

ATRIUM BODY CORPORATE COMMUNICATION PROTOCOLS

The following protocols are in response to the request by some Body Corporate (BC) members, at the 2015 AGM, that the lines of communications with the BC Committee and Service Providers needed to be clarified. These protocols were developed after a consultation process and will be reviewed in 2016.

1. WHO BC MEMBERS SHOULD CONTACT WITH A PARTICULAR QUERY OR CONCERN

The BC has employed a professional Facilities Manager and Secretary to manage the BC affairs. Your first point of contact should be to these professionals

- **Please contact by email, unless urgent / the matter needs immediate attention (in this case you should phone).**
- **Please DO NOT cc the BC Chair into your email.**

The following table provides guidance as to the first point of contact.

Secretarial services: Atrium.BCS@administrators.co.nz Ph: 04 470 7612 Fiona Gillespie	<ul style="list-style-type: none">- Any financial enquiry including levy payments- Updating register of owner information (change of email/postal/phone numbers)- Claims on BC insurance policies- Requests for pre-contract or pre-settlement disclosure statements if you are selling your apartment- Requesting copies of BC minutes- Committee approval requests <i>Please do not copy the BC Chair or Committee into emails</i>
Facilities Manager Atrium.BM@administrators.co.nz Phone: 027 248 0990 Phone: 04 470 7612 Alistair Gillespie	<ul style="list-style-type: none">- Advising change of tenants prior to tenants moving in- Advising change of property manager- Requesting additional access fobs or garage remote controls- Requesting additional apartment door keys (master-key system)- Reporting any damage to common areas- Reporting any common area maintenance items requiring attention (e.g. blown light bulbs)- Reporting breaches of BC operating rules or UTA- Notification of any work owners may be contemplating completing inside their units as work may require BC Committee approval (facilities manager will be able to discuss on a case-by-case basis) <i>Please do not copy the BC Chair or Committee into emails</i>
BC Chair	Email address atbc.chair@gmail.com As my job involves travel 2 or 3 days a week and I go home (out of Wellington) on weekends I will clear this email every 2 or 3 days.

2. PROTOCOL FOR COMMUNICATION BETWEEN A BC MEMBER AND THE BC COMMITTEE INCLUDING MEETING DOCUMENTATION PROVIDED.

- The BC Committee meets every three months
- Committee meeting minutes will be made available (on request) once confirmed at the next meeting
- Where a BC member has an item on the agenda then a response to this will be made following the meeting in a timely manner by the BC Secretary

- BC Committee working papers will not be made available as they may contain confidential or be commercially sensitive in nature (and are draft in nature meaning they could change dramatically from original drafts).
- Requests for additional reports and information from the BC Secretary that are outside the scope of their contract will incur a cost.

Note:

The following fall within the scope of the BC Secretary

Confirmed meeting minutes and documents presented at the AGM (eg budget, LTMP as presented)

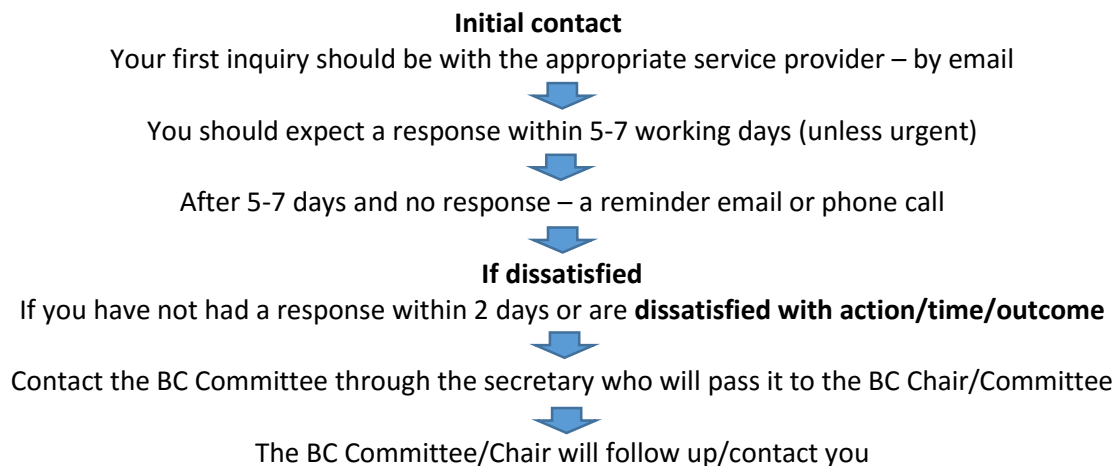
Costs for requests for additional documents depend on the time to access them.

\$103.50 per hour +GST. Invoiced on a 15 minute or part thereof.

PROTOCOL FOR ATTENDANCE AT COMMITTEE MEETINGS BY A BC MEMBER

- A request to attend must be made one week prior to the meeting and be included on the agenda
- Paper(s) supporting the requested agenda item must be received at least one week prior to meeting
- An owner may attend for the portion of meeting relating to their specifically requested agenda item, if they so wish.
- The owner may speak to their agenda item and answer any questions from committee members.
- The owner will then be requested to leave the meeting so the committee can speak openly to discuss the subject.
- The committee decision will be communicated to the owner in a timely manner by the BC Secretary.

PROCESS WHERE A BC MEMBER IS DISSATISFIED WITH THE PERFORMANCE OF A CONTRACTED SERVICE PROVIDER



BREACHES OF THE BODY CORP RULES

The BC rules ensure safety, protect the quality of environment and maintain the investment of owners. All owners have a responsibility to ensure the BC rules are followed whether you are an owner resident or you have tenants in your property.

Notification and follow-up of BC Rules breaches by the Facilities Manager incurs a cost to the BC. On-going breaches of the BC rules requiring the Facilities Manager to follow-up will likely be passed onto the apartment owner. Please ensure tenants are aware of and comply with the BC rules.