

The STRATA MANAGER is engaged by the Owners Corporation to assist with making sure that the scheme is fulfilling all its legal and management obligations.

The Strata Manager's responsibilities include:

- Maintains all required records relating to the scheme, including the strata roll, registered plans and by-laws, correspondence and specialist reports
- Manages formal meetings of the scheme which includes the preparation of agenda motions and the administration of notices and minutes. For the Annual General Meeting, this includes:
 - Prepare and distribute the notice of the Annual General Meeting as instructed by the secretary
 - Attendance at AGM
 - Prepare and distribute minutes of Annual General Meeting
 - Arrange and manage the venue for meetings
 - Act as Chairperson at the meeting (if required)
 - Prepare and distribute minutes of Annual General Meeting
- Assists with arranging necessary insurances and administration of any claims
- Assists with community matters including by-law breach management, mediation, NCAT Orders & Appeals as well as issuing standard by-law breach letters and answering queries from owners regarding by-laws.
- Provide advice in handling 'difficult' or complex strata issues and recommends specialist providers if appropriate
- Facilitates with council and government obligations for various types of necessary certifications, Work Health & Safety obligations
- Defect management
- With the Strata Committee and specifically the treasurer, manage the Owners Corporation finances
- Secretarial Services including:
 - Maintain strata roll and minute book
 - Retain records/documents of the Owners Corporation
 - Arrange and execute contracts
- Account services including:
 - Establish and maintain the trust account
 - Collection and receipting of trust monies
 - Financial record keeping
 - Payment of the owners' corporation's invoices / creditors.
 - Issuing quarterly levy notices
 - Providing monthly reconciliation statement to the Treasurer
 - Prepare administrative fund and capital works fund budget
 - Assist auditor by providing accounts and records for audit
- Provide back up to owners on repairs and maintenance by:
 - Providing Community After-Hours Maintenance service (backup 24/7 after hours service for emergency repairs)
 - Keeping of common property services keys (as required)
 - Issuing work orders or obtaining quotes for works
- Liaise with tradesmen about work to be carried out on the strata scheme
- Working with the Owners Corporation lawyer to advise the Strata Committee
- Liaising with the strata committee to help with the timely making of decisions

The strata manager does not make decisions for the scheme on how to meet their obligations, the Strata Manager assists and advises the Strata Committee and the Owners Corporation on the best course of action The strata manager is instrumental in giving the Owners Corporation cost-effective, practical advice to help with risk minimization.

The BUILDING MANAGER/CARETAKER is engaged by the scheme to be an on-site resource for common property matters. The building manager is responsible for the day to day operations of the building. The Building Manager is typically the first point of contact for owners who have questions or need assistance.

Building Manager duties include:

- Being the on-site contact for owners, occupiers, suppliers
- Facilitate repairs and maintenance of common property for:
 - Garage door
 - Water leaks
 - Lighting
 - Rubbish removal
- Supervision and quality assessment of suppliers
- Manage the contracts and assets including:
 - Lift maintenance
 - Security and Keys
 - Hydraulic services maintenance
 - Electrical switchboard maintenance
 - Equipment Maintenance
 - Washing of external windows
 - Automatic doors
 - Common Property Cleaning
 - Roller shutter maintenance
 - General handyman repairs
 - Fire systems maintenance
 - Electrical
 - Arrange trades for Annual Safety Fire Statement
 - Pest Control
 - Mechanical Services Maintenance
- Maintain the contracts register
- Advise the Owners Corporation about options for prolonging the life of the building's assets
- Maintaining and managing the asset register
- Management of maintenance programs
- Management, control and provision of security systems and items (including regular audits of access devices)
- Monitoring of the building security systems
- Monitoring and managing control of visitor parking issues
- Ensure building compliance and safety is maintained
- Certifications including lifts, fire systems, and roof anchor points
- Assist with the managing of by-laws and breaches
- Cleaning and gardening of all common property
- Daily or regular tasks including but not limited to:
 - Walk through the common areas of the building
 - Check of all common property plant and equipment within the building
 - Repairs & maintenance as required
 - Maintain service log of all suppliers attending site
- Monthly reporting to the Strata Committee both in writing and at meetings including but not limited to:
 - OH&S matters including fire certification
 - Annual budget (maintenance and contract items) to strata manager prior to AGM
 - Asset Register & Service log
 - Maintenance Program
 - Security System
 - Review sinking fund assessment schedule for next 2 years