

Acumen Strata – Coronavirus Business Update

As a family business, Acumen Strata knows you have concerns regarding the current status of Coronavirus (COVID-19), how it may impact your loved ones, your access to essential services, your daily life and your employment. You are not alone; we have the same worries. Here is how Acumen Strata is intending to address your concerns about the management of your strata scheme during these unprecedented times.

Recognising the continued spread of COVID-19, and potential limitations on businesses that may be implemented if NSW sees a further restrictions of movement, Acumen Strata is committed to ensuring the health and well-being of our clients, contractors employees & employees families whilst continuing to provide you quality strata management services.

We wish to assure you that Acumen Strata is preparing for a range of possible outcomes.

Strata Management Services

We have a business continuity plan in place, which will enable continued support and strata management services to be provided to our valued customers.

Our team are currently implementing a range of systems solutions to minimise any disruption to services, such as employees working remotely remaining accessible via telephone/teleconferencing and email, and the introduction of meetings to be held via video conferencing to enable Strata Committee meetings to be attended remotely by our committees.

We will also be cancelling any non-essential travel, instead using teleconferencing and limiting face to face interactions and cancelling all non-essential meetings with external parties.

All our staff are equipped with computers to work from home, and we have clearly defined working from home policies to ensure their Work Health and Safety is ensured. All staff have NBN installed for maximum internet speed, and webcams for face to face conversations, and team meetings to support them working remotely.

Repairs and Maintenance

Many of our key contractors are currently making sound commitments on the measures to keep their team and your building safe. This includes disinfecting equipment, not shaking hands with clients and using hand sanitiser regularly.

Having said this, we are also aware that some contractors are facing challenges with staff being required to self-isolate for several weeks, so we ask that owners and residents be aware that there may be delays in repair work required in the future. This is something out of our control, however we will work to minimise the impact for your property and strata scheme. Our priority is the health and safety of all during this unprecedented time, and we thank you for your understanding and cooperation.

Updates from Acumen Strata About Your Property

You may be one of the many owners who have not agreed for correspondence and levies to be sent to them via email. As a precaution to any restrictions on future postal delivery services or office shut down, please send us your email address to info@acumenstrata.com.au advising your name, lot, strata plan and confirmation that you want to receive all future correspondence, notices and levies by email.

We cannot guarantee you will receive essential information about your property if you do not advise of an email that we can issue the notices to.

Need more information about COVID-19?

Click here to view [frequently asked questions about COVID-19](#)

Home isolation guides

- Suspected or confirmed cases - [English](#) and [Mandarin](#)
- Travellers and contacts - [English](#) and [Mandarin](#)

Useful Websites

- [NSW Health Novel coronavirus 2019 \(COVID-19\)](#)
- [Australian Government Department of Health](#)
- [WHO coronavirus disease 2019](#)
- [WHO coronavirus disease 2019 - technical guidance for patient management](#)
- [US CDC – coronavirus disease 2019](#)

Stay well, stay calm and stay kind

Helen Wells and the team at Acumen Strata
Acumen Strata Management Pty Ltd