



Strata, done differently.

StrataAdvise provides market leading insurance and risk advisory services to Strata Managers and Strata Titled properties around Australia. Our unique ethos, defined by tailored advice and transparency, places us at the forefront of positive change in the strata industry.



The unique StrataAdvise ethos

We demonstrate our
commitment to client service by
delivering on three key pillars:



1

Advice

We take the time to understand the unique risk profile and claims history of each client providing specialised, highly tailored advice and developing appropriate risk management strategies which include the negotiation and placement of insurance coverage.

2

Transparency

We are committed to serving the needs of our clients ethically and transparently - challenging accepted norms in the industry. We charge an agreed service fee for our expertise and openly disclose any commissions received, allowing you to judge the true value of our service.

3

Accountability

We operate as your partner and advocate on your behalf, offering hands on support when it's needed most. That includes a dedicated account manager and proactive claims handling in the event of a claim - all supported by our money back guarantee.

Tangible benefits

Our business model elevates the accepted standards of strata risk advice. Key benefits include:

Expert risk discovery & assessment

Our risk assessment process enables us to gain a thorough understanding of your property and requirements. This involves a comprehensive review of current policies, claims history and disclosure matters which we undertake in consultation with you and/or your Strata Manager.

Risk management advice

With over 50 years of experience in the strata insurance sector we can identify, classify and qualify 'real risk'. We work to understand and challenge the status quo on all placements – identifying where risk profiles, claims history and client information is misunderstood and therefore mispriced. We use our understanding to articulate risk concisely to insurers and to implement effective risk mitigation and prevention strategies for clients.

Active market negotiation

We market your insurance policies every year to an independent panel of Australia's leading strata insurers. By leveraging our long standing market relationships, we ensure you receive optimal insurance coverage at the best available price.

Personalised recommendations

Our strata experts unpack the detail in quotes and present them to you, in plain English. We provide personalised advice and recommendations which go beyond simple price comparison. Our aim is to ensure you are always appropriately informed and empowered to make decisions about your insurance program, and understand how your policies will respond in the event of a claim.

100% transparency

We pride ourselves on full transparency and reject the murky disclosure practices commonly seen in the strata insurance sector. Our clients receive a detailed breakdown of all insurance costs including premiums, Government

charges, broker fees and commissions. This gives you total visibility over every dollar, allowing you to judge the true value of our service.

Efficient renewal process

We begin our insurance renewal process 4 months in advance, delivering Renewal Reports to clients 4 weeks prior to expiry. Our early engagement strategy enables a smooth experience and allows ample time for informed decision making.

Proactive claims handling

Restoring your property and lifestyle as quickly as possible is our priority in the event of a claim. Our service includes claims management from notification through to final settlement.

You will receive:

- Mobile phone access to your dedicated account manager at any time in an emergency.
- Fast initial assessment and response by our expert team, so you know what to expect.
- An experienced claims manager advocating on your behalf to get claims resolved effectively and efficiently.

Ongoing support

Our responsive team are on hand to answer questions and provide coverage advice all year round. Our commitment to client satisfaction is underpinned by a money back guarantee.

Regular market insights

Our team of advisors release frequent reports and updates throughout the year keeping you informed of factors influencing the insurance market at large and relevant trends impacting the strata community.



Expert Team

The StrataAdvise team is lead by game changers in the market, possessing over 50 years combined experience in the strata sector.



Kamal Patel

Kamal has over 20 years' experience working in the strata insurance sector. He has held senior management positions for both strata insurers and brokers putting him in the unique position of understanding both sides of the strata insurance market. Prior to entering strata, Kamal spent 10 years with top international insurance brokers working with corporate multinationals and Industry Associations designing specialty risk transfer and prevention programs.

Kamal believes education is a key factor in improving outcomes for all stakeholders in Strata. He has worked with the SCA (Strata Community Association NSW), OCN (Owners Corporation Network,) and insurers as a working committee member, guest speaker and policy advisor. This experience and knowledge allows Kamal to work proactively with clients, providing frank and easy to understand advice and appropriate policy options.

Kamal's astute leadership ensures our three key pillars of Advice, Transparency and Accountability are delivered to each and every client - challenging accepted industry norms and elevating service standards.

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Heather Lander

Heather has been a specialist insurance broker for 20 years and is well known and respected as one of the leading risk advisors in the strata industry.

Heather began her career in claims where she quickly established her reputation as a strata policy expert and fierce client advocate. Her hands-on experience, combined with impeccable account management skills enable Heather to provide clients with a claims management and servicing experience unparalleled in the market.

Heather is passionate about making a difference to the lives of owners which she achieves with her unwavering commitment to tailored advice and transparency - empowering her clients to select insurance options based on a level of understanding which goes beyond simple price comparison.

Heather has worked on large and complex placements including large multi use developments, Building Management Committees (BMC's), stratum lots, residential towers and Community Associations. Her specialty areas also include insurance negotiations involving defects, remediation works, liability & litigation issues, fire orders, unresolved claims and assisting with risk management and prevention strategies.

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Real results

- ✓ Empowered clients
- ✓ Informed decisions
- ✓ Improved outcomes



See the difference our expertise can make. Contact us to discuss your needs and obtain a bespoke proposal.



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