

# STRATA COMMUNITY LIVING

*The hub for strata information*



Summer 2025/26

## Statement of Regulatory Intent – Disclosure obligations for strata managing agents

Phase 3 of the key reforms to strata and community land laws commenced in October. In conjunction with these changes, NSW Fair Trading has issued a Statement of Regulatory Intent – Disclosure Obligations for Strata Managing Agents.

The Statement of Regulatory Intent outlines the compliance and enforcement approach relating to disclosure obligations under sections 57 and 60 of the Strata Schemes Management Act 2015 (the Act).

You may access the complete statement here: [Statement of Regulatory Intent – Disclosure Obligations for Strata Managing Agents](#).

Key Points from the Statement:

### 1. Background to Sections 57 and 60

The Statement provides context to the obligations imposed under sections 57 and 60, including the disclosure of commissions, training, and connected suppliers.

### 2. Enforcement Approach

NSW Fair Trading sets out its expectations on how strata managing agents should meet their disclosure responsibilities and when enforcement action may be taken.

### 3. Disclosure of Training

Fair Trading expects strata managing agents to disclose at the Annual General Meeting (AGM) all training completed that relates in any way to their work, including circumstances where:

a third party pays for or provides free training to an agent, or

the agent pays for training provided by a third party.

### 4. Training Providers as Connected Suppliers

Where an agent pays for training, NSW Fair Trading considers the training provider to be a connected supplier under section 7(e) of the Act. As a result, the disclosure obligations for connected suppliers—such as those in section 60—apply.

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## Statement of Regulatory Intent – Disclosure obligations for strata managing agents cntd...

### Amendments Commencing 3 February 2025

Recent amendments to the Act have increased disclosure obligations but did not alter the existing provisions. A new section, s 57(3A), clarifies that if a commission or training service is not consistent with the agency agreement, approval under sections 57(3)(b) and 57(3)(c) must be obtained by resolution at a general meeting.

Fair Trading has confirmed that:

Section 57(3)(c) permits agents to accept training services if they align with the agency agreement or have been approved by the owners corporation.

Section 57(3A) requires that owners corporation approval under sections 57(3)(b) or (c) must occur via a general meeting resolution.

### When Training Must Be Disclosed

Training must be disclosed at the AGM when:

- a third party pays for or provides training to the agent, or
- the agent pays a third-party training provider.

### Definition of a Connected Supplier

Under section 7(1)(e) of the Act, a person is considered connected to another if they are employed or engaged by the same corporation, or if the corporation engages both parties. Fair Trading interprets this to mean that when an agent pays a training provider, the provider becomes a connected supplier, triggering disclosure requirements under

section 60.

### Enforcement Position

NSW Fair Trading has indicated that it will not take enforcement action for failure to obtain owners corporation approval for training under section 57 where the training:

is delivered by Government agencies (e.g., NSW Fair Trading) or professional/industry associations, or

is paid for by the agent themselves.

The complete statement can be accessed here: [Statement of Regulatory Intent -Disclosure Obligations for strata managing agents](#)





# disclosure

## Disclosure Obligations for Strata Managing Agents: Strengthening Transparency and Accountability

As you would be aware, on or about February 2025, NSW Parliament passed extensive reforms to the *Strata Schemes Management Act 2015 (NSW)* (the Act). These changes were a major point of discussion across the industry.

The reforms include amendments requiring Owners Corporations have full transparency regarding Strata Managers' related entities, benefits and potential conflicts of interest. These amendments extend the Strata Manager's obligation to exercise their duties with competence, diligence, integrity and in the best interests of the Owners Corporation. The amendments to Section 57 of the Act clarify that any breach, including a failure to disclose, will result in penalties for the Strata Managing Agent.

### **Strata managing agents must not receive any gifts or benefits valued over \$60**

At the Annual General Meeting, Strata Managers must now provide written disclosure detailing the monetary value of any benefit, the nature of their relationship with the provider, the reasons why approval is in the best interests of the Owners Corporation, and a statement confirming their belief that the benefit does not contravene the *Property and Stock Agents Regulation 2022 (PSAR)*, Schedule 1, section 11, together with the reasons supporting that belief.

“The amendments to Section 60 extend Strata Managers' annual reporting obligations to include details of all suppliers and original owners who have been connected with the Strata Manager in the preceding 12 months.

### **Disclosure of Benefits and Connected Relationships**

In addition, before entering into any contract for goods or services, Strata Managers must provide written notice to the Owners Corporation of any commissions or training services they may receive, or if the contract involves a connected person. (In accordance with Section 7 of the Act, “connected people” include individuals with whom the Strata Manager has a relationship with, such as relatives, an employer, employees or corporate executives associated with the Strata Manager).

The written notice must again provide details of the monetary value of the benefit, the nature of their relationship with the provider, why the approval is in the best interests of the Owners Corporation and a statement of the Strata Manager's belief that the benefit does not contravene the PSAR. Written notice must also be given once a Strata Manager becomes aware they are connected with a supplier of goods and services, the original owner or they acquire a pecuniary interest in the scheme.

The extended reporting obligations enhance transparency by requiring Strata Managers to disclose and report any conflicts of interest in their dealings with external suppliers.

### **Potential Strata Manager Disclosures**

Under the new amendments to Section 71, a potential Strata Manager must now also disclose if they are “connected” with suppliers they routinely use for other schemes, or if they gave advice to the original owner in the previous two years about this or another strata or community plan.

### **Summary**

With the amendments in place for more than six months, Strata Managers should be diligently implementing the new disclosure requirements. Owners Corporations and their Strata Committees should be familiar with the disclosure obligations to ensure their Strata Managers are complying with their obligations under the Act. The recent amendments provide a stronger framework to ensure lot owners are adequately informed of any actual or potential conflicts of interest involving their strata managers.

Written by Anna Hahm, Partner, Grace Lawyers

If you require guidance on complying with the new strata disclosure and reporting obligations, please contact our office on 1300 144 436 or visit [www.gracelawyers.com.au](http://www.gracelawyers.com.au)



# Reform

## The Deluge Continues | Yet More Strata Law Reforms

The fast pace of strata law reform continues with yet another reform bill, the Strata Schemes Legislation Amendment (Miscellaneous) Bill 2025, having been introduced into Parliament on 19 November 2025.

The bill proposes a number of sweeping reforms and will be implemented in at least two stages, being:

- A number of reforms to take effect on the Act (when made) receiving assent.
- The remainder to take effect on a date or dates to be proclaimed.

Reforms which will take effect on receipt of assent include amendments to the Strata Schemes Management Act 2015 and in most cases corresponding alterations to the Community Lands Management Act 2021 in relation to the following:

- Strata managing agents - Enhanced disclosure obligations relating to commissions and training services.
- Strata committees:
  - o Training requirements will now be as approved by the Secretary, rather than as specified by regulation.
  - o Strata committee meetings must be convened and held within a specified timeframe from request.
- Financial management:
  - o Provision for proceeds of insurance to be applied "as soon as practical", rather than "immediately"
  - o Commencement of some provisions relating to payment plans, although most will commence at a later date.
- By-laws - Provision for parallel actions for damages and prosecutions in the event of breach.
- Initial period restrictions- Provision for parallel actions for damages and prosecutions in the event of breach.
- Fair Trading powers:

- o Publication of enforcement action.
- o Establishment of the Strata Hub fund.
- o New and increased penalties.
- Tribunal powers:
  - o Section 238A provides that the Tribunal may make orders awarding damages for breach of statutory duty in specified situations.
  - o Extension to the Tribunal of the Court's power to make a costs order on the basis that contributions must be levied only in relation to specified lots and in specified proportions.

Reforms which will take effect on dates to be proclaimed include:

- Strata managing agents – Reworking of notice and other requirements which arise as the end of a term of appointment approaches.
- Building managers:
  - o Capping of term, essentially to 3 years.
  - o If appointed at first AGM, term expires at the end of the second AGM.
  - o Tribunal power to terminate or vary the agreement in the event of breach or failure to make required disclosure.

A new regulation in relation to building managers which will ([click here](#) to read the full article).

We have considerable experience with implementation of these reforms and would be pleased to provide you with whatever assistance you may require, with a view to reducing your time and financial cost associated with such a difficult transition.

If you have any enquiries, please reach to out to [enquiries@bannermans.com.au](mailto:enquiries@bannermans.com.au) or on 02 9929 0226.



## CHU Green Grants: Helping your strata community go greener

CHU is proud to launch our Green Grant Program — an initiative helping strata communities take the next step toward a more sustainable future.

Open to policyholders of CHU's Residential Strata Insurance, the Green Grant Program will award a total of \$50,000 to empower body corporates and property owners to implement sustainable initiatives that reduce their environmental footprint, improve energy efficiency and foster community involvement. Funding amounts will vary with grants up to a maximum value of \$10,000.

As Australia's leading strata specialist, we're committed to more than protection — we're investing in sustainable strata communities ensuring they continue to thrive for generations to come.

### Who can apply?

To be eligible for our Green Grant Program you must be a CHU Residential Strata Insurance policy holder and have maintained coverage for a minimum of three years.

Applications can only be made by the Body Corporate/Strata Committee/Owner of the residential strata building. Any submissions made by either a Strata Manager, Broker or third party on behalf of the Strata Committee will not be accepted.

### What to include?

Funding is available for a broad range of initiatives that contribute to sustainability and healthier strata communities. To be considered for a grant, your initiative must address an issue from at least one of these pillars:

- Environmental sustainability e.g. energy efficiency, waste reduction, water conservation.
- Social impact e.g. community well-being, accessibility, safety.

Be sure to include relevant documents such as photos, quotes, invoices and reports to help support your application.

### Important dates

- Applications close on Friday, 27 March 2026.
- Grant recipients to be announced on Friday, 19 June 2026.

### Turn your sustainability ideas into action

Apply now at <https://chu.com.au/chu-green-grant-program>.

If you have any questions email them to the CHU Green Grant Program Team via [sustainability@chu.com.au](mailto:sustainability@chu.com.au).

### Disclaimer

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## Setting Strata Painting Projects Up for Success: Scoping, Supervision and Owner Confidence

Strata painting projects place a lot of responsibility on Strata Managers to balance owner expectations, technical scope and contractor performance. While repainting may seem straightforward, poorly scoped jobs often lead to dissatisfaction, missed expectations or costly return visits. Getting the scope right from the beginning is one of the most effective ways to avoid issues down the track.

A clear and detailed project scope reduces ambiguity, gives the painting contractor defined direction and helps committees understand exactly what is being approved. When this step is rushed or vague, it leaves room for confusion later.

### Key Elements of a Well-Scoped Painting Project

Scoping should go beyond “paint the façade” or “refresh common areas.” At a minimum, it should outline:

- Surfaces included (walls, trims, balustrades, ceilings, doors)
- Type of surface preparation required
- Specific coatings and finish levels
- Method of access (scaffold, rope access, EWP)
- Safety and WHS considerations
- Any known issues needing repair

Bringing in a professional painting contractor during the planning stage can help ensure the scope is realistic and technically sound.

### Adding Independent Oversight for Complex Jobs

More technical or higher value jobs benefit from independent quality checks. Paint Technical Consultants can be engaged to assess works at key stages. Their role is to ensure the contractor is complying with manufacturer guidelines, WHS protocols and correct application methods.

These consultants provide written reports that support progress payments, warranty documentation or future maintenance plans. This also gives Strata Managers confidence when reporting back to committees and owners.

### Avoid Contractors Who Outsource Everything

Some painting businesses subcontract all their work. This can lead to variable quality, lack of oversight and unclear accountability if issues arise. Using a company that directly employs its painters helps maintain consistency and allows for clearer communication during and after the project.

### Layers of Onsite Control Make a Difference

Every project managed by Premier Painting includes a dedicated Supervisor and a Project Manager. The Supervisor oversees the daily works, while the Project Manager handles quality control and liaises with the Strata Manager.

This layered approach ensures the job runs smoothly and gives strata stakeholders multiple points of contact.

### Set Expectations Early, Document Clearly

The most common source of complaints comes from mismatched expectations. Ensure the agreed scope is shared with residents and committees ahead of time. Communicate any limitations or access restrictions clearly and confirm the timeline in writing.

When the scope is defined, oversight is in place and everyone is on the same page, Strata Managers can deliver repainting projects with fewer surprises and better outcomes.

If you’re looking for a team that brings control, consistency and communication to every strata project, speak to Premier Painting.



# The value of a strata manager during the claims process

Strata managers and brokers are under increasing pressure to demonstrate and communicate how their roles in arranging and administering strata insurance provide value and support owners. The claims process is an area where the collaboration between strata managers and brokers can demonstrate its strength.

### Why strata claims can be complex

Multiple owners and high-value losses can complicate a claim.

It's not uncommon for claim events to involve several policy issues, ambiguous language or unusual circumstances. More complex claims often also involve an assessor appointed by the insurer and require input from specialists, like building consultants, engineers and other technical experts, who analyse the claim and help develop a clear strategy for resolution.

### The vital role of a strata manager

A strata scheme often outsources its insurance responsibilities to a strata manager, who then typically works closely with an insurance broker. This usually makes the strata manager the first point of contact when a claim event occurs.

Its knowledge of the building and relationship with owners are key to achieving a good claims outcome.

“When a proactive strata manager works in partnership with the broker and insurer, it can help reduce costs and speed up the settlement process.

- **Initial assessment:** Gathers damage details from owners and onsite managers so brokers or insurers can promptly start the claims process.
- **Claim preparation:** Alerts the broker or insurer immediately for complex or major losses.
- **Loss mitigation:** Arranges urgent “make safe” works to protect residents and prevent further damage.
- **Access coordination:** Supplies onsite contacts to enable quick inspections by loss adjusters or panel builders.
- **Communication hub:** Acts as the primary contact for owners, supporting clear communication and quicker claim outcomes.

### When experience counts

Just as a strata manager has close knowledge of a building and its owners, a specialist broker develops expertise in strata insurance and advocates for successful strata claim outcomes.

BCB has been building relationships with strata managers, insurers, assessors, repairers and the strata community for almost 30 years. These long-standing relationships provide us with unique insight into what insurers need to process claims efficiently and effectively.

- **Understanding the details.** Our in-depth knowledge of the circumstances surrounding the claim, including policy coverage, ensures owners receive all the benefits the policy allows.
- **Proactive communication.** We obtain information from insurers and loss adjusters to update strata managers and owners on a claim's progress.
- **Acting as an advocate.** We negotiate with loss adjusters and insurers to maximise policy entitlements. If we disagree with a decision, we'll appeal it on behalf of owners.

Claims decisions can be difficult and may not always align with owners' expectations. A broker and strata manager can explain the outcome and any settlement options, helping the strata scheme make an informed choice.

### The value of support and advocacy

Managing complex claims is truly a collaborative effort.

Strata managers play a vital role, gathering and organising the information needed for brokers and insurers to progress claims efficiently, while their strong administrative processes help streamline resolution.

Experienced brokers like BCB then review all claim outcomes, using deep knowledge of policy wordings – as well as relevant case law and legislation – to challenge insurer decisions when necessary.



# Inspections First: Reducing Risk and Cost in Strata Management

When you are managing multiple buildings, committees and compliance requirements, it is easy for inspections to feel like just another item on the to-do list. But for strata managers, regular building inspections aren't just paperwork. They are one of the most important tools you have to stay ahead of problems, not behind them.

At Dapcor, we've worked on thousands of remedial projects across NSW. And one thing is clear: the earlier issues are identified, the smoother the path to resolution. That means less disruption, fewer cost surprises and far less stress for everyone involved.

“ Buildings don't show damage overnight. It often starts small, with a hairline crack, a minor leak or bubbling paint. These might seem like surface issues, but they can be early signs of something more serious happening below.

We've seen a simple balcony crack lead to widespread waterproofing failure and also seen a small patch of concrete spalling turn into major structural repairs. These escalations don't happen because people aren't doing their jobs. They happen because the early signs weren't picked up in time. That's where inspections come in.

As a strata manager, you sit at the centre between owners, committees, consultants and contractors. Regular inspections give you the insights and confidence to flag risks before they become emergencies, communicate clearly with committees, schedule works around building use and build trust with owners through proactive, visible care.

You're not just managing buildings. You're helping people protect their homes and investments. Inspections are part of that trust-building process.

## When Should You Be Thinking About It?

Some buildings obviously need attention. Older buildings, properties with a history of leaks or buildings

that haven't had works done in a long time should be prioritised. But even newer buildings can show early signs of failure.

“ It's worth considering an inspection when the building is more than ten to fifteen years old, you notice persistent moisture or stains, there is cracking in bricks, tiles or ceilings, fire compliance updates are due or owners report issues across multiple areas.

In these moments, bringing in a specialist early can save a lot of time and money later.

## Less Firefighting, More Forward Planning

“ Inspections help you stay in control. You can plan budgets more effectively, communicate with owners with greater clarity and avoid the panic that comes with urgent works. It helps you demonstrate leadership and gives the people living in the building the confidence that things are being taken care of.

At Dapcor, we're here to help. Whether it's a one-off inspection or long-term remedial planning, we work alongside strata managers to find practical solutions that work. If you've spotted signs in one of your buildings or just want to get ahead of future issues, reach out. You don't have to do it alone.

<https://dapcor.com.au/projects>



## Is Roof Maintenance really THAT Important?

When managing a property, particularly Strata, there are always competing priorities - landscaping, painting, plumbing, and more. Roof maintenance often gets pushed down the list until something goes wrong.

But is regular roof maintenance really that important?

**The short answer: Absolutely.** Here's what you need to know...

### Why It Matters

The roof is the first line of defence against Sydney's unpredictable weather. From summer heatwaves to sudden storms, roofs take constant and sometimes relentless punishment. Without regular checks and cleaning, small issues can quickly turn into major problems: blocked gutters lead to internal water damage, cracked tiles create leaks, and neglected flashing can cause structural deterioration.

In strata complexes, one problem doesn't just affect one owner - it can impact dozens of residents, create urgent special levies, and cause costly disruption.

### The Benefits of Preventative Maintenance

Regular inspections and gutter cleaning provide significant advantages:

- **Early Detection:** Catching small leaks, loose tiles, or blocked downpipes before they escalate saves money and hassle.
- **Insurance Compliance:** Many insurers require evidence of proactive roof care. Neglect can sometimes void claims (and can compromise warranties!)
- **Extended Lifespan:** A roof with regular maintenance can last significantly longer, delaying the expense of full replacement.
- **Safety & Compliance:** Scheduled inspections ensure the building meets safety obligations, protecting both residents and managers.
- **Roof safety systems:** Safety systems such as anchor points increase access and safety across the roof and can massively reduce maintenance and other trade costs over time.

### How Often Should Strata Roofs Be Checked?

Industry best practice recommends biannual inspections - usually before and after the storm season. Gutter cleans should be scheduled just as frequently, as blocked gutters are one of the most common causes of water ingress in strata buildings.

### The Cost of Doing Nothing

Waiting until a leak appears can cost several times more than routine maintenance. Emergency call-outs, internal repairs, and insurance excesses quickly add up. More importantly, it can damage trust between strata managers and owners when preventable issues become expensive surprises.

A lack of proper roof maintenance can quickly escalate into serious issues, which are often made worse during bad weather. The result is higher repair costs - and unfortunately, rain and storms are the very conditions that make urgent roof repairs difficult or even impossible.

Roof maintenance isn't just important - it's essential. By scheduling regular inspections and gutter cleans, strata managers protect both the building and their relationships with owners.

### Need support?

At APT Roofing, our maintenance division offers scheduled gutter cleans and preventative inspections, with clear reporting for strata managers and committees and owners alike. We also use drone imagery to give clients a transparent, up-to-date view of their roof's condition.

For a tailored maintenance plan or to book a complimentary roof health check for your scheme, contact APT Roofing 02 9666 7373 | [www.aptroofing.com.au](http://www.aptroofing.com.au)



# Professional Security Solutions for Sydney Strata Buildings

## Why a Clear CCTV Project Brief is Essential for Strata Buildings

In an era where safety, accountability and community confidence are more important than ever, many strata buildings are turning to CCTV systems as a practical and cost-effective security solution. Whether addressing an increase in parcel thefts, illegal dumping, unauthorised access or car-park break-ins, installing CCTV can significantly improve a building's ability to monitor incidents and respond appropriately.

“However, the success of any CCTV project begins long before hardware is installed. It starts with a clear, structured CCTV Project Brief — a tool designed to help strata committees and managers define their needs, understand legal requirements and obtain accurate quotes.

A well-crafted project brief ensures everyone involved—from committee members to legal advisors and contractors—has a shared understanding of the goals and scope of the installation. The first step is identifying why the building requires CCTV. Common triggers include vandalism, repeated security breaches, unauthorised rubbish dumping, or general concerns about resident safety. Documenting these issues helps define the problem, quantify how many residents are affected, and build a compelling case for taking action.

The next consideration is deciding which areas of the building require coverage. This typically includes entry foyers, fire exits, garbage rooms, garage roller doors and lift lobbies. By estimating the number of cameras needed per location, the committee can begin developing an early budget estimate. A practical guide cost of approximately \$1,500 per camera installed (including recorder) helps committees understand the financial scope of the project from the outset, though final pricing will vary based on the building layout and cabling complexity.

One area that often requires special attention is lift

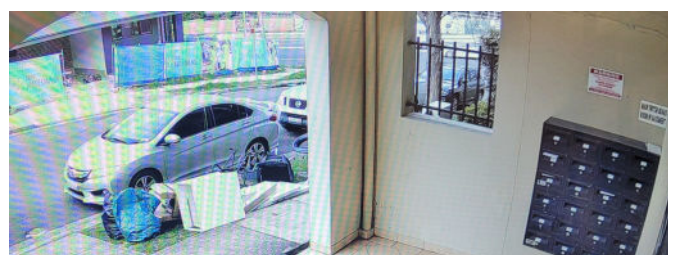
cameras. While these enhance security, the cost of installing cabling through a lift shaft can be significant—typically between \$6,000 and \$10,000 per lift car. Clarifying whether cables already exist, or obtaining a budgetary quote from the lift company, avoids surprises during the quotation phase.

The project brief also prompts committees to address legal responsibilities, such as whether new bylaws are required or legal advice is needed before installation proceeds. Capturing this early keeps the project compliant and reduces delays.

“With key information documented, the brief forms a foundation for seeking accurate quotes from preferred suppliers. Using a consistent scope of works ensures each contractor quotes on the same requirements, enabling fair comparison and informed decision-making.

Finally, documenting timeframes, stakeholder contacts and required approvals keeps the project organised from planning through to installation. This clarity not only streamlines the process but also instils confidence among residents that the committee is acting transparently and professionally.

A comprehensive CCTV project brief transforms a complex security upgrade into a structured, manageable and transparent process. For any strata building considering CCTV, this document isn't just helpful—it is essential.





## THE ULTIMATE GUIDE TO STRESS-FREE WINDOW AND DOOR REPLACEMENT PROJECTS

Window and door replacement projects can often be a steep learning curve for the unwary. Before you know it, you can find yourselves up to your ears in unfamiliar topics such as finding the right solution for the location, raising funds, selecting the right supplier, design considerations, compliance issues, cost concerns, legal requirements and a whole lot more.

After more than 36 years in the strata window and door replacement business, one thing has never changed for us: our passion for helping people create better buildings.

We also understand that for many owners and strata managers, starting a replacement project can feel daunting — with compliance, contractors, committees and costs all demanding attention.

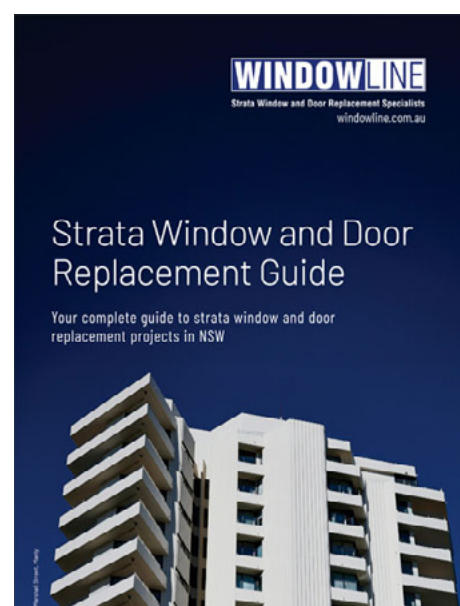
That's exactly why we've created this guide. It brings together the most important things we've learned, and breaks the process down into clear, practical steps so you can move forward with confidence.

Download the guide to explore topics such as:

- Contractors
- Project management
- Finding the right supplier
- Selecting optimal products for building efficiency and performance
- How to save money, time and stress
- Raising funds
- Design questions
- Legal requirements
- Dealing with stakeholders

Most importantly, remember that you don't need to navigate this alone. If at any point you need advice, our Windowline team is always here to help.

**Window and door replacement jobs can have a lot of moving parts, but they don't have to be complicated. Understanding all critical components upfront can see you moving from planning to decision making to management phases seamlessly without unnecessary headaches or roadblocks.**



[DOWNLOAD THE PROJECT GUIDE](#)



# STRATA COMMUNITY LIVING



SUMMER 2025/26

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**All members of our Strata Manager Chapter are 'PROFESSIONAL Strata Managers'. SCA (NSW) strives to ensure that all strata manager members are able to deliver services to the public that are of the highest professional and ethical standard.**