed how small businesses on the Gold Coast have to adjust to the planned changes in order to make it a profitable development for themselves.

Brisbane

On 10 September 2008 the Brisbane branch has held a legislation update seminar serving as a get together for all Brisbane members usually meeting on a monthly basis in the various suburbs.

The purpose was not only to bring resident managers and their staff up to date about the recent changes in the Body Corporate and Community Management Act Amendments and Regulation changes but also to hold the Annual General Meeting of the branch.

The topic raised so much interest that about 150 members attended the AGM and the following e seminar sessions at the Carina Leagues Club. John Mahoney (Mahoney Lawyers) and a CTIQ Representative outlined the BCCM Act Amendments and their effect on our industry. RAAS Management Rights informed members about the current management rights values and overall market appraisal. ARAMA Field Officer Andrew Sinclair summarised the most significant findings of the Costs and Charges Survey 2008.

A special project of the ARAMA Brisbane branch in the last 12 months was also widely discussed: The co-operation with www.realestate.com.au, which was arranged by branch President Brydon Halliday in 2007, was outlined to members and left room for questions and answers.

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