

# Can you hack it? | Strata Industry Hackathon 2020



16 & 17 September | 24 hours

## Hackathon inspiration...

*Here are some ideas collected from SCA (Qld) members what our mentors and students could hack. Groups will be free to choose their own topics but may revert to one of these seed ideas if none are developed collaboratively.*

### Topic Suggestion: Energy efficiency in strata

**Question to hack:** How to improve our buildings to be energy efficient with resident buy in. How can strata reduce their global footprint – and be aware of our impact on the climate.

### Topic Suggestion: Resilience in the face in Increasing Change

**Brief (100 words):** As industries are increasingly facing “disruptors,” we should be thinking about what is next for strata as an industry, and how we can build resilience in strata firms to the many changes we face in the next few years. Change is happening faster than ever before, and as Machiavelli put it “whosoever desires constant success must change his conduct with the times.”

**Current solutions available:** One current solution we are seeing rise is the area of innovative technology solutions in the market, such as online voting, virtual meeting facilities, and self-service portals.

**Question to hack:** From the immediate issues of supporting a remote workforce while still meeting increasing client needs, to future state technology and the rise of automation – how do we stay relevant and continue to provide value to the changing demographic that is body corporate owners in Queensland? How do we develop adaptability and resilience in our workforce as we move faster and faster in implementing the necessary changes?

### Topic Suggestion: Public Image and role of a Strata Manager in the Community.

**Brief (100 words):** Strata Managers are often thought poorly of within the community (ever said you are a Strata Manager at a BBQ?). There seems to be a general perception that the main role and intent of a Strata Manager is to gouge lot owners of money. However, we do so much more. The core role of a Strata Manager is to ensure the financial stability of the bodies corporate we manage and to ensure they are legislatively compliant. But in any one day a manager will (to name a few) liaise on a technical level with trade contractors, chair meetings, diffuse volatile situations, pour over legislation, manage an inbox of 100's of emails (responding

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to all clients as if they are our one & only), manage debt recovery processes. In addition to all of the above we offer company and a listening ear to many people who live alone and this has become very apparent during the COVID-19 social restrictions.

**Question to hack:** How can the Strata Industry improve the image of Strata Managers and create a better understanding of the role within our community?

Topic Suggestion: Fixing the skills shortage

**Question to hack:** How can the skills shortage be fixed?

Topic Suggestion: A regulatory model for body corporate managers

**Brief (100 words):** The Strata Management industry in QLD is largely unregulated. There is no licensing or registration required for body corporate managers in Queensland, yet they have to be across the BCCMA, its regulations and a vast amount of Acts and Regulations that relate to bodies corporate (in particular health and safety). The government is reluctant to introduce any red tape. SCA (Qld) has implemented quality controls: accreditation pathway, code of conduct, auditing processes for CPD compliance.

**Question to hack:** Provide an example of how you could exploit this unregulated industry and what regulatory measures can be put in place to minimise this risk. How could a regulatory system be designed to introduce some form of quality control of Body corporate managers?

Topic Suggestion: Mental Health in the Strata Industry

**Topic Brief:** Recent awareness on mental health in the public has motivated some strata managers to speak more openly about the issue of poor behaviour from committees and lot owners. Strata Managers are in a position, similar to customer service employees, that they are exposed to clients without their employer directly part of the situation. The current Anti-Bullying and Harassment Legislation is insufficient to provide protections for strata managers. In addition, managers are in the unique position that to retain the business from the client it is difficult to address poor behaviour.

**Question to hack:** Thinking of all available avenues - how could strata managers be better protected, better protect themselves or supported by others?

Topics from SCA Strata Leading Change Forums

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## Topic Suggestion: Building Defects & Non-Conforming Building Products

Movement in “arrears” trends

The effects of living and working in strata

- Long term costs around maintenance
- Liability issues
- Conflict management

Duty of care, establishing who is responsible in the context of defects

ESM Cladding

Buyer experience or what owners which they would have known before buying

Common trends in Insurance

- Practicality around forecasting risk
- Risk review by insurers

Drawing links between stakeholders including councils, managers, owners, NFPs etc.

Research into building developer trend, how defects come to be known as defective

Strata living, multi-use and apartment living

- Impact on residents
- Impact on urban environment and planning
- Cultural impact

Amenity characteristics of buildings to accommodate mental health

Air BNB short stay arrangements

Incorporating strata into Real Estate training

Rent in strata before purchasing experiment

Segregated buildings in terms of lifestyles, families, singles, students, elderly

## Topic Suggestion: Insurance

Impact on all stakeholders for removal of commission across the sector

- Insurance Companies

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- Strata Managers
- Owners
- Government - Taxes

Research and cost and impact of work involved for insurances

Research on conflicted revenue – true or false

Research comparing managed vs self- managed insurance

Time-in-motion study – renewal and claims management

Future thinking

- What's next?
- What haven't we thought about? Insurers to partner with universities
- Case study on cost for claims processing and renewal of policies
- Reach out to non-specialists to get details of policies

Independent research to support position

- Deloitte
- KPMG Client
- Surveys
- What are they buying into
- Understand
- What do they want

Liaison from SCA to Universities (Academics)

- Griffith University on FNQ research
- UNSW previous research

What have insurance associations already researched? Can we use their research?

Understand from brokers over large portfolio of costs, trends, etc

Select a qualified party to prepare research papers

- Academic
- Senior industry body reps
- Industry partners – Macquarie Bank, CHU, BCB, etc

Content (source)

- Could be acquired via brokers, BCMs, surveys, academia
- Case studies from consumers Content (data)
- Statistical information

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- Current trends
- Projections
- Time/Cost analysis
- Workflow modelling Deliverables
- Understanding at consumer level
- Understanding at market level (brokers and strata managers)

Do we need to know how many of our members:

- Take 100% commission
- Take 0% commission
- Share with broker commission
- Share with OC commission