

How to raise a community issue with the Community Association Executive Committee

	Type of owner	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Note
1	Owner of a lot within the Community Association (who is neither 2 or 3 below)	Email or write to the Community Association managing agent directly	CA MA will forward the matter on to the CA Executive Committee	CA EC will consider the matter and if appropriate include in its next meeting agenda	CA EC will advise the CA MA of the outcome and ask the CA MA to respond to the lot owner	CA MA will continue contact with the lot owner until the issue has been resolved			
2	Owner of a lot within a Strata Scheme	Contact your Strata Scheme manager or managing agent and ask your SS Executive Committee to consider putting the matter to the Community Association	SS EC is to instruct its community representative or SC M or MA to email or write to the CA MA on behalf of the SS	CA MA will forward the matter on to the CA Executive Committee	CA EC will consider the matter and if appropriate include in its next meeting agenda	CA EC will advise the CA MA of the outcome and ask that the CA MA respond to the CR or SS M or MA	CA MA will continue contact with the CR or SS M or MA until the issue has been resolved	CR or SS M or MA to advise back to their SS EC	As the Strata Scheme is the Community Association member, any matter raised must be supported by the Strata Scheme Executive Committee
3	Owner of a lot within a Neighbourhood Association	Contact your Neighbourhood Association manager or managing agent and ask your NA Executive Committee to consider putting the matter to the Community Association	NA EC is to instruct its community representative or NA M or MA to email or write to the CA MA on behalf of the NA	CA MA will forward the matter on to the CA Executive Committee	CA EC will consider the matter and if appropriate include in its next meeting agenda	CA EC will advise the CA MA of the outcome and ask the CA MA to respond to the community representative or NA M or MA	CA MA will continue contact with the CR or NA M or MA until the issue has been resolved	CR or NA M or MA to advise back to their NA EC	As the Neighbourhood Association is the Community Association member, any matter raised must be supported by the Neighbourhood Association Executive Committee

Key of abbreviations	CA = Community Association	M = Manager	SS = Strata Scheme
	CR = Community representative	MA = Managing agent	
	EC = Executive Committee	NA = Neighbourhood Association	

The managing agent for the Prince Henry Community Association is Dynamic Property Services. You can contact Dynamic at:

Dynamic Property Services Pty Ltd, Level 5, 162 Goulburn Street, Sydney NSW 2000

T: 612 9267 6334 F: 612 9263 9955 E: customerservice@dps.net.au