

Building Management Roles and Responsibilities Overview

This is a guide to assist our staff in understanding the roles of entities managing strata buildings.

Effective building management depends on key roles: Owners Corporation (OC), Strata Committee (SC), Strata Manager (SM), and Building Manager (BM). Each ensures legal compliance, financial oversight, and smooth operations. This document outlines their responsibilities for optimal building performance, safety, and efficiency.

1. Owners Corporation (OC) Responsibilities

- **General Oversight and Legal Compliance:**
 - Ensures compliance with the Strata Schemes Management Act.
 - Aligns with legislative requirements and financial obligations and provides or obtains legal advice as necessary.
 - Holds principal responsibility for managing the scheme.
- **Extraordinary General Meetings (EGM):**
 - Owners vote on instructions to guide actions and decisions.
 - These include a range of legislative requirements including any major work applications.
- **Attend and Vote at Annual General Meeting (AGM):**
 - Reviews and adopts the finances from the previous year and sets the budget for the following year.
 - Determines the levies to ensure enough funds are collected for the scheme's management, including both operational (Opex) and capital expenditure (Capex) funds.
- **Decision Making:**
 - Makes decisions regarding legal actions, obtaining legal advice, or amending/adopting by-laws.
 - Approves decisions including actions where there are significant financial consequences or impacts, such as defect remediation works.
 - Provides direction and appoints representative (Strata Committee)

2. Strata Committee (SC) Responsibilities and Roles

The SC acts as the representatives of OC and providing instructions to the Strata Manager a / or building.

Key Responsibilities of the Strata Committee:

- **Representing the Owners Corporation**

- SC represents the OC's decisions, ensuring owner issues are addressed in a timely manner.
- **Financial and Maintenance Oversight**
 - Reviews and approves quotes for repairs/upgrades.
 - Ensures expenditures align with the approved budgets.
- **Compliance with By-Laws and Regulations**
 - Monitors by-law enforcement.
 - Addresses any breaches identified within the building.
- **Empowering the SM and BM**
 - Empowers SM and BM to carry out duties as instructed by the OC at the AGM.
 - Facilitates the terms of the managers' contracts.
 - Removes any obstacles that prevent managers from fulfilling their responsibilities.

Office Bearers:

Once the OC elects the SC, the committee members then decide on the following office-bearer positions:

- **Chairperson**
 - Presides over meetings.
 - Ensures smooth operations and makes procedural decisions.
- **Secretary**
 - Handles administrative tasks.
 - Organises meetings, prepares minutes, and maintains records.
- **Treasurer**
 - Manages finances, including levies, records, and financial statements

3. Strata Manager (SM) Responsibilities

The SM plays a pivotal role in ensuring the management of the operational and legislative functions of the building.

- **Reporting and Compliance**
 - Reports directly to the SC, providing regular updates on maintenance, budget, repairs, and legal matters.
 - Oversees legal compliance and resolves disputes within the building.

- Has legislative requirements to act on behalf of the OC.
- **Attending AGMs and Committee Meetings**
 - Attends AGMs and committee meetings alongside the BM.
 - Prepares meeting agendas and minutes and ensures proper documentation.
- **Work Order Management**
 - Manages and prioritises work orders, ensuring repairs and maintenance tasks are completed promptly and within budget.
 - Oversees contractors to ensure quality standards are met. (if no building manager on-site).
 - Instructs and assists the BM in carrying out their role.
- **Advisory Role**
 - Advises on the division of responsibilities between Lot Owners (LO) and the OC, ensuring clarity in managing common property and private areas.
 - Provides guidance on by-law matters.
- **Budgeting and Financials**
 - Prepares and manages the overall budget for the building, processes invoices, and manages payments to ensure financial efficiency.
 - Legislation provides SM to provide a Trust Account for OC.
- **Incident Management**
 - Handles financial and legal aspects of incident management, including insurance claims and related matters.
- **Long-Term Projects**
 - Ensures financial and legal approvals are in place for large projects, such as major repairs or upgrades.

4. Building Manager (BM) Responsibilities

The BM is responsible for overseeing the physical operations of the building and managing day-to-day maintenance.

- **Reporting**
 - Reports directly to the SC and SM, providing regular updates on building operations, maintenance issues, and current projects.
- **Daily Inspections and Routine Maintenance**

- Conducts daily inspections of common areas, fire stairs, car parks, exterior, and mailbox areas using the Daily Routine Schedule.
- Logs issues (e.g., lighting, rubbish, damage, safety hazards) in the Building Works Required Document to ensure that issues are tracked and resolved.
- **Issue Management and Contractor Oversight**
 - Coordinates repairs and maintenance, liaising with contractors to ensure timely resolution of building issues.
 - Ensures contractors adhere to safety and quality standards, and approves maintenance work before payments are made.
 - Ensures a preventative maintenance system for assets is enacted.
- **AGMs and Meetings**
 - Attends AGMs and committee meetings alongside the Strata Manager.
 - Reports on the operational state of the building and provides input on agenda items.
- **Security and Emergency Response**
 - Monitors CCTV systems and oversees building security.
 - Responds to incidents such as unauthorized entry, alarms, and emergencies, working closely with security staff and the police.
 - Verifies identity and follows emergency access procedures for law enforcement.
- **Maintenance of Building Systems and Equipment**
 - Manages the maintenance of a building's assets including elevators, fire safety systems, security, and air-conditioning systems.
 - Schedules routine inspections and repairs with contractors.
- **Sustainability and Efficiency Improvements**
 - Identifies areas to improve operational efficiency and sustainability, implementing practices to reduce costs and enhance the life expectancy of building assets (e.g., energy management, waste reduction).
- **Records and Documentation**
 - Maintains up-to-date records on maintenance logs, work orders, vendor contracts, and financial records related to building operations.
- **Maintenance and Repairs**
 - Handles daily maintenance tasks and identifies any repair needs promptly, ensuring the building is well-maintained.
- **Budgeting and Financials**

- Reviews the proposed budget and provides input on maintenance costs.
- Assist in the approval process of invoices for payment in line with the building's financial plan.
- **Incident Management**
 - Takes immediate action during emergencies, ensuring that any incidents are managed effectively and efficiently.
 - Normally provides a 24 hour Emergency response system to the OC.
- **Legal and Compliance**
 - Enforces building by-laws on-site, addresses tenant issues, and ensures compliance with building regulations.
- **Meetings and Reporting**
 - Reports on building operations through regular reporting and provides updates at meetings, keeping the SC and SM informed.
- **Long-Term Projects**
 - Coordinates contractors and manages the practical aspects of long-term capital works or major projects, ensuring they are completed on time and within budget.
- **Emergency Access, Security, and Protocols**
 - BMs manage emergency access, ensure police verification for warrants, handle forcible entry with prior notice, respond to urgent incidents including medical emergencies, equipment failures, coordinate fire drills, and ensure compliance with WHS safety guidelines.
- **Technology and Building Management Systems**
 - At BMA, we utilise advanced technology, including Buildinglink, MYBOS, BuildingManager.com, Office 365, and SharePoint, to efficiently manage building operations, track maintenance, streamline communication, and ensure secure, accurate task reporting.

Conclusion

As a leading building management company, Building Management Australia (BMA) provides expert support in all aspects of building management, ensuring optimal operations of the building. By adhering to BMA's Operational Procedure and leveraging cutting-edge technologies, we ensure that our clients receive a consistent, high-quality service. Our team works collaboratively with owners, residents, and contractors to maintain and improve the building environment, ensuring the highest standards of safety, efficiency, and sustainability.