



# Community Brief

## Autumn 2025 Edition

*Dear valued clients,*

*As we welcome the Autumn season, we at LJ Hooker Strata want to take a moment to express our sincere thanks for your patience and cooperation during the App transition phase, as well as your ongoing support of our company.*

*We truly appreciate your understanding as we work through the updates where our goal is to better the customer experience, and we're excited to share some helpful tips and important information to*

### Handy Autumn Maintenance Tips

Autumn is a great time to get ahead of potential issues that come with the cooler months. We've compiled a few essential tips for your property maintenance:

#### Gutter and Drain Cleaning

Falling leaves can cause gutters to clog, leading to water damage and potential roof leaks. It's important to schedule a professional cleaning for your gutters and drains to ensure they're clear of debris and functioning properly.

#### Air Conditioning Unit Servicing

As temperatures cool down, now is the ideal time to service your air conditioning unit. Regular maintenance ensures the system continues to run efficiently, preventing costly repairs down the line.

If you're a unit owner, be sure to arrange for a professional service and ensure you are cleaning your filters on a regular basis.

#### Planned Preventative Maintenance on Plumbing

Whether as an Owners Corporation or an individual owner, planned preventative maintenance on plumbing assets is key to ensuring your hot water systems and general plumbing items are running efficiently.

Regular inspections and servicing can prevent costly repairs and unexpected disruptions.

Be sure to check and maintain hot water systems to avoid inconvenient breakdowns as the colder weather approaches.



## Effective Owners Corporation & Executive Committee

A key component in keeping your property running smoothly is the role of the **Owners Corporation and the Executive Committee**. These bodies are essential in making decisions that affect the building and its maintenance.

It's vital that these groups meet regularly and make informed, timely decisions to expedite necessary repairs and improvements.

By maintaining effective communication and working collaboratively, you can ensure that the property remains well-maintained, safe, and comfortable for all.

## The Role of Your Strata Manager in the ACT

Here at LJ Hooker Strata, we pride ourselves on offering tailored management services that support the needs of your community.

Our experienced strata managers are responsible for overseeing day-to-day operations, handling maintenance requests, and managing finances.

We are your point of contact for any common property, operational and common asset matters and aim to keep your property in top condition while adhering to relevant legislation in the ACT as well as educating owners on their obligations.

It is important to note that the strata manager does not hold any decision making powers and works to the direction of the owners corporation, generally represented by the executive committee.

## Exciting News – V3 App Release

We are thrilled to announce the release of the V3 App! This new version of our app has been designed to enhance communication, track maintenance requests, and streamline workflow management for all stakeholders.

While we are working through some teething issues, we believe that this tool is a valuable resource for property owners and residents. You can use the app to easily log maintenance requests, track progress, and stay updated on important community news.

We appreciate your patience as we fine-tune the app, and we are confident it will continue to improve your experience with us.

## We're Here For You

As always, our team at LJ Hooker Strata ACT is dedicated to supporting you. Whether it's seasonal maintenance, quick communication via the app, or managing your property's long-term needs, we are here to ensure your strata experience is seamless.

If you have any questions or need assistance with your property, don't hesitate to reach out to our team.

Wishing you all a peaceful and productive autumn!

Warm regards,  
The Team at LJ Hooker Strata ACT