



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 |
|------------------------------|--|----------------|------------------|
| Software | Register and update assets of common property | | ✓ |
| | Maintain building documents such as as-built drawings, strata plan, By-law 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 | | ✓ |
| General | 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 | | ✓ |
| Contractor Management | 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 | | ✓ |
| | | | |
| Key Management | 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 |
|------------------------------------|---|----------------|------------------|
| Inspection & Monitoring | 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 | | ✓ |
| Incident & Emergency | 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 | | ✓ |
| Minor repair | 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 | | ✓ |
| Repair & Replacement | Arrange investigation by expert/specialist for specifying scope of the work | | ✓ |
| | Obtain quotes from service providers | | ✓ |
| Booking management | 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 | | ✓ |
| Compliance | 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 |
|---|---|----------------|------------------|
| Compliance | Advise on and ensure WHS compliance for all works | | ✓ |
| | Submit AFSS Certificate(s) to council and send a copy to the building manager | ✓ | |
| Preventative Maintenance & Capital Works | 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 | | ✓ |
| Report | Provide the Strata Manager & Owners Corporation with regular reporting on maintenance and building activity | | ✓ |
| Meetings | 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 | | ✓ |
| Purchases | Make approved purchases on behalf of the Owners Corporation | | ✓ |
| Invoicing | Once works are complete, sign and send invoices to the strata manager for payment | | ✓ |
| Other Duties | 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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