

# Roles & Responsibilities of Strata Managing Vs Building Manager

Category	Sub-Category	Ref #	Roles & Responsibilities	Strata Manager (SM)	Building Manager (BM)	Notes
Strata Management	General	1	Issue formal notices on Committee behalf	X		
		2	Prepare and issue notices under Section 146 of the Act for breach of the By-Laws	X		
		3	Represent the Owners Corporation (OC) in Tribunal or Court proceedings	X		
		4	Preparation and lodgment of application for mediation, adjudication, tribunal orders, briefing lawyers and/or relevant attendances	X		
		5	Arranging drafting of By-Laws, amendments to By-Laws and/or By-Laws reviews	X		
		6	Answer enquiries from the Strata Committee concerning By- Laws	X		BM undertakes initial contact and warning then formal from SM.
	Accounting	7	Establish and maintain the trust account	X		
		8	Issue levy notices	X		
		9	Monitor and arrange for recovery of levy arrears	X		
		10	Commission services, suppliers and make purchases as required		X	
		11	Issue work orders and verify the invoices from contractors and service providers		X	
		12	Send verified invoices to the Strata Manager and/or their nominated representative for processing		X	
		13	Keep records of all services, costs and expenditure and engagement authorised by the SC	X	X	BM is to register and record any purchase and work orders issued
		14	Process invoices from service providers	X		
		15	Pay disbursements and expenses incurred in connection with agent's management of strata scheme	X		
		16	Provide regularly accounts paid summary (online)	X		
		17	Provide statutory reconciled accounts including balance sheet, statement of income and expenditure and levy status report	X		
		18	Arrange for preparation and lodgment of annual tax return	X		
		19	Assist auditor in providing accounts and records for audit	X		
		20	Prepare Administrative & Capital Works Fund budgets	X		
		21	Manage Administrative Fund and Capital Works Fund	X		
		22	GST related activities (including checking tax invoices, supplying ABN details and BAS preparation and lodgment)	X		
		23	Additional financial reports or reports prepared to specific requirements	X		
		Insurance	24	Prepare and lodge routine insurance claims (max time/claim 15 minutes)	X	
	25		Arrange insurance valuation as required	X		
	26		Obtain quotes for insurance renewal	X		
	27		Submit quotes to BMC Committee and renew insurances	X		
	28		Prepare and lodge non-routine insurance claims	X		
	29		Claims administration and other activities involved in minimisation of loss, liaison with loss adjustors and other related activities	X		
	Secretarial	30	Maintain strata roll and minute book	X		

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<b>Strata Management</b>	Secretarial	31	Maintain correspondence file	X		
		32	Record and retain notices under Sections 22, 258 and	X		
		33	Issue annual report of delegated performance	X		
		34	Attend to routine written and oral communication	X		
<b>Building Management</b>	BuildingLink Maintenance	35	Register and update asset of common property with		X	BuildingLink is a building management software system which Building Managers use as building management tool.
		36	Keep building documents such as as-built drawings, strata plan, By-law and contractor agreement etc. in Building Link		X	
		37	Register and update contractors with MYBOS/Building Link		X	
		38	Register common property keys with MYBOS/Building Link		X	
		39	Create and maintain building maintenance schedule including annual plan and matching budget		X	
	General	40	First point of contact via email for inquiries from owners and residents		X	
		41	Regularly review the quality of service and performance of all work provided by service providers to the OC		X	
		42	Provide advice to the SC on how it can meet its strategic objectives		X	
	Contractor management	43	Arrange for appropriately qualified contractors to undertake routine repairs and maintenance of the common property and/or specified OC's property		X	
		44	Obtain quotations for repair, maintenance and replacement of common property or specified personal property as authorised by the SC		X	
		45	Ensure that all contractors onsite are inducted and provided with approved access		X	
		46	Obtain and record all documents from contractors (such as insurance certificate and copy of a business/contractor licences etc.) to ensure compliance and regulatory requirements are met on behalf of the SC.		X	
		47	Arrange and execute contracts pursuant to the Home	X		
		48	Keep the executed contract agreements on behalf of the OC	X		
		49	Send the executed contact agreements to the Building Manager for entry into MYBOS/Building Link	X		
	Contractor management	50	Notify the timing of renewal of contracts to the SC		X	
		51	Update MYBOS/Building Link maintenance schedule		X	
		52	Issue and display notices as directed by the SC or SM on noticeboards, and other areas within the building as required		X	
53		Manage contractor admission		X		
54		Maintain log of all contractors/tradesmen.		X		
55		Supervise contractor's service		X		
56		Check and review scope of contractor's service		X		
Key management	57	Issue and collect back common property keys to/from contractors/tradesmen.		X		
	58	Maintain common property keys		X		

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<b>Building Management</b>	Inspection & Monitoring	59	Identify and record maintenance issues as part of a regular review of the health of the		X	
		60	Report breaches of By-Laws		X	BM is to report to SM after initial warnings.
		61	Collect and remove all garbage, rubbish, refuse and waste from common property		X	
		62	Clean drainage on common property to ensure that the drains are on common property are kept clear and functioning		X	BM may arrange special cleaning by specialist.
		63	Identify and report maintenance issues		X	
		64	Monitoring moving in/out in accordance with the policies set by the SC		X	
	Incident & Emergency	65	Provide a free to call service for common property issues for 7 days		X	
		66	Assist after hours emergency issues affecting common property		X	
		67	Advise on temporary measures to rectify issues until standard working hours		X	
		68	Supervise and act on behalf of the SC in the event of an emergency or major incident/issue that dramatically affects the building's standard operation		X	
		69	Liaise with government agencies and authorities as required on behalf of the OC at the direction of the SC	X	X	
		70	Immediately report emergencies or major incidents/issues to the SC and SM		X	
		71	Provide regular reporting to the SC on all building related management issues, maintenance work and approved projects		X	Frequency of the regular report depends on scope of BM service
	Minor repair	72	Record the Incident/Emergency report		X	
		73	Change light globes in common property		X	
		74	Adjust common fittings such as door knob and door closer etc.		X	BM may arrange handyman in case that the work is beyond BM's capability
	Repair & Replacement	75	Arrange handyman work such as minor painting, removal of dumped items from		X	
		76	Arrange investigation by expert/specialist for specifying scope of the work		X	
		77	Obtain quotes from service providers		X	
	Booking management	78	Submit the quotes to SC as requested for consideration and where possible, provide recommendations		X	
		79	Manage move in/out of residents and occupiers Including lift curtain install and take down		X	
		80	Call Council as and when required to remove rubbish		X	
	Compliance	81	Manage booking of BBQ area and pool where necessary		X	
		82	Arrange and obtain Fire Safety Certificate	X	X	BM is to arrange each contractor to make them finish their services by due date for certificates so that SM can lodge applications for certificate in a timely manner for compliance
		83	Arrange and obtain Cooling Tower Certificate	X	X	
		84	Arrange and obtain Pool Certification	X	X	
		85	Arrange and obtain Lift Certification	X	X	
		86	Arrange Sydney Water inspection	X	X	
87		Arrange Roof/Anchor Point/Lightening Rod inspection	X	X		
88		Arrange Capital Works Fund Forecast/Report	X	X	BM is to assist where possible, inspection access.	

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<b>Building management</b>	Compliance	89	Advise on and ensure WHS compliance for all onsite work		<b>X</b>	BM is to Induct contractors on site and to prepare onsite sign in/registration. All contractors will have induction papers signed prior
		90	Submit applications for certificate to council or appropriate authorities and send each certificate obtained to BM	<b>X</b>		
	New work management	91	Identify and provide advice to the SC on service improvement, cost reductions and energy savings		<b>X</b>	
		92	Regularly review and make recommendations on upgrade of common property in accordance with the maintenance plan and associated budget		<b>X</b>	
		93	Maintain all necessary documents regarding any improvement work in the common property		<b>X</b>	
		94	Register and update any improvement work with MYBOS/Building Link		<b>X</b>	
	Report	95	Provide the SC with regular reporting on the performance of the maintenance plan against the maintenance budget		<b>X</b>	
	Other	96	Erect signs and notices that are necessary for control, management, use and enjoyment of common property		<b>X</b>	
97		Arrange building condition survey when required		<b>X</b>		
<b>Meetings</b>	Annual General Meetings	98	Prepare and distribute notices of AGM	<b>X</b>		
		99	Attend AGM and concurrent SCM held during office hours at agent's premises	<b>X</b>		
		100	Prepare and distribute minutes of AGM	<b>X</b>		
		101	Arrange for venue for meetings (cost of venue to be borne by Owners Corporation)	<b>X</b>		
		102	Attend AGM where required	<b>X</b>	<b>X</b>	
	Extraordinary General Meetings	103	Prepare and distribute notices of EGM	<b>X</b>		
		104	Attend EGM held during office hours	<b>X</b>		
		105	Attend EGM held outside office hours	<b>X</b>		
		106	Prepare and distribute minutes of EGM	<b>X</b>		
		107	Attend EGM where required	<b>X</b>	<b>X</b>	
	Strata Committee Meetings	108	Prepare and distribute notices of SCM	<b>X</b>		
		109	Attend ECM held during office hours	<b>X</b>		
110		Attend ECM held outside during office hours	<b>X</b>			
111		Prepare and distribute minutes of SCM	<b>X</b>			
112		Attend ECM where required	<b>X</b>	<b>X</b>		
<b>Other</b>	Purchases	113	Make approved purchases on behalf of the SC as directed		<b>X</b>	
	Other Duties	114	Undertake other duties as directed by the SC and or their appointed representative	<b>X</b>	<b>X</b>	