

# STRATA

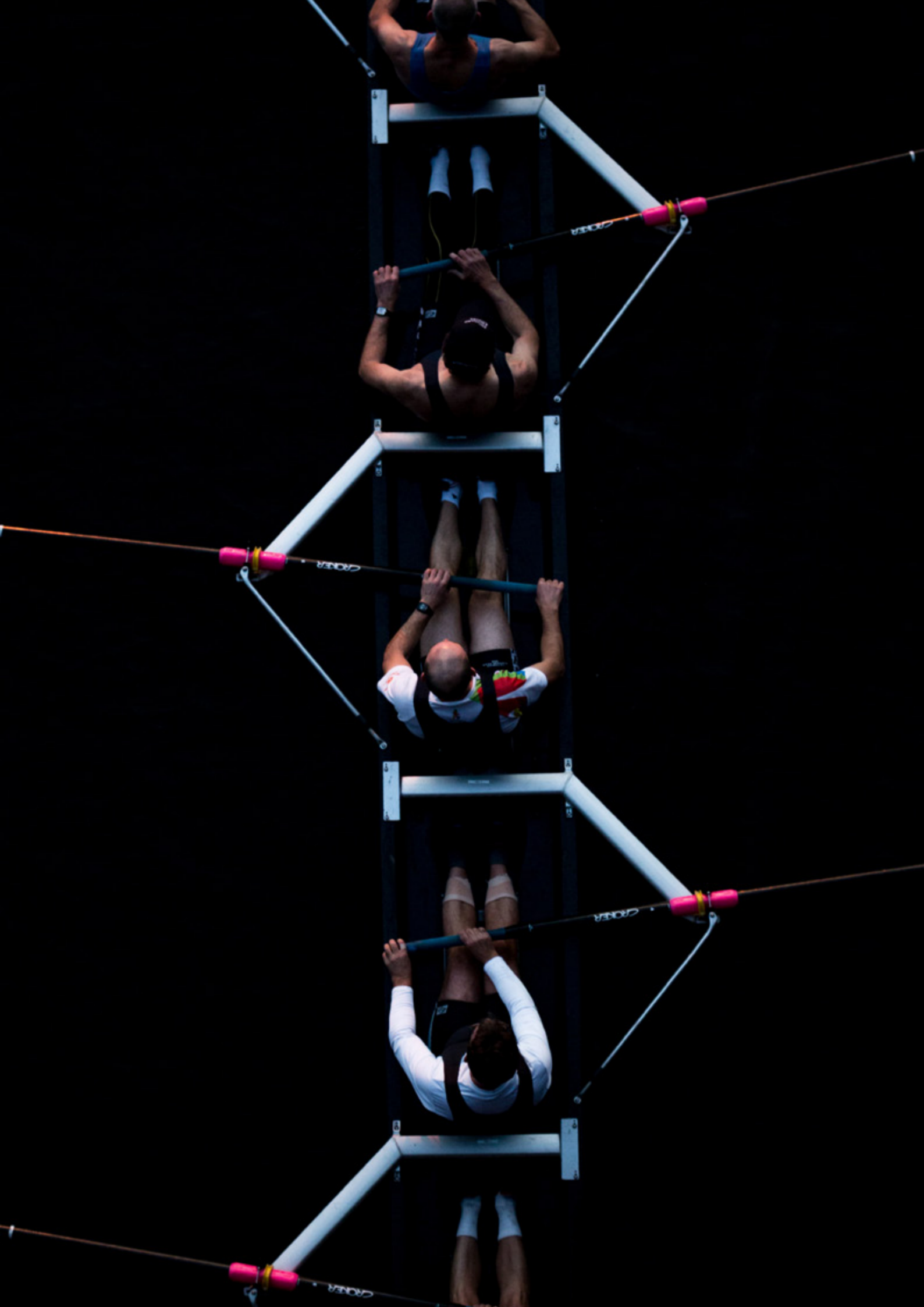
# SOLVE

UNTANGLING  
STRATA  
PROBLEMS

## CAPABILITY STATEMENT







## INTENT

This Business Capability Statement highlights our organisation's experience and capacity to service our customers.

## INTRODUCTORY STATEMENT

Strata Solve is an experienced company located in Brisbane, serving primarily Queensland customers and with capacity to serve other areas as well. We work in the strata sector and provide strata consultancy services: dispute prevention, dispute resolution and strategic advice designed to solve strata issues and protect property values.

We have been established since 2021 and we have a strong track record in achieving outstanding results for our customers. Strata Solve successfully works with a wide variety of customers including owners, committees, and management rights holders.

We have a sound approach to business practice and strive for excellence in everything we do.

### Mission Statement

Being part of strata is tough. Strata laws are complex and technical. Things take time and are subject to group decision-making. Rarely is anything black and white. At the heart of it all is one fundamental fact: if a client is involved with strata, they have a significant financial investment to protect and grow. A protracted strata dispute can jeopardise that investment, leading to stress.

These are things to avoid. That is where Strata Solve comes in. We have an unmatched perspective on strata issues. Our knowledge of what works (and what does not) in strata saves time, money, and toil. With a variety of services at our disposal and using tailored solutions to suit individual circumstances, Strata Solve helps clients avoid the need for lengthy legal proceedings. We are not a law firm and do not provide legal advice. There is a time and place for that: our view is that most of the time, there are much better options than legal proceedings. We take strata issues, break them down and make them manageable again. We give clients the chance to reset and focus on what is important.

We are about straight talking. That means we take confusing strata concepts and make them practical and real to clients. We also talk about all the options open to clients: even those which seem unorthodox. Sometimes in strata, left field thinking can make all the difference.

We are strata problem solvers, and we untangle the knot of strata issues.







## OUR DIFFERENCE AND OUR VALUES

We value credibility, attention to detail and transparency. In doing so, we build trust and confidence in our products, services and strategic advice. We do this by:

- Putting financial impacts are the forefront of everything we do – we want to help our clients protect property values and enhance their strata investment
- Providing all-inclusive fee proposals, which are clear and detailed about what we will do
- Reality testing always, to ensure that the solutions we provide are the most pragmatic
- Looking ahead to what our clients might expect, in addition to dealing with the here and now
- Maintaining high standards of integrity, including thorough conflict checking and disclosure
- Referring clients to other agencies or providers that we know and trust, when we cannot assist

## PRODUCTS AND SERVICES

Strata Solve is very focused on product/service development, producing a variety of products/services to meet the needs of our customers. Our products/services include:

- **Administrator Appointments:** when a body corporate becomes dysfunctional an external person can be appointed to get things functioning properly.
- **Attending Strata Meetings:** clients can have an expert attend strata meetings with them, or as their appointed representative.
- **Coaching and Education:** being on a strata committee is very different from other committees and comes with responsibilities, which coaching, education and training can assist with.
- **Commissioner's Office applications:** the formal option for body corporate dispute resolution in Queensland
- **Facilitation and Problem-Solving Conferencing:** break down big strata problems in our problem-solving conferences
- **Lobbying For Outcomes:** the art of gentle persuasion is essential in strata
- **Mediation:** a structured process with the aim of having the parties in dispute come to a voluntary, workable agreement

There may be instances where a client will benefit from a combination of services. Strata Solve also provides services auxiliary to the services listed above. For example, in Lobbying, Strata Solve frequently provides strategic communications, drafting speaking points and communiques for clients in support of the outcomes being lobbied for or against.







## CLIENTS

Strata Solve is an experienced organisation that has worked with a variety of businesses in the strata sector. Examples of our clients include:

→ **CASE STUDY #1:** we attended, in-person, a strata committee meeting with our clients, who were management rights holders and concerned about committee decision-making processes and resultant impact on their business. Our presence at the meeting helped calm some heated discussions and sent a powerful message to the committee that our clients were willing to do what was necessary to protect their investment.

→ **CASE STUDY #2:** we convened a Town Hall forum for our client, a strata committee which was concerned that a contentious motion at a forthcoming general meeting would not pass because of negative commentary on it by some owners. Our presentation at the Town Hall forum included conveying the committee's messaging about why the motion was beneficial to all owners to be passed, as well as answering sometimes pointed questions from the owners in attendance. Following the Town Hall forum, the motion gained enough numbers to pass, after previous attempts had failed.

→ **CASE STUDY #3:** our client, an owner of an investment property, engaged us on multiple occasions to help them deal with the negative impacts of another owner who was causing committee members to resign and costing the body corporate money with their excessive demands. We provided our client with talking points to use in meetings and in general conversation with other owners, and we also provided coaching and support to our client through challenging situations. Our client has now been elected to the committee and is able to make constructive changes for the benefit of the entire body corporate.

→ **CASE STUDY #4:** we conducted a mediation session between committee representatives and the management rights holder, to resolve long-standing tensions that were starting to impact on the upkeep of the scheme. The session revealed several communication and interpersonal barriers between the parties preventing progress from being made. Agreement was reached on several critical issues, which the parties could then use as the basis to enhance their working relationship and without the need to embark upon costly, time-consuming, and reputationally damaging legal proceedings.







## MANAGEMENT

Strata Solve is led by the extensive experience and expertise in the strata sector of its Director, Chris Irons.



Chris (above) about to be interviewed by commercial media, in February 2022

Did you know there is only one Body Corporate Commissioner in the world – and for over 5 years, Chris Irons was it?

Chris is a thought leader for the strata sector. He provides a unique perspective on solving body corporate issues. As Commissioner, Chris saw just and heard just about everything in strata, so he is rarely surprised by the breadth or type of problems out there. Chris takes the view there is a solution to every strata problem.

That approach comes from Chris's background. For over 2 decades, Chris held senior roles in Queensland's public sector, with considerable experience in drafting legislation, policy development and the workings of Cabinet and Parliament. Chris also has an Honours degree in Communications and values the importance of the right words and language in strata situations. He combines these experiences in trying to resolve strata issues and give parties confidence, without the need for legal proceedings. Chris is a trained mediator, well-known public speaker, and media commentator on strata issues. He speaks at strata conferences and forums Australia-wide and works with related industry sectors, such as the real estate sector.







## COMPANY PROFILE

Registered Name Chris Irons Pty Ltd, trading as Strata Solve

ABN 30 653 712 479

Website [www.stratasolve.com.au](http://www.stratasolve.com.au)

Email [chris@stratasolve.com.au](mailto:chris@stratasolve.com.au)

Phone 0419 805 898

Insurance Details Professional Indemnity Insurance, including General Liability cover

Memberships / Qualifications

- Past-President, Strata Community Association (QLD)
- Member, Community Titles Legislation Working Group
- Bachelor of Arts (Honours)
- Qualified Mediator