

27 November 2008

Occupational Licensing  
C/- The Better Regulation Office  
GPO Box 5431  
**SYDNEY NSW 2001**

By email: [tradelicences@dpc.nsw.gov.au](mailto:tradelicences@dpc.nsw.gov.au)

## **TO WHOM IT MAY CONCERN**

### **SUBMISSION TO RETAIN LICENSING OF STRATA MANAGERS IN N.S.W.**

I am a currently a practicing Certificate of Registration holder and Strata Managing Agent and have been practising as such in Australia since 2002 and before that I was practicing as such in South Africa for 11 years.

I firmly believe that the current licensing regime should not be abolished under any circumstances for the following reasons listed hereunder:

- The Government must provide protection to the consumer by ensuring that individuals and corporations that are responsible for handling vast sums of lot owners money held in trust funds are properly trained, qualified, licensed and identifiable.
- If licensing is not mandatory Managers/Operators will not approach their work in an honest and compliant manner on behalf of their principals because they will know there is no official complaint process that can result in the removal of their licence and with it the loss of associated income.
- Without the current licensing system strata managers will not make the effort to complete continuing professional development (“CPD”) if they know it is not a condition for renewal of their licence. The majority of the current cost of compliance regarding CPD is borne by the Strata Managing Agents and not the Government. CPD is of major benefit to practitioners and consumers alike.
- Other States are currently in the process of moving towards licensing because they recognise that NSW is the most mature Strata sector in Australia with the highest standards of professionalism directly linked to education, licensing and CPD. Successive NSW governments have been leaders in government regulation of agency practice and should be recognised for bringing a higher standard of practice to all matters dealt with by licensed strata managers.
- I am also a consumer of real estate management and strata management services in regard to my residence and real estate investments and I sincerely believe that licensing is absolutely necessary to protect consumers from unethical and

unprofessional practices and conduct in all their Real Estate dealings.

- I believe the Strata industry needs to harmonise education and licensing throughout Australia and that removing licensing would be a backward step.
- I believe the professional standards currently in place in NSW including mandatory licensing and CPD requirements should be extended to all States and Territories.

Yours sincerely

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