



# **BUILDING MANAGEMENT ROLES AND RESPONSIBILITIES**

Some of the standard duties of a building manager (and in some cases the strata manager) are listed in the following table:

Category	Roles & Responsibilities	Strata Manager	Building Manager
<b>Software</b>	Register and update assets of common property		✓
	Maintain building documents such as as-built drawings, strata plan, <u>By-law</u> and contractor agreement etc.	✓	✓
	Register and update contractors		✓
	Register common property keys		✓
	Issue communications via software platform, ie. Notifications about lift outages etc.		✓
	Create and maintain building maintenance schedule		✓
<b>General</b>	First point of contact via email for inquiries from owners and residents		✓
	Regularly review the quality of service and performance of all work provided by service providers to the Owners Corporation		✓
<b>Contractor Management</b>	Arrange for appropriately qualified contractors to undertake routine repairs and maintenance of the common property and/or specified OC's property		✓
	Obtain quotations for repair, maintenance and replacement of common property or specified personal property as authorised by the SC		✓
	Ensure that all contractors onsite are inducted and provided with approved access		✓
	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.	✓	✓
	Issue and display work notices noticeboards and issue via building management software alerts as required.		✓
	Manage contractor site admission (sign in/out)		✓
	Arrange and execute small and large works contracts	✓	
	Maintain a copy of executed small and large works contracts	✓	
	Maintain log of all contractors/tradesmen.		✓
	Supervise contractor's service		✓
	Check and review scope of contractor's service		✓
<b>Key Management</b>	Issue and collect back common property keys to/from contractors/tradesmen.		✓
	Maintain common property keys including ordering and arranging issuance to occupants where required		✓

Category	Roles & Responsibilities	Strata Manager	Building Manager
<b>Inspection &amp; Monitoring</b>	Identify and record maintenance issues as part of a regular review of the health of the building.		✓
	Report breaches of By-Laws		✓
	Clean drainage on common property to ensure that the drains are on common property are kept clear and functioning		✓
	Monitoring moving in/out in accordance with the policies set by the Owners Corporation		✓
<b>Incident &amp; Emergency</b>	Assist in afterhours emergency issues, organise contractors where required		✓
	Organise temporary measures to rectify issues until standard working hours		✓
	Liaise with government agencies and authorities as required on behalf of the OC at the direction of the SC	✓	✓
	Immediately report emergencies or major incidents/issues to the Strata Manager		✓
	Record the Incident/Emergency report		✓
<b>Minor repair</b>	Change light globes in common property		✓
	Adjust common fittings such as doorknob and door closer etc.		✓
	Arrange handyman work such as minor painting, removal of dumped items from common property		✓
<b>Repair &amp; Replacement</b>	Arrange investigation by expert/specialist for specifying scope of the work		✓
	Obtain quotes from service providers		✓
<b>Booking management</b>	Manage move in/out of residents and occupiers Including lift curtain install and take down (where required)		✓
	Arrange council clean-ups where required	✓	✓
	Manage bookings of BBQ area and pools where necessary		✓
<b>Compliance</b>	Arrange and obtain Fire Safety Certificate	✓	✓
	Arrange and obtain Cooling Tower Certificate	✓	✓
	Arrange and obtain Pool Certification	✓	✓
	Arrange and obtain Lift Certification	✓	✓
	Arrange Sydney Water inspection	✓	✓
	Arrange Roof/Anchor Point/Lightening Rod inspection	✓	✓
	Arrange Capital Works Fund Forecast/Report	✓	✓

Category	Roles & Responsibilities	Strata Manager	Building Manager
<b>Compliance</b>	Advise on and ensure WHS compliance for all works		✓
	Submit AFSS Certificate(s) to council and send a copy to the building manager	✓	
<b>Preventative Maintenance &amp; Capital Works</b>	Identify and provide advice to the Owners Corporation on service improvement, cost reductions and energy savings		✓
	Regularly review and make recommendations on upgrade of common property in accordance with the maintenance plan and associated budget		✓
	Maintain all necessary documents regarding any improvement work in the common property		✓
<b>Report</b>	Provide the Strata Manager & Owners Corporation with regular reporting on maintenance and building activity		✓
<b>Meetings</b>	Prepare and distribute notices of General Meetings and Strata Committee Meetings	✓	
	Attend general meetings and Strata Committee Meetings	✓	✓
	Prepare and distribute minutes of meetings	✓	
	Place a copy of meeting minutes on notice board(s)		✓
	Present building management report at Strata Committee Meetings		✓
<b>Purchases</b>	Make approved purchases on behalf of the Owners Corporation		✓
<b>Invoicing</b>	Once works are complete, sign and send invoices to the strata manager for payment		✓
<b>Other Duties</b>	Undertake other duties as directed by the strata manager, Strata Committee or Owners Corporation	✓	✓

Building managers are usually appointed in larger or more complex sites, working alongside the strata manager and strata committee. They are required to have a building management contract in place detailing the duties that they perform for the scheme.

Should you have any questions in relation to the duties and responsibilities of a building manager, feel free to contact Netstrata.



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