

QRAMA Joins ARAMA

By Kim Cox – Inaugural National President of ARAMA



The formation of the national body of the management rights industry is a watershed development for our industry and one that gives further stability and recognition to our industry.

The successful formation of ARAMA after two years of discussions and planning is an important milestone that will assist in helping the management rights industry to grow and to better take its place in the appropriate decision making forums.

It is a great honour for Queensland that the activities undertaken by resident managers through QRAMA are recognised as significant and our representation on the national board reflects the commitment of our representatives and indeed all our members right across the State.

There are more than 1000 resident managers represented by the new national Association. Our branches remain at the forefront of our operations as our members concentrate on service delivery, focused on delivering high quality professional services to our owners, tenants and guests for whom members are responsible.

It is a tribute to those pioneers of QRAMA in Queensland back in the early 1990's who recognised the need for collective representation and the need to unify the industry to meet the business challenges of what had essentially been a fledgling cottage industry until that time.

Today in the two States who are formally members of ARAMA, NSW and Queensland, there are more than one million units in strata and community title schemes, with property values estimated at more than \$250 billion.

The great strength that I have found within the industry is the diversity of experience and expertise that has been generated by those who have come into the industry.

Most resident managers have had a previous life and career before undertaking the study, gaining a licence and then investing into a business in which they are committed on a 24/7 basis. The industry has been very fortunate that resident managers and their advisors have been able to work together collectively to develop the industry and to add value, not only to their own property complex, but to the region in which they live and operate.

The success of the management rights industry for investors, owners, tenants, holiday guests and service industries has seen the industry grow and mature with both short term holiday and permanent letting.

We have benefited from the industry members who have recognised that it is important to work and share knowledge and experience to ensure that resident managers are at the leading edge of industry development. It has been that spirit which has seen strong regional branches grow and commit to the development of a state secretariat and the funding of an executive officer.

Whilst community and strata title industry matters are administered by State legislation, there were a number of Federal issues that emerged which required representation to the national government on such matters as GST and the responsibilities under the Managed Investments Act. The formation of the national body of the Investors are not inhibited by State boundaries nor are holiday makers.

Already we have seen the benefits of meetings with our interstate colleagues. Our executive John Anderson has been visiting the NSW branches and the Queensland centres to develop a program of national issues and determine a priority approach.

Whilst management rights in NSW is not such a prolific industry largely due to state legislation not providing the protection for investors that the Queensland legislation provides, there is a desire among industry members to work towards a more uniform national model.

We all recognise that as more Australians embrace the lifestyle living offered by community and strata title schemes and that new approaches to scheme types are emerging, all sectors of the industry are growing.

There are major players in the property and development industry who are ensuring that their contributions to the economy and the community lifestyle are being recognised by the decision and policymakers and if our industry is to continue to progress, we also need to be involved in the process of representation.

This takes time, commitment and a professional and disciplined approach.

Now you as members of QRAMA are also registered as members of the national body ARAMA and become a part of the process.

ARAMA will continue to keep members informed of activities because it is at the regional level that we will continue to make our representations as well as with the appropriate departments, Ministers and their advisors.

QRAMA welcomes NAB as a Gold Sponsor

NAB has had a presence in financing management rights for many years. Recently NAB decided to raise its presence in the market and approached QRAMA with a sponsorship offer. QRAMA appreciates this support that will enable QRAMA to deliver more services to members.

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President's Report

A Milestone Year for QRAMA

By Kim Cox—State President

The value of the QRAMA representation continues to support the business efforts of our members in the regions in Queensland as we work together to meet the challenges of our growing industry.

The current year has seen QRAMA actively supporting individual managers on matters that are integral to the day to day operations of the whole industry, and as an Association executive we have been prepared to support these matters with members' funds. We have had a healthy growth rate in member numbers, again reflecting on the recognition of the commitment to the industry that membership brings. The three major cases that QRAMA has supported are indicative of the continual need for the Association to be alert to the dynamic nature of our industry and the need for the continuous review of the legislation under which we operate.

QRAMA has been pleased to work with the State Government and also with the key stakeholder groups to discuss issues and collectively determine ongoing policy. To me this is sensible issues identification and management and we at QRAMA must continue to foster these forums to resolve the majority of the industry concerns and issues. Where there is the need to go to a statutory authority to resolve a matter, then so be it, but I have found that the industry stakeholder

forums have meant that the representatives of the non government groups have had to listen, debate and make a consensus judgment decision to go forward. We have all accepted that this approach is sound and will continue to improve as long as all parties are prepared to tackle the issues on a "best for industry approach" and when required drill down to best manage the case issues on the basis of mediation and a responsible outcome.

The three key stakeholder groups, the Unit Owners Association of Queensland, the CTIQ representing body corporate managers and ourselves are all making significant endeavours to communicate with members on the outcomes of meetings and the "go forward" programs. We are all prepared to avoid the old eras of conflict and patch protection and recognise that the growth of the community and strata title industry throughout Australia continues to increase and therefore the work that is being done now, is setting the basis for a better future for all stakeholders. The Office of Fair Trading, the Body Corporate Commissioner's office and indeed the whole department from the Minister and Director General down, have been personally involved in making our stakeholders forums effective and regular.

We at QRAMA still have our wish list of issues that we believe need to be addressed and so also do CTIQ and the unit owners. I remind our members that we have a significant role to play in our communications with the body corporate managers and their clients, the Chairman and the Committee, as well as our own owners. We are aware that many people do not understand all the complexities of the BCCM Act and the changes of life style living that come from occupying or owning a strata and community title building and unit.

In our report to owners, we need to make sure that we continue to keep our owners informed and explain to them what our responsibilities are within the legislation and how our code of conduct operates. Remember that "knowledge is power" and we need to empower our owners with sufficient information for them to understand what is happening at the building and why, in the monthly report we are required to provide them.

I am pleased to see that in this newsletter we are running an extract from Executive Officer John Anderson's address to the national Strata Titles Conference, so that this type of material can be relayed to our stakeholders. Remember we have some excellent material on our website and an up-to-date brochure which is available to explain our role and commitments. The work of John, our industry advisors and our secretariat team provide a sound service in making sure that QRAMA is able to present as a responsible group in the diversity of representations we are being called on to make.

Finally, I am pleased to announce that the QRAMA initiative of working with regional groups in NSW has resulted in the formation of our national body ARAMA. I suggest that you read the report from its new National President and the challenging work that is ahead of that group on page one and three. But it is a sign of the time the industry is not isolated to Queensland and it is important that we now meet and work with our colleagues in other centres and build the knowledge and professionalism which is so much a part of our industry.

There are many changes a-foot which impact upon us as independent operators and we need to be in the larger forums of the nation, putting forward our case and our role in strengthening the Australian economy and lifestyle.



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Rockhampton	Wayne Turrell	07 49207102
Caloundra	David Wickham	07 5413 2389
Maroochydore	Rayeene Elston	07 5450 3883
Noosa	Simon Neuwirth	07 5430 7491
Cairns	Kerri Atkinson	07 4050 1206
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Amendments to the BCCM Act: Code of Conduct for a Voting Member

Amendments to the Body Corporate and Community Management Act 1997 were passed by parliament on 7th March 2007 and the amendments commenced as of 1 July. A new section 101B introduces a code of conduct for committee voting members. The code is included in a new schedule 1A of the Act and sets out basic principles and standards expected of each person who is chosen as a voting member of a body corporate committee.

The code of conduct outlines 6 requirements for a voting member;

1. Commitment to acquiring understanding of the Act

A committee voting member must have a commitment to acquiring an understanding of the Body Corporate and Community Management Act, including the code of conduct, relevant to the member's role on the committee.

2. Honesty, fairness and confidentiality

A committee voting member must act honestly and fairly in performing the member's duties as a committee voting member. A committee voting member must also not unfairly or unreasonably disclose information about an owner of a lot, unless authorized or required by law to do so.

3. Acting in body corporate best interests

A committee voting member must act in the best interests of the body corporate in performing the member's duties as a committee voting member, unless it is unlawful to do so.

4. Complying with the Act and the code of conduct

A committee voting member must take reasonable steps to ensure the member complies with the Act, including the code of conduct, in performing the member's duties as a committee voting member

5. Nuisance

A committee voting member must not cause a nuisance on scheme land or otherwise behave in a way that unreasonably affects a person's lawful use or enjoyment of a lot or common property

6. Conflict of Interest

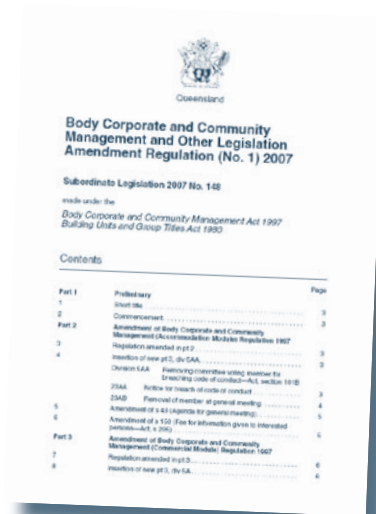
A committee voting member must disclose to the committee any conflict of interest the member may have in a matter before the committee.

The new section of the Act also outlines the regulations required in removing a committee voting member for breaching the code of conduct. A written notice must be provided to the committee member stating that the body corporate believes the member has breached the code, details identifying the breach, and that the member may give any other member of the body corporate a written response to the notice in 21 days.

The body corporate is to consider a motion to remove the member for the breach at the next general meeting called after the period allowed from the notice. When the next general meeting takes place the item is to be included on the agenda as a motion to remove the member for breaching the code of conduct. A copy of this agenda should be attached to the notice given to the member. The member may be removed from office by ordinary resolution at the general meeting.

The introduction of the Code for voting members compliments the existing Codes for the resident manager and the body corporate manager. Now that proper standards of behaviour have been set, we expect to see more owners prepared to be part of the body corporate committee, confident that other committee members will also be subject to the standards set by the new Code.

A fact sheet in relation to the amendments can be downloaded from www.dftfwd.qld.gov.au/_Documents/bccm-general/Information+sheet+.pdf.



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How to Avoid Invoice Fraud

A growing problem being experienced by QRAMA members is invoice fraud. Invoice fraud, mainly directed at small businesses, is a type of telemarketing fraud where the scammer tricks businesses into advertising in fake publications and directories. The caller is often very convincing and will often use high pressure tactics to secure the fake sale.

There are a number of tell tale signs to indicate when you receive one of these calls such as; the seller demands quick payment; the caller refuses or delays sending information to you; you are told someone else in your office has approved it; and you cannot recall dealing with the caller before, yet they insist you have. Often a draft advertisement is presented which is a mock-up of images from your website, your brochure or an advertisement you have placed in a legitimate publication. Hence the fraudster is relying on your recognition of the advertisement.

Effective ways of avoiding these scams can include asking for previous editions or written information of the proposed publication, check with

other advertisers to determine the bona fides of the publication and check the Office of Fair Trading and ASIC websites for any scam alerts. It is also good business practice to use an order book for all advertising where every advertisement is listed.

Hence you can check the order book and if an order is not recorded there, advise the fraudster of your practice which confirms that you have not approved the order. Persistent fraudsters who threaten debt recovery should be advised that ASIC will determine that when they process your complaint.

Alternatively you can check out a new organisation before doing business by checking the trader has an ABN by visiting the Australian Business Register website or checking the company registration with the Office of Fair Trading by calling 13 13 04. If you are the victim of invoice fraud you can make a complaint to ASIC via its info line 1300 300 630 or online by visiting their website www.asic.gov.au.

Transfer Fees Victory—Dolphin Heads

Two complex adjudications involving QRAMA members were recently successfully resolved with favourable outcomes demonstrating the effectiveness of the legislation to properly manage and resolve disputes.

On the Gold Coast, a body corporate attempted to terminate the contract of the resident manager without regard to the processes set out in the legislation.

The outcome resulted in the Office of the Commissioner for Body Corporate and Community Management issuing an interim order by specialist adjudicator Gary Bugden to dismiss a body corporate committee and appoint an administrator to carry out all functions of the body corporate for Surfers Palms North on the Gold Coast.

This is a most unusual step for a specialist adjudicator to take and it reflects the seriousness of the problems that have occurred in this body corporate.

The Specialist Adjudicator issued an interim order to prevent the body corporate from voting on a termination motion at the AGM. The committee chose to ignore the order and the Specialist Adjudicator then issued a further order dated 26 May which set out a number of instructions to the committee which included advising all owners of the Orders that had been issued.

In particular, sections 16 to 21 of the order set out very clear instructions to the body corporate committee and a warning that the Specialist Adjudicator would appoint an administrator if the directive was not followed.

The Specialist Adjudicator issued a third interim order in which he removed the committee and placed all functions of the body corporate in the hands of an administrator.

Mr Ian D'Arcy, an experienced body corporate manager, has been appointed as Administrator.

The resident manager has been harassed by some committee members and has been impeded in carrying out some of his contract responsibilities. The resident manager took advice from Peter Hunt of Hynes Lawyers who handled submissions following the dispute processes on behalf of the resident manager.

The decision from the Office of the Commissioner has a clear message on a number of issues for the body corporate community:

- the processes of the legislation must be followed by all stakeholders
- where the requirements of the legislation are not understood, good legal advice from an experienced and qualified expert in body corporate matters should be obtained
- any actions that are in contempt of adjudicator's orders can and will be punished by the Office of the Commissioner;
- a committee that fails to abide by the legislation and Orders from the Office of Commissioner can be replaced by an administrator at the expense of the body corporate.

In the second dispute an Appeal decision released in the Queensland District Court in the case of Aqua Vista Management Pty Ltd v "Whitsunday Waters Resort" Community Titles Scheme 24733 overturned an adjudication order by the BCCM Commissioner's Office.

The adjudication order now overturned had the potential to financially affect many Queensland resident managers and their businesses.

The appeal decision also has further implications on transfer fee costs.

The adjudication order made last year provided that a transfer fee payable by a resident manager to a body corporate on the sale of management rights should be calculated from the date the resident manager took an assignment of the Caretaking and Letting Agreements as well as from the date the Agreements were originally granted, amended or extended. The solicitor involved had chosen to interpret an assignment of an agreement as a change to the agreement.

This position was contrary to the interpretation that had been accepted in the industry since the transfer fee concept commenced in 1997.

The Body Corporate and Community Management legislation provides for the transfer fee to be based on the period between the date the Caretaking and Letting Agreements are "entered into" and the date the Body Corporate approves the transfer of the agreements. The assignment date is not relevant.

Aqua Vista and its lawyers Short Punch & Greatorix, mounted a successful appeal in which the District Court, after reviewing all the relevant provisions in the Body Corporate and Community Management legislation, found that the relevant date for commencement of the transfer fee period was the date on which the agreements were originally entered into and that the date on which the agreements were transferred/assigned to Aqua Vista had no relevance.

Hence the court has confirmed what had been the industry's interpretation of the legislation.

Also at issue in the appeal was the question of whether the costs charged by the Body Corporate's solicitor were "reasonably incurred" in respect of the transfer of the Caretaking and Letting Agreements by Aqua Vista and therefore payable by it.

The Court found that the costs related to advice given by the body corporate's solicitor in respect of the transfer fee which, particularly since such advice was incorrect, could not be said to be "reasonably incurred".

The end result is likely to be that much of the amount paid by Aqua Vista for the body corporate's legal costs will have to be refunded as well as the fee on transfer unlawfully charged by the body corporate.



What Owners Need to Know About Our Industry

By John Anderson, QRAMA Executive Officer

All sectors of the strata and community titles industry need to have a working knowledge of the legislation and the specific roles detailed to the many specialists who make up the industry in the 21st century.

The Griffith Conference has already identified that a lack of understanding of the roles and limitations placed on managers, developers and service providers leads to uncertainty and disputes which can escalate and cause substantial adverse impacts to the proper operation of the scheme. Education of all stakeholders is clearly a major challenge. A significant number of owners buying into a strata scheme without understanding the responsibilities that go with the purchase.

In my paper to the Griffith Conference I set out the need for investors, owners, managers, developers, government officers and service providers to understand the day to day working operations of a major complex. All stakeholders have a role in managing the long term asset of the scheme although we all meet some owners who do not want to finance improvements that will enhance the value of their investment.

The first step is to ensure that the scope of management rights and role of the resident manager are understood.

Management rights are operated by a resident manager who:

- has a caretaking service contract with the body corporate
- has a letting authorisation with the body corporate to conduct a letting business
- owns a unit in the building (or leases a suitable unit)
- is a member of the body corporate (if he owns a unit)
- has a significant financial investment in the scheme and therefore has an incentive to ensure the scheme operates well
- maintains an office on site, either on title or with exclusive use on common property
- operates a letting business and acts as letting agent for those investor owners who choose to use the service. The letting business operates under the Property Agents and Motor Dealers Act 2000 in Queensland. Letting matters are NOT body corporate business, are not covered by the relevant body corporate Acts and are not business items for body corporate meetings.

I was asked to highlight the benefits that the independent resident manager provides compared with those of public companies which engage employee managers.

Currently approximately 75,000 units are managed under a management rights contract, which equals almost one in four of all Queensland units under the strata legislation.

Management rights work best where there is a significant number of investor owners. Where the scheme attracts owner occupiers and not investors, a caretaking contractor appointed after the complex is completed may be a more appropriate choice than a resident manager. In the case of a complex that is directed to the investor market, a resident manager is the preferred option.

Advantages of an Independent Operator

The independent operator has an investment in the complex. He owns a unit and is part of the body corporate. The advantages provided by these operators are multiple. The personal investment in the complex determines his objective to make the scheme work well so he cannot only meet his loan repayments but can grow the business, which means improving the value of his investment and the investment of all owners.

The resident manager, as he is living on the site, gets to see all occupiers and owners face to face and is able to foster contacts to holiday guests if part of the complex.

He works around the complex every day and can identify demands such as necessary maintenance. While resident managers are not eligible to vote at body corporate committee meetings, feedback from the independent operator is important input for committee discussions and decisions.

The committee is dealing with the decision maker when discussing maintenance, by law and other issues. As the resident manager is a fellow owner and does not report to a third party, he shares the objectives of other committee members to improve the value of the complex.

In a holiday complex, return bookings are a critical component. Satisfied guests are likely to return to the property and care for it, as they "own" the property as their favourite destination. The support of the resident manager is part of making the stay enjoyable, knowing there is someone on site who can address any small problems.

Local knowledge is an important factor for holiday guests and new tenants. The contacts that the resident manager has with tour operators, attractions and other services, together with a knowledge of these products, enhances the enjoyment of a holiday. Accurate advice based on first-hand experience is appreciated by guests.

The resident manager is the agent for investor owners and can discuss the various features of the letting appointment and relate these to performance. The investor owner is dealing with the person who will deliver his income.

As a member of the body corporate, the resident manager is a partner with other owners and brings to general meetings a more detailed knowledge of the complex.

Today's independent resident managers are increasingly committed professionals, with a strong commercial commitment to their owners and to the business operations as managers and advisors. The independent resident manager provides owners with a greater number of services than those provided by a caretaking service.

A research paper presented to the Conference by Kelly Cassidy confirmed that the independent resident manager operating management rights achieved a higher satisfaction level among owners than other management arrangements.

NSW Supreme Court Orders Developer to Refund Profit on Sale of Management Rights to Body Corporate

By John Mahoney & Alan McKernan Partners from Mahoney Lawyers

A recent NSW court case has created some waves in the Management Rights industry throughout Australia. The case is Balmain Cove v Arrow.

There is some good news and some surprising news.

The good news first: the court found that assignment of Caretaking and Letting Agreements by the Body Corporate, with a warranty as the validity of those agreements, meant that the Body Corporate could not subsequently argue that the agreements were void for non-compliance with statutory requirements.

Whilst this provides some comfort to managers where there has been prior non-compliance with statutory requirements, one could not see it as an absolute future guarantee. In other words: non-compliance with statutory requirements can be cured by the Body Corporate's conduct in ratifying the agreements – for example in approving an assignment.

Now for the surprising news: The court found that the developer was acting as a "company promoter" of the Body Corporate. Therefore the developer owed a fiduciary duty to the Body Corporate and the off-the-plan buyers. That fiduciary duty was breached when the developer profited from the sale of the Management Rights without full disclosure and informed consent from the buyers and the Body Corporate. When that duty was breached, the developer was required to refund the profit to the Body Corporate.

In all likelihood the case will be appealed. The outcome is bizarre in light of long established commercial practices – especially in Queensland

where creation of Management Rights is a long established right of developers. It would not be surprising if some lawyers tried to promote the Balmain Cove case in other states, with a view to encouraging bodies corporate to sue developers for a refund of the profits made on the sale of the Management Rights, or even to allege that the management rights agreements are invalid. A number of Body Corporate solicitors in Queensland are already considering the ramifications so that they can market their litigation services.

Although there is some argument that the NSW case would also apply in Queensland, there are also some counter-arguments. For one, in Queensland the Body Corporate is unable to profit from the grant of the Management Rights. In Queensland, if a developer paid money to a Body Corporate to grant the Management Rights, then the Body Corporate and Community Management Act 1997 would allow the developer to sue the Body Corporate for a refund of that money.

The fallout from the Balmain Cove case is still developing, and it is unclear whether other Australian Courts will apply it.

If any Resident Managers believe that their Body Corporate is seriously pursuing this issue, they should obtain expert legal advice at the earliest opportunity.

1. Community Association DP No 270180 v Arrow Asset Management Pty Ltd & Ors [2007] NSWSC 527 (30 May 2007) http://www.austlii.edu.au/cgi-bin/sinodisp/au/cases/nsw/supreme_ct/2007/527.html

Market Competition on the Rise: Attacks from Offsite Agents

Attacks from offsite agents are expected as the Department of Tourism, Fair Trading and Wine Industry Development made it clear they would not interfere with market competition. The competition is not necessarily fair as a resident manager cannot attack the letting of a property outside the scheme for which he holds a licence but an offsite real estate agent can attack a resident letting agent.

Under the legislation any real estate agent is entitled to offer services to any customer, creating an opportunity for offsite agents to contact owners without the resident manager's knowledge.

Resident managers must prepare for the attacks with some offsite agents making wild claims in letters to owners, offering to increase income or reduce commission without quantifying their offer and without knowledge of what the resident manager is currently providing.

To stay competitive, QRAMA recommends members send a newsletter to owners every month detailing activities in the area that may impact on the owners' investment and outlining the services provided.

It is important to regularly remind owners of the benefits offered, including the advantages of an onsite agent who can address parking and noise issues, so owners are aware of the disadvantages of appointing an offsite agent. To prevent attacks from offsite agents, the

key is to stay in control, establish clear communication with owners and listen to their problems.

As real estate licences no longer require agency experience, some resident letting agents have either obtained a real estate licence or a salesperson's licence to remain competitive and grow their businesses.

It is also important for members to consider their charges and how they are applying them, as minor charges that an owner may consider too large could trigger an impulsive decision next time an offsite agent contacts them.

The reduction of the management fee by 0.5 percent or the removal of the quarterly condition report charge will also show the owners the charges are competitive. Owners of holiday properties have also become concerned that the manager is earning more than the owner. If you cannot deliver 60 percent to 65 percent to the owner, it will become harder to negotiate with them and you may need to review how you are operating.

There is no 'quick fix' to solving these issues. It is important to remain informed about what you can offer and what others in the area are providing. Remember each owner has a choice and they are not locked into your business.

Is the Future of Your Business Insured?

by Mick Canavan from the NAB Ipswich Business Bank Centre

Many business owners and managers are putting their business at risk because they are underinsured.

If you ask business leaders whether they would intentionally risk the financial future of their business, the answer would be a resounding “no”. Yet, the fact remains that many Australian business owners remain underinsured and at risk.

Of course there are alternatives to insurance. Using savings, selling assets, or borrowing money may be an option for your business. However, all of those options (assuming they are, in fact, viable in the ‘real world’) will cost at least 100 cents in the dollar. Insurance costs just a fraction of this.

Revenue Protection and Asset Protection insurance protects your business by maintaining and freeing up cash flow which is the life blood of your business. The appropriate insurance will: Offset a drop in your business’s revenue, provide your business with sufficient cash to find and attract a suitable replacement, repay or reduce debts, protect goodwill and credit standing, protect your business from a forced sale, and enable you to continue your business expansion or development plans.

Here are five tips for business leaders to help ensure their business is not undermined by events beyond their control

1. Protect your income. While most people insure their car, their home and its contents, many business people overlook insuring their most valuable asset – themselves.
2. Cover your debts. Life, total and permanent disability and critical illness insurance can be a cost-effective solution to repay your debts. Protect your business by covering your debts.
3. Don’t underinsure. Whatever your insurance needs, you should make sure you have the right level of cover, as underinsuring can have disastrous consequences.
4. Review your insurances regularly. Changes in your personal circumstances (eg. taking on additional debt) may mean you need to increase your insurance cover.
5. Keep your business afloat. If you are a business owner, business expenses insurance can enable you to meet up to 100% of your share of eligible business overheads during a period of disability.



John Anderson
QRAMA Executive Officer



Kim Cox
QRAMA State President

Industry News In Brief

Queensland Tourism

The Queensland Tourism Sector is now expected to be worth \$21.6 billion for Queensland along with the industry providing 41,000 extra industry jobs. International Tourism alone puts more than \$3.2 billion in to Queensland communities.

Tourism is the State’s second largest export market and in the past year alone the government has invested more than \$985 million in tourism related infrastructure to support it.

SEQ Remains Country’s Largest Growing Area

Brisbane and Gold Coast have remained the country’s largest growing cities, number one and two respectively for the 10th year in a row.

Brisbane City grew with an additional 14,000 people and Gold Coast City gained 13,500 people. Meanwhile Ipswich city with a growth of 4,200 people and Cairns City with 4,100 people ranked at numbers nine and ten respectively in the listing of largest growth areas.

Central Queensland population rose by 19 percent with Far North Queensland experiencing an increase of 11 percent.

Cairns City was the Far North’s largest performer growing with an increase of 4,100 people

Launch of SEQ Destination Management Plan

The state government launched the South East Queensland Country Destination Management Plan (DMP) this month. The plan is designed to guide the regions tourism development over the next three years.

More than 2.4 million tourists and an extra 6 million day trippers explored Queensland’s Southern Downs and Granite Belt, Toowoomba and the Darling Downs, Greater Brisbane Country, South Burnett, and Sunshine Coast Hinterland last year.

Great Sunshine Way Touring Route

Launched at the recent Australian Tourism Exchange was the Great Sunshine Way Touring Route, linking key southern Queensland Regions including the Gold Coast, Brisbane, the Sunshine Coast, the Fraser Coast and southern country areas of Queensland. This new initiative is an early outcome of the \$48 million Queensland Tourism strategy—the states 10 year plan for tourism.

Membership renewals

Look out for your 2007 membership renewal letter in September.

QRAMA is committed to providing benefits for its members including industry representation on the issues that directly impact the viability of your business, networking opportunities with

other QRAMA members in your region, the QRAMA newsletter, stationery, discounted EFTPOS facilities, and access to our library and other useful resources via the "Members Only" section of the QRAMA website.

Your membership fee tax invoice and membership record update will be sent to you in September. Please check your

personal details listed on the membership record form and make any necessary amendments. Payment is accepted by cheque made payable to QRAMA or via direct debit transfer. Please note, if you use the direct debit payment option please confirm your payment via email to state@qrama.com.au to ensure your payment is recorded against your membership record.

Membership growth

There are now just under 1000 QRAMA members with Brisbane branch having reached 300 members in total, Gold Coast nearing 250 members, Sunshine Coast at 260 members and Cairns at 70 members. This is a 22 percent

increase on memberships from the last financial year. The Brisbane branch even increased memberships by 330 percent since 2004 which is a major success.

It is encouraging to see the various initiatives to attract new members, as well as the great work being performed

to satisfy current members, is paying off. QRAMA hopes the membership continues to grow as the industry expands and more managers join our ranks and recognise the benefits of being part of a growing and supportive industry association.

Latest Statistics for Queensland

The latest analysis of schemes registered on the Lands Title Register reveal that more than 90 percent have 20 lots or less in their buildings.

At present Queensland has a total of 314,443 lots administered by 34,306 bodies corporate.

Other highlights from the Titles Office report show that there are 38,754 units in blocks which contain greater than 100 lots

and these are administered by 251 bodies corporate. These large schemes contain just over 12 percent of the Queensland total number of units.

It has been found that an extraordinary majority of the bodies corporate has less than 20 lots (91.4 percent) which means that not even one tenth of them have 50 lots or more.

11,142 bodies corporate manage one or two lots buildings which comes up to a total of 22,249 lots. This figure only represents 7 percent of the total of lots.

Schemes with 20 or fewer lots comprise a little more than half of the total lots whereas 70 percent of all the lots are schemes with 50 or fewer lots.

Around two thirds of all the bodies corporate administer three to six lots which only form 18.5 percent of the total lots.

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