

3 Keys TO DECISION MAKING FOR STRATA COUNCILS



A council is comprised of up to 7 decision makers, each with their own biases & attitudes towards change. Luckily, they have their strata manager to help guide them towards making the best decision.

EXCEPT IN THE CASE OF LOOKING FOR NEW MANAGEMENT.

In this case, the council navigates this process completely on their own. For arguments sake, lets imagine a council aligned on their needs & laser focused on the process... Even then, 60% of the time results in no decision... Staying status quo.

Why is this?

In order to make a purchasing decision there are three answers that require a YES. If even one of the answers is NO, then no decision. Better the devil you know, right?

So what are the KEY questions:

- ① Gain: What improvements will I receive?
- ② Magnitude: How big/much of an improvement?
- ③ Effort: Is it worth the work to switch?



Scenario

Council wants to switch management companies over concerns of their current managers response time. Their manager has too many buildings in their portfolio. They want to work with a manager who has less workload to devote more time to them.



Option 1

Your strata manager will have less buildings in their portfolio

(Gain = Yes)

The portfolio size is TWO less than the industry average

(Magnitude = No)

Is it worth the work to switch

(Effort = No)



Option 2

Your strata manager will have less buildings in their portfolio

(Gain = Yes)

The portfolio size will be HALF the industry average

(Magnitude = Yes)

Is it worth the work to switch

(Effort = Yes)