

Strata+

your guide to

ROLES & RESPONSIBILITIES IN STRATA

WEL-COME



Welcome to our guide on understanding the key roles within your strata scheme.

This resource is designed to demystify the responsibilities of the Owners Corporation, Strata Committee, Strata Manager, Building Manager, and Property Manager (NSW), ensuring you know exactly who to approach for different matters.

If you've ever asked:

"Who do I contact to fix that leaking pipe in the stairwell?"

"Who approves my request for new flooring?"

You're not alone.

Strata living involves shared responsibilities that can seem complex at first. This guide will help you navigate who handles what within your community.

From maintenance requests to approvals and financial oversight, we'll clarify the distinct functions of each role, helping you save time and avoid frustration when addressing issues within your strata community.

Liza Perera – Strata Plus CEO

STRATA ROLES

THE OWNERS CORPORATION

The owners corporation is the legal entity made up of all property owners. It is automatically created when the strata plan is registered. It holds the legal responsibility for managing the scheme, including the common property, finances, & compliance with laws. Responsibilities include:

+ Ensuring the maintenance and repair of common property.
+ Overseeing the management of the scheme's finances and insurance.
+ Approving levies and annual budgets.
+ Making and approving by-laws.
+ Ensuring the scheme complies with legislative requirements.
+ Approving resolutions and delegating their implementation to the strata manager.

The owners corporation makes decisions at general meetings, but many day-to-day operations are delegated to a strata committee.

THE STRATA COMMITTEE

The strata committee is elected by the owners corporation at each AGM. It acts on behalf of the owners corporation & manages the scheme's day-to-day decision-making. Their duties include:

+ Reviewing & approving maintenance requests.
+ Overseeing common property works.
+ Managing by-law breaches & owner applications (e.g. pets, renovations).
+ Working with the strata manager & building manager to support the effective day-to-day management of the scheme.
+ Reviewing financial reports & approving invoices.

Serving on the strata committee is a volunteer role, and it plays a vital part in maintaining the building, protecting owner interests, and ensuring the smooth operation of the scheme.

THE STRATA MANAGER

Engaged by the owners corporation, the strata manager provides professional support to ensure the scheme complies with legislation. They are not decision-makers but act on the instructions of the owners corporation or strata committee. Typical responsibilities:

+ Maintaining all required records, including the strata roll, registered plans, by-laws, correspondence, & specialist reports.
+ Preparing budgets, managing trust account transactions, handling levy collection, & GST management.
+ Organising & running formal meetings, preparing agenda motions, & distributing notices & minutes.
+ Working with a broker to obtain insurance renewal quotes & administering and lodging claims.
+ Providing guidance on council & government obligations, work health & safety requirements.
+ Assisting with by-law breaches, mediation, & tribunal matters.
+ Managing building compliance obligations such as lifts, pool, and fire statements.
+ Offering advice on complex strata issues & recommending specialist providers when needed.

STRATA+ COMMITTTEE TIP

If your strata scheme has a building manager, encourage owners and occupiers to report common property maintenance issues directly to the building manager.

This ensures a faster response and avoids duplication in communication between parties. The building manager is often the best first contact for coordinating access, trades, and follow-up on-site.

If you're unsure how best to communicate this to your building, Strata+ can assist with template notices.

Email clientservices@strataplus.com.au to request one tailored to your scheme.

STRATA ROLES

THE BUILDING MANAGER

The building manager is often appointed in larger buildings. They manage the physical condition of the building & interact directly with residents & contractors. Typical responsibilities:

+ Being the on-site contact for residents & suppliers.
+ Coordinating contractor engagement by obtaining quotes, issuing work orders, and overseeing compliance with service level agreements.
+ Coordinating & supervising common property maintenance.
+ Managing building access, deliveries & keys.
+ Overseeing cleaning, gardening, & security.
+ Facilitate compliance and asset management such as fire safety, car park exhaust systems, backflow devices, pools.
+ Keeping the asset register & maintenance schedules up to date.
+ Assisting with defect identification & contractor liaison.

A building manager's authority depends on the contract. In some buildings, they can authorise works; in others, they refer decisions back to the strata committee.

THE PROPERTY MANAGER

A property manager works for an individual landlord, not the owners corporation. They deal with tenant issues inside a strata property. Responsibilities include:

+ Collecting rent & managing tenancy agreements.
+ Coordinating repairs inside the apartment (not common property).
+ Tenant inspections & managing move-ins/outs.
+ Communicating with the strata manager on common property issues (e.g. leaks).
+ Ensuring tenancy details are recorded on the strata roll.

Tenants should report maintenance issues to the property manager, who then determines whether it's a private or common property matter.

RESPONSIBILITIES AT A GLANCE

FUNCTION	STRATA MANAGER	BUILDING MANAGER	STRATA COMMITTEE	PROPERTY MANAGER
Engaged by	Owners corporation (OC)	Owners corporation (OC)	Lot owners (elected)	Lot owner (landlord)
Main focus	Admin, finance, governance	Operations, maintenance, asset compliance	Governance, decision-making	Tenant & lot-level management
Location	Off-site	On-site or regular visits	Lot owners	Real estate agency
Authority	Executes decisions	May carry operational authority	Makes decisions on behalf of OC	Manages tenant/ property on owner's behalf
Expertise	Legislative, administrative & financial	Asset management & building maintenance	Community & governance	Leasing, rent, tenant relations

STRATA+ TIP

Understanding who does what in a strata scheme makes life easier for everyone.

Each professional—from the strata manager to the building manager, property manager, and strata committee—plays a distinct but complementary role.

It's crucial to understand that there is typically no direct contractual relationship between a strata manager and a building manager.

The owners corporation separately engages both parties to perform different but complementary functions. However, effective communication between these roles is essential for the smooth operation of any strata scheme.

Knowing who to contact saves time, avoids confusion, and contributes to a more efficiently run community.

WHO TO CONTACT

Knowing who to contact can save you time and ensure your issue is resolved efficiently. Whether it's maintenance, compliance, or a by-law concern. We've listed common scenarios to help owners and occupiers understand the right point of contact for issues in your building.

SCENARIO	CONTACT
You want to install timber flooring	Strata Manager (to coordinate committee approval)
The hallway light on common property is flickering	Building Manager (or Strata Manager if no BM appointed)
You need to provide access for a contractor	Building Manager (or Strata Manager if no BM appointed)
You want to keep a pet in your apartment	Strata Manager (to coordinate committee approval)
There's a leak from the roof	Building Manager (or Strata Manager if no BM appointed)
You haven't received your levy notice	Strata Manager (or login to the S+ Owners Portal to view your levy notices)
You're renting and your dishwasher breaks	Property Manager
You want to report a noise complaint or smoke drift from another unit	Strata Manager (or login to the S+ Owners Portal to report a by-law breach)
You need strata approval for a renovation	Strata Manager (to coordinate committee approval)
You're unsure if an issue is common property	Strata Manager (or view your building's strata plan via the S+ Owners Portal)
There's water pooling in the basement car park	Building Manager (or Strata Manager if no BM appointed)
You want to lodge an insurance claim for damage to your lot	Strata Manager (only if the damage is covered under strata building insurance; otherwise contact your own insurer)
The front entry security system isn't working	Building Manager (or Strata Manager if no BM appointed)
You want to install an air-conditioning unit	Strata Manager (to coordinate committee approval)
You're selling your property and need a strata certificate (s184/s174)	Strata Manager
You want to undertake renovations, and the builder needs to isolate the fire alarm system	Building Manager (or Strata Manager if no BM appointed)
A neighbour is consistently leaving rubbish in common areas	Building Manager (or Strata Manager if no BM appointed)

STRATA+ COMMITTTEE TIP

One of the most effective ways to reduce confusion and improve response times in your strata scheme is to clearly communicate who handles what. Many delays or double-ups occur because owners or occupiers report issues to the wrong party.

Consider displaying a simple "Who to Contact" guide in common areas like lifts or noticeboards, or circulate it via email or your portal. Clear direction reduces frustration and empowers residents to take the right action, first time.

Need a version of this guide tailored to your building? Contact clientservices@strataplus.com.au for a custom resource.



Strata+

strataplus.com.au
info@strataplus.com.au

STRATA RESOURCES

CENTRAL SYDNEY
L2, 80 Cooper Street
Surry Hills NSW 2010

PARRAMATTA
L1, 2/20-24 Wentworth Street
Parramatta NSW 2150

NEWCASTLE
U6, 14 Honeysuckle Drive
Newcastle NSW 2300

SOUTH-WEST SYDNEY
TRN House, 90 Podium Way
Oran Park NSW 2570

PORT STEPHENS
S5, 35 Stockton Street
Nelson Bay NSW 2315

TWEED BYRON
22 Bay Street
Tweed Heads NSW 2485

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