STRUCTURE

* Our complex consists of 18 townhouses.
* We have a unique strata plan ID (format: SPnnnnn) given by the council. Every strata has its own unique strata plan ID
* Owners (not tenants) hold AGM(Annual General Assembly) around December when we vote three unit owners to be the 'Executive Committee'.
* Executive Committee consists of Chairman, Treasurer and Secretary but it can be more apparently.
* It is in the AGM where we decide how much will be our quarterly levy ($). The levy is divided into two parts (Admin Fund and Sinking Fund). Admin fund is for day-to-day operations and Sinking Fund are for extra works needed for the complex.
* It is also in the same AGM when owners decide whether we should Self-Manage or get a 'Strata Manager' to look after our day-to-day operations. They are the ones contacting the tradespeople, paying insurance, handling levy collections, etc.
* We always prefer to have a 'Strata Manager' which is a 3rd party private company which does only that, manage strata complex. Some strata decide to self-manage especially if it consists of just few units.

8. Typically, all the parties I mentioned above the usual actors in the strata community.SAMPLE USE CASE

* Unit 1 (regardless whether it is an owner/occupier or tenant) reported that the lift is not working.
* Our app will be used to report it. Snap a photo, small desciption, send.
* Executive Committee members (and Strata Manager) can see the new issue via our app.
* Unit 1 monitors the life cycle of the issue from start to finish.
* Other Unit owners/tenants can see all issues and its status on the app dashboard.

6. Any party can comment on the issue until closure.