



What is a strata manager and what can they actually decide?

Most strata buildings have a strata manager. But a surprising number of owners aren't sure what they actually do, or how much power they have.

A strata manager is a professional, usually from an external agency, who handles the administration of your scheme on behalf of the Owners Corporation. Their responsibilities typically include:

- Collecting levies and managing the building's funds
- Organising repairs and maintenance
- Keeping records and managing correspondence
- Arranging the AGM and other general meetings
- Liaising with insurers and contractors

Here's the most important thing to understand: your strata manager works for the Owners Corporation. That means they work for all of you. They don't own the building, and they don't make the final calls on how it's run. Those decisions belong to the owners, through the committee and general meetings.

The strata committee can delegate powers to the strata manager, but owners can take those powers back. If you're unhappy with your strata manager's performance, you have every right to raise it at a general meeting.

The best strata managers are genuine partners in building a healthy, well-run community. Understanding what yours is responsible for helps you work with them more effectively, ask the right questions, and hold them accountable when things aren't working.

If you have a concern about your strata manager, start by raising it in writing with the strata committee. They can then address it formally from there.

Visit our website for more information about strata manager roles and responsibilities.