



unit/update

The New York Times

BUILDING RESILIENCE IN MIDDLE AGE

Building resilience can stand us in good stead to deal with the challenges of life. The following article appeared in the New York Times in July 2017. It was written by Tata Parker-Pope

Here are some of the ways you can build your resilience in middle age.

Practice Optimism. Optimism is part genetic, part learned. So if you were born into a family of Eeyores (ref Pooh Bear books), you can still find your inner Tigger (ref Pooh Bear books). Optimism doesn't mean ignoring the reality of a dire situation. After a job loss, for instance, many people may feel defeated and think, "I'll never recover from this." An optimist would acknowledge the challenge in a more hopeful way, saying, "This is going to be difficult, but it's a chance to rethink my life goals and find work that truly makes me happy."

While it sounds trivial, thinking positive thoughts and surrounding yourself with positive people really does help. Dr. Steven Southwick, a psychiatry professor at Yale Medical School and Dr. Charney's co-author, notes that optimism, like pessimism, can be infectious. His advice: "Hang out with optimistic people."

Rewrite Your Story. When Dr. Charney was recovering from a shooting, he knew that his life was forever changed, but he reframed the situation, focusing on the opportunity the setback presented. "Once you are a trauma victim it stays with you," he said. "But I knew I could be a role model. I have thousands of students watching my recovery. This gives me a chance to utilize what I've learned."

Study after study has shown that we can benefit from reframing the personal narrative that shapes our view of the world and ourselves. In expressive writing studies, college students taught to reframe their college struggles as a growth opportunity got better grades and were less likely to drop out. A Harvard study found that people who viewed stress as a way to fuel better performance did better on tests and managed their stress better physiologically than those taught to ignore stress.

"It's about learning to recognize the explanatory story you tend to use in your life," Dr. Southwick said. "Observe what you are saying to yourself and question it. It's not easy. It takes practice."

Don't Personalize It. We have a tendency to blame ourselves for life's setbacks and to ruminate about what we should have done differently. In the moment, a difficult situation feels as if it will never end. To bolster your resilience, remind yourself that even if you made a mistake, a number of factors most likely contributed to the problem and shift your focus to the next steps you should take.

"Telling yourself that a situation is not personal, pervasive or permanent can be extremely useful," Dr. Grant said. "There is almost no failure that is totally personal."

Remember Your Comebacks. When times are tough, we often remind ourselves that other people — like war refugees or a friend with cancer — have it worse. While that may be true, you will get a bigger resilience boost by reminding yourself of the challenges you personally have overcome.

"It's easier to relate to your former self than someone in another country," said Dr. Grant. "Look back and say, 'I've gone through something worse in the past. This is not the most horrible thing I have ever faced or will ever face. I know I can deal with it.'"

Sallie Krawcheck, a former Wall Street executive, said that after a very public firing, she reminded herself how fortunate she still was to have a healthy family and a financial cushion. While she has

viewpoint

never studied resilience, she believes early challenges — like being bullied in middle school ("It was brutal," she said) and going through a painful divorce — helped her bounce back in her career as well. "I just believe in comebacks," said Ms. Krawcheck, who recently founded Ellevest, an online investment platform for women. "I see these setbacks as part of a journey and not a career-ending failure. There was nothing they could do to me on Wall Street that was as bad as seventh grade."

Support Others. Resilience studies show that people are more resilient when they have strong support networks of friends and family to help them cope with a crisis. But you can get an even bigger resilience boost by giving support.

In a 2017 study of psychological resilience among American military veterans, higher levels of gratitude, altruism and a sense of purpose predicted resiliency.

"Any way you can reach out and help other people is a way of moving outside of yourself, and this is an important way to enhance your own strength," said Dr. Southwick. "Part of resilience is taking responsibility for your life, and for creating a life that you consider meaningful and purposeful. It doesn't have to be a big mission — it could be your family. As long as what you're involved in has meaning to you, that can push you through all sorts of adversity."

Take Stress Breaks. Times of manageable stress present an opportunity to build your resilience. "You have to change the way you look at stress," said Jack Groppe, co-founder of the Johnson & Johnson Human Performance Institute, which recently began offering a course on resilience. "You have to invite stress into your life. A human being needs stress; the body and the mind want stress."

The key, Dr. Groppe said, is to recognize that you will never eliminate stress from your life. Instead create regular opportunities for the body to recover from stress — just as you would rest your muscles between weight lifting repetitions. Taking a walk break, spending five minutes to meditate or having lunch with a good friend are ways to give your mind and body a break from stress.

"Stress is the stimulus for growth, and recovery is when the growth occurs," said Dr. Groppe. "That's how we build the resilience muscle."

Go Out of Your Comfort Zone. Resilience doesn't just come from negative experience. You can build your resilience by putting yourself in challenging situations. Dr. Groppe is planning to climb Mount Kilimanjaro with his son. Take an adventure vacation. Run a triathlon. Share your secret poetry skills with strangers at a poetry slam.

"There is a biology to this," said Dr. Charney. "Your stress hormone systems will become less responsive to stress so you can handle stress better. Live your life in a way that you get the skills that enable you to handle stress."

If you think you would benefit from some training in resilience then I can recommend Kathryn Brewer at Life Creative.

You can contact her at lifecrea@thelifecreative.com or visit her website www.thelifecreative.com

emergency numbers

Plumbing , Gas, Roof Leaks	8356 2750
Electrical	1300 130 229
Breakins & Glazing	0411 848 398
Police to attend - noise/robbery etc.	131 444
State Emergency Service storm/flood	132 500



REISA MARKET UPDATE: SALES RESULTS - JUNE QUARTER 2017 EDITION

The following is an update on sales from REISA CEO Mr Greg Troughton. Unit prices are doing well in South Australia.

Sales have significantly rebounded across metropolitan Adelaide and the whole of South Australia in the second quarter of 2017.

Following the release of the Valuer-General's median house price data for the 2017 June quarter, REISA CEO Mr Greg Troughton said that sales were up across the entire State with metropolitan Adelaide recording a solid 6.9% increase in sales over the last three months.

More broadly, the June quarter statistics showed that South Australia was 0.73% up from the previous quarter and a fantastic 2.72% up from the same quarter last year.

The unit and apartment market showed an astonishing 5.82% increase in the median price compared to the previous quarter and a fantastic 3.45% increase from the same quarter last year. Sales were also up 24.1% from the previous quarter

Sales Statistics 2 nd Quarter 2017									
Index	Category	2Q 2016		1Q 2017		2Q 2017		Quarter % change	12 month % change
		Sales	Median	Sales	Median	Sales	Median		
South Australia	Houses	5,976	405,000	5,696	413,000	5,889	416,000	0.73%	2.72%
Metro Adelaide	Houses	4,470	447,000	4,169	460,000	4,458	452,000	-1.74%	1.12%
Central Metro	Houses	2,171	515,000	1,967	537,250	2,227	530,000	-1.35%	2.91%
Inner Metro	Houses	409	785,000	383	800,000	354	783,500	-2.06%	-0.19%
Metro Adelaide	Home Units	1,652	348,000	1,090	340,000	1,354	356,750	4.93%	2.51%

"These are absolutely brilliant results and show that the unit and apartment market in Adelaide is on a roll. These figures are nothing short of spectacular and it will be interesting to see if the trend continues throughout the rest of the year"

"I am thrilled with the results of this quarter and 2017 looks like it will end up being a sterling year" ☐

CHANGE OF MANAGEMENT - OWNER DELAYS SALE

Recently a group came to us from self management. An owner was so pleased with the change that they have put their unit sale on hold.

From: ***** [mailto:*****@telstra.com]

Sent: Wednesday, 23 August 2017 9:48 AM

To: Debra Conlin

Subject: Re: AGM, SC **** Inc

Thanks Deb,

This is great! It took a while but finally we have our strata group properly managed. It feels much better this way that we may delay the thought of sale of our unit, we'll see.

Regards,

|***** M*****



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MANAGERS - ROLE CONFUSION

The following is an extract from an article by Paula Byrnes of Metropolitan Strata Reports. It illustrates the confusion owners and managers have over the roles and responsibilities of body corporate managers.

The mere mention of the words " Strata Manager" gets many people riled up. I often hear examples of how a Strata Manager was " rude and disinterested, hopeless, unorganised, stupid, simply refuses to return calls or emails... and that they do nothing for the money they are paid".



Some owners think that they pay the Strata Manager ... like the Strata Manager gets the entire fee. Many owners don't know the duty of strata manager or what services are included in the annual management fee and what services are considered " additional" and chargeable ... and which services are not available at all within the scope of the duties of

a strata manager.

I consulted with an owner recently who was furious with their Strata Manager for not giving them access to the meter room so they could update their stove. The Strata Manager had told the owner to hire an electrician to install the stove but the owner would not accept the advice and launched into a dispute with the Strata Manager. My advice to this owner was to engage an electrician to install the stove, and I explained why.

A buyer recently asked me why the Strata Manager wouldn't search the records to tell her if there had ever been any ceiling repairs in the unit she wanted to buy. So I explained that, when it came to non-urgent matters, the Strata Manager acts on the collective instructions from the Committee ...and I doubt the committee would give this type of instruction, seeing as she was a non-owner.....

..... It's understandable that owners get frustrated however this can be avoided if owners familiarise themselves with what services are covered in the agency fee, what services are chargeable and what services are not provided ... e.g. unlimited verbal and written correspondence is usually not covered because some owners take to venting their frustrations ... although the owners corporations who do this are under risk of being terminated for not being profitable or for being ' high risk'. This will allow lot owners to develop an understanding of the duties of the strata manager.

Owners should also understand the difference between what

is considered" urgent" and what's" non-urgent". This can be found on the Office of Fair Trading website. Whilst an owner may think their renovation application is urgent, someone else has no water/power, a tree through their roof, or even a life-threatening problem.

At UnitCare we enter into a contract with the strata or community corporation to provide the corporation with services. We provide services under a raft of legislation that includes the Strata Titles Act, Community Titles Act and the Fences Act. This is not a contract with individual owners.

The full text of our agreement can be downloaded at www.unitcare.com.au/services.html

We believe it is important for owners and their body corporate to clearly understand their rights and responsibilities under the management contract.

The Manager Stress Test on our home page spells out owner and corporation rights. Go to www.unitcare.com.au

The following is the checklist...

Provides a money back guarantee.

- Phone calls returned promptly
- Jobs done on time.

- Provides a money back trial so your group can try them out.
- Provides contract explaining:
 - Services included in the fee
 - Commissions
 - Termination arrangements
 - Owners rights at law
- Has NO financial relationships with Contractors.
- Charges NO fees for keeping your corporation's funds.
- Passes on ALL bank interest to your group.
- Ensures that your group receives the best bank interest rate
- Supplies references from current clients so you can check with a third party.
- Uses contractors with insurance cover to prevent your group being sued over any injuries.
- Provides trained managers to ensure the best advice.
- Has professional indemnity insurance of at least \$1.5 million in case they make a mistake that costs you money.
- Are members of the Real Estate Institute of South Australia. The REI assists with any disputes with a member
- Provides all owners with a written report on all activities and works undertaken for your group.
- Provides your Treasurer with a monthly financial statement to keep your group up to date and allow for scrutiny.
- Provides for easy payment of strata levies by whatever suits you. (BPay, Cheque, Bank Deposit, Credit Cards)
- Has the skills to help resolve disputes
- Provides an after hours emergency service
- Will attend your group as needed.

BEST PRACTICE - MEETINGS & QUORUMS STRATA TITLES PART 2

In our previous edition we started to look at calling, recording and managing strata corporation meetings. In this edition we look at preparing, opening & chairing your group's meeting.

Whether you are the Body Corporate Manager or the Presiding Officer (Chair) good meeting preparation and technique are critical to the success of your meeting.

Before the Meeting Checklist...

- Print an up-to-date list of owners to be used as an attendance list
- Copy the current insurance certificate
- Minutes of the last two years (take all if possible, just in case)
- Have the Treasurer/Manager produce an arrears report - advises who is unfinancial
- Ensure you have a copy of the groups articles and policies at hand
- Print a pro-forma set of minutes
- Prepare a draft budget (Treasurer/manager) and recommendations
- Retrieve last year's archives and this year's correspondence and accounts
- Ensure you have a copy of the agenda with spares copies just in case
- Print a copy of the strata plans along with a Google Earth image if possible

Opening the Meeting...

Opening is often nothing more than a welcome to all in attendance along with introductions as needed. An extract from our pro-forma minutes follows:

Hints...

As chairperson:

- ✓ Try not to take sides.
- ✓ Bring in the 'quiet ones'.
- ✓ Paraphrase discussion & check back.
- ✓ Build up good ideas.
- ✓ Don't forget to vote yourself.

General Introduction...

- Have everyone introduce themselves.
- Have everyone check in at the start of the meeting by signing next to their unit number on the draft minutes.
- Set a finishing time to aim for. (Suggest 60-90 minutes)

Note Taking...

- ✓ Record only the decisions made, not a detailed account of the discussion.
- ✓ Include an action plan. i.e. Record what action was decided on, who is responsible and a date by which they are to accomplish the action.

e.g. After discussion it was decided that Jo Smith will arrange for two quotes for new letterboxes to be presented to the management committee before 'date ___/___/___'.

Keeping the meeting on track

- Follow agenda items.
- Stick to the facts.
- Focus on the immediate agenda item for discussion.
- Avoid discussing other items on the side. If need be, stop the side discussion and request it may be more appropriate to discuss this at a later stage in the meeting.

Voting...

Try to have a clear majority vote on all important decisions. If the vote is tied, encourage more discussion on the topic before voting again.

For more information and useful tools visit

www.unitcare.com.au/bp_strata_meetings_preparation.html

Next edition: Finalising previous years business

Proforma Minutes

CHAIR:

The Presiding Officer welcomed those present & opened the meeting.

" I declare the meeting of open atam/pm

I welcome members and guests (name guests, ask them to stand.. Have those present introduce themselves if needed.

Apologies - Read or ask for names."

The Manager was requested to assist the Presiding Officer in the conduct of the meeting and the Secretary in recording the minutes).

Legislation: Section 34(7) Except where a unanimous resolution is required, a vote is not exercisable in relation to a unit unless all amounts due and payable to the strata corporation in respect of the unit have been paid.

Note: Unfinancial members can form a quorum but have no vote under Section 34(7).

QUORUM:

A quorum was declared with _____ of the _____ Units represented in person or by proxy.

OR

The meeting was declared inquorate after 30 minutes and continued with the following minutes of the meeting subject to ratification at a Reconvened Annual General Meeting as provided for in the Act.

OR

The meeting was declared inquorate after 30 minutes and adjourned to a Reconvened Annual General Meeting to be held on ___/___/___ (must be 7 to 14 days from date of this meeting).

Policy – Meeting Non-Attendance:

It was resolved "that any unit holder unable to attend any AGM or EGM, in person or by proxy or who does not tender an apology shall be deemed to be "absent & silent" and shall have a non attendance levy of \$25 charged to their respective unit, due & payable with the next quarterly contribution following the meeting."

Moved _____ / Seconded _____ Motion carried.

CORPORATION MEMBERS REGISTER:

The members' register/unit holder list was circulated and updated. It was agreed to forward a copy to all unit owners.