

# New annual reporting for strata schemes

Survey response report  
18 October - 28 November 2021

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August 2022

# New annual reporting for strata schemes

## About the project

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The NSW Government is introducing new annual reporting to better meet strata communities' needs and improve consumer protection.

For the first time NSW strata schemes need to report key building, safety and management information about their schemes – using the new strata portal. The reporting will make it easier to access key strata information and it will deliver a range of benefits. For example, emergency services will have access to a dedicated contact for each scheme in the event of an emergency.

This information will become part of the Strata Hub – a central access point that will make it easier for people who build, own, live or work in strata to get the information they need.

The Strata Hub will consolidate core information about NSW's 84,000 strata schemes in one place. It will also allow NSW Fair Trading to better monitor strata buildings' ongoing maintenance and defect management to ensure duties are being upheld and the safety and amenity of strata buildings is preserved.

# New annual reporting for strata schemes

## Public consultation overview

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A public consultation on the draft Strata Schemes Management Amendment (Information) Regulation 2021 (the Information Regulation) was held for three weeks from 28 October to 18 November 2021.

The Information Regulation set out the details for the proposed annual reporting requirement. A survey was hosted on the NSW Government's [Have Your Say website](#) to collect feedback on the proposed requirements.

The consultation sought feedback from the public on key aspects of the scheme, including:

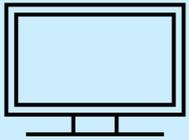
- what information was to be provided
- when the information could be provided
- the form of a fee that accompanies the information
- how and when to update or correct information
- who can access the information.

The survey received **578 responses overall**. This pack provides a summary of the key feedback received from survey participants.

# New annual reporting for strata schemes

## Public consultation 'quick statistics'

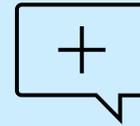
**3.7K**  
website views



**26**  
submissions



**578** survey  
responses

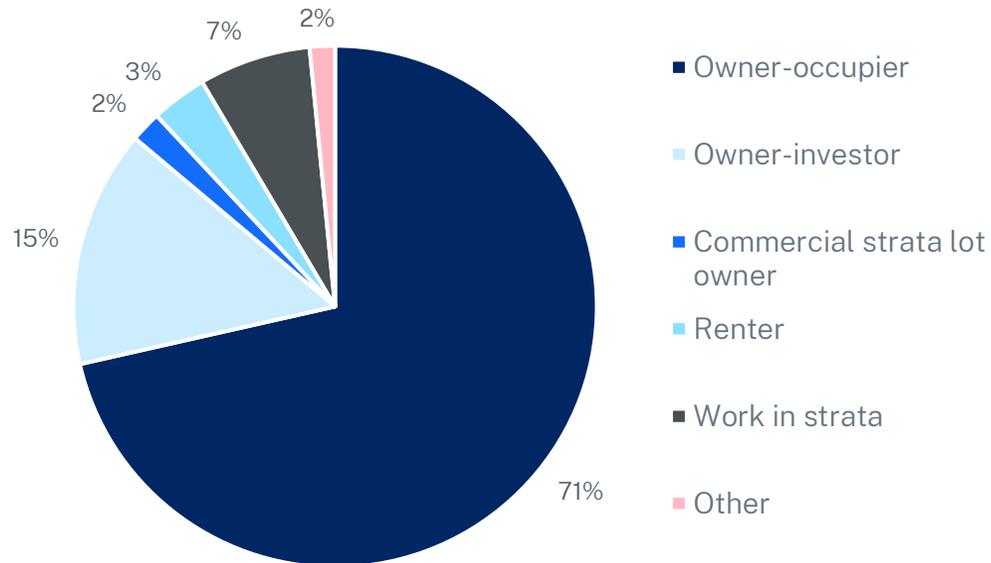


**880**  
documents  
downloaded

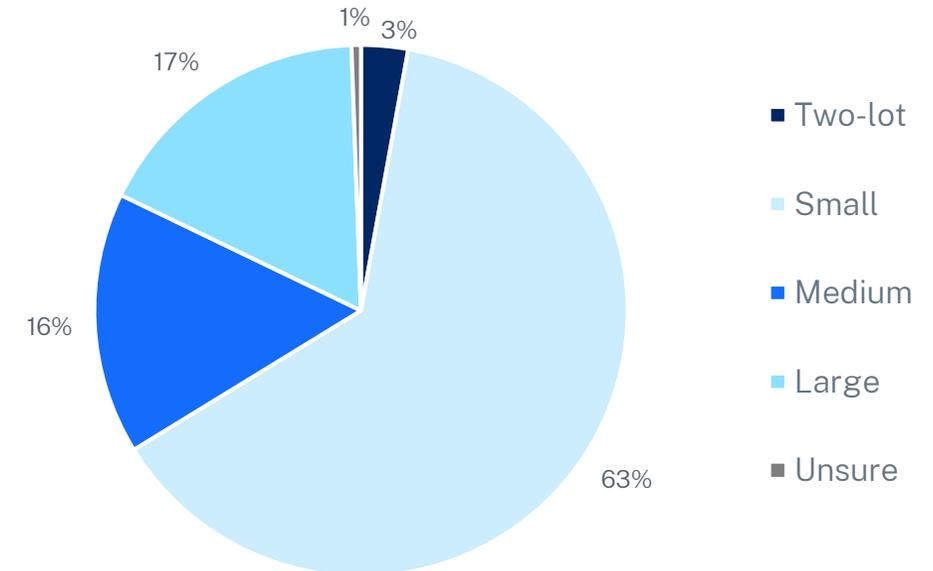


# Survey results – who participated

## Who are you?



## Size of your scheme?



### Do you\* have a strata managing agent?

- Yes – 91%
- No – 8%
- Unsure – 1%

\*this question was not asked to 'work in strata' group

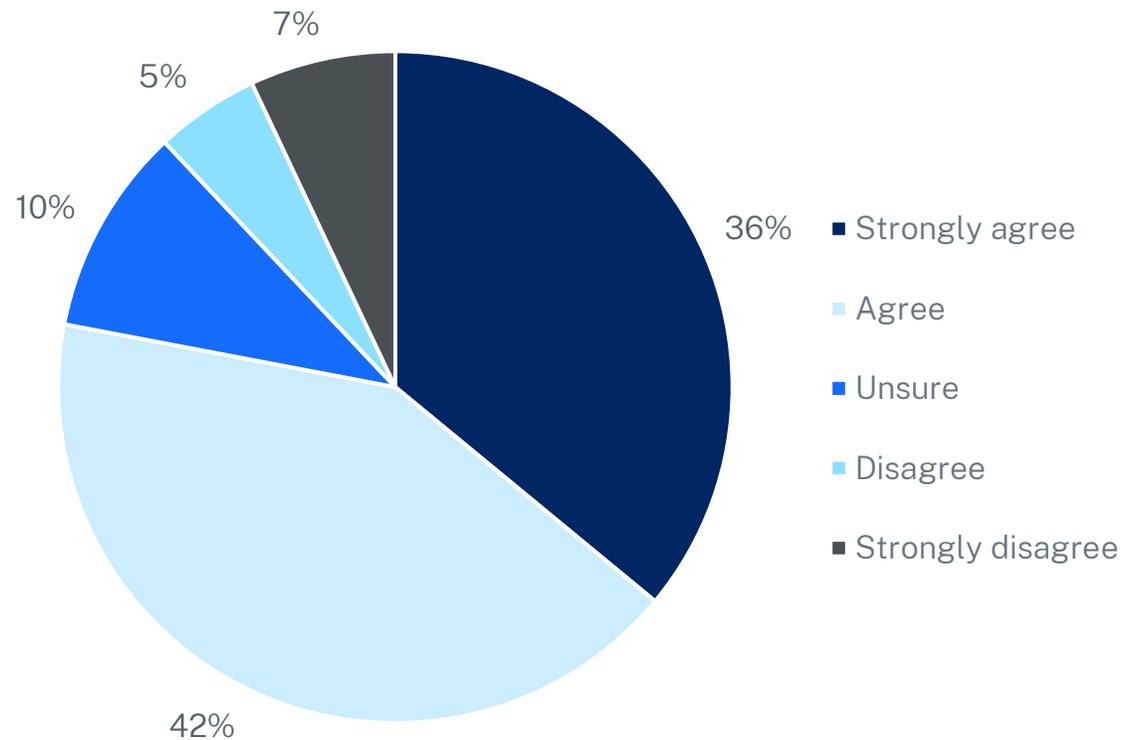
### Are you^ a strata committee member?

- Yes – 66%
- No – 34%

^only asked to owner-occupiers and owner-investors

# Survey results – reported information

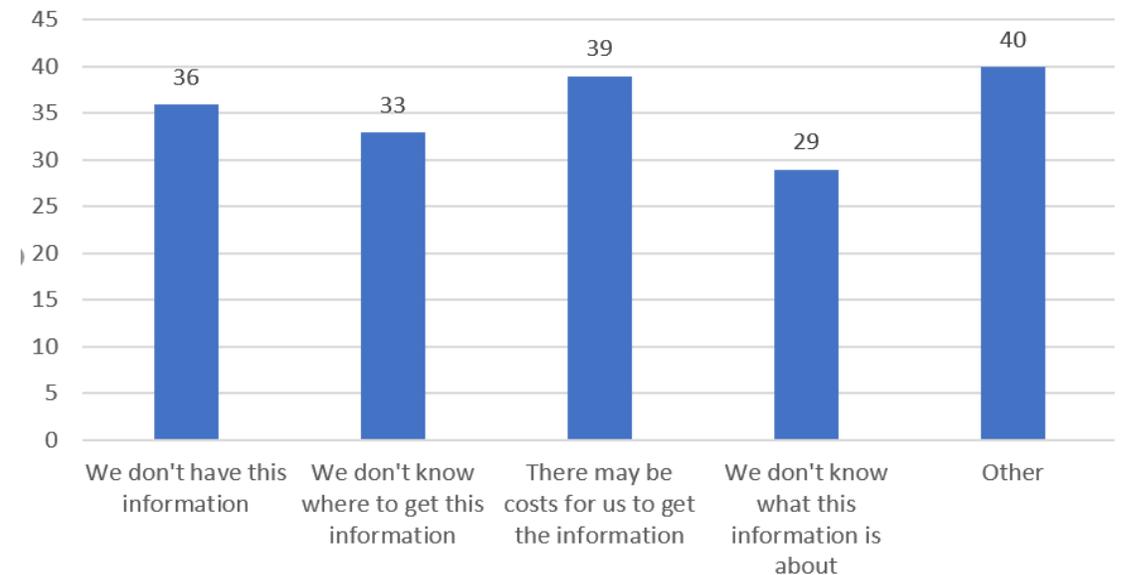
I feel confident strata schemes can provide the information required



What information will be most difficult for you scheme to provide? \* (top four responses)

- Date of final occupation certificate
- NABERS ratings
- Date of interim occupation certificate
- Presence of strata renewal committee

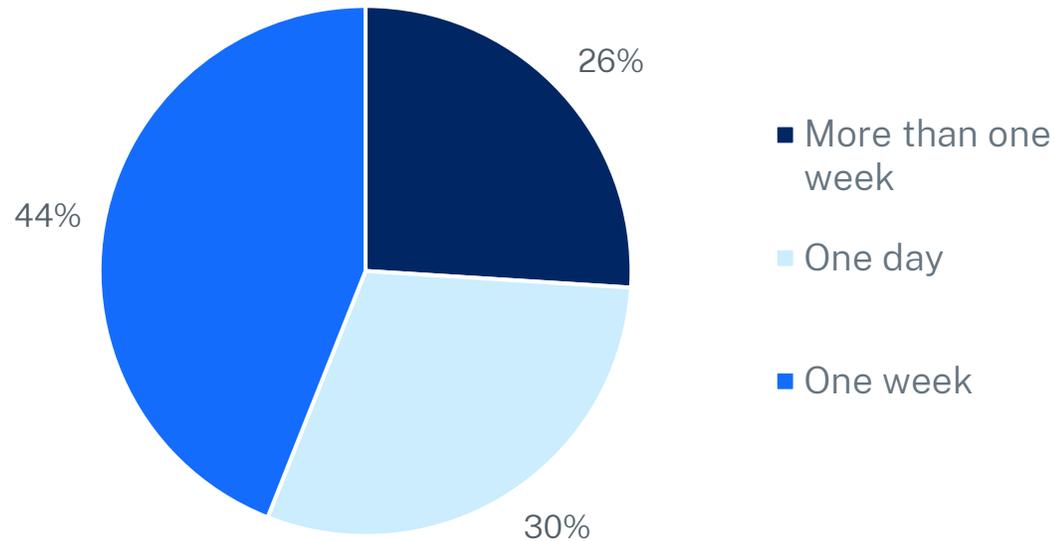
Why is the information difficult to provide?\*



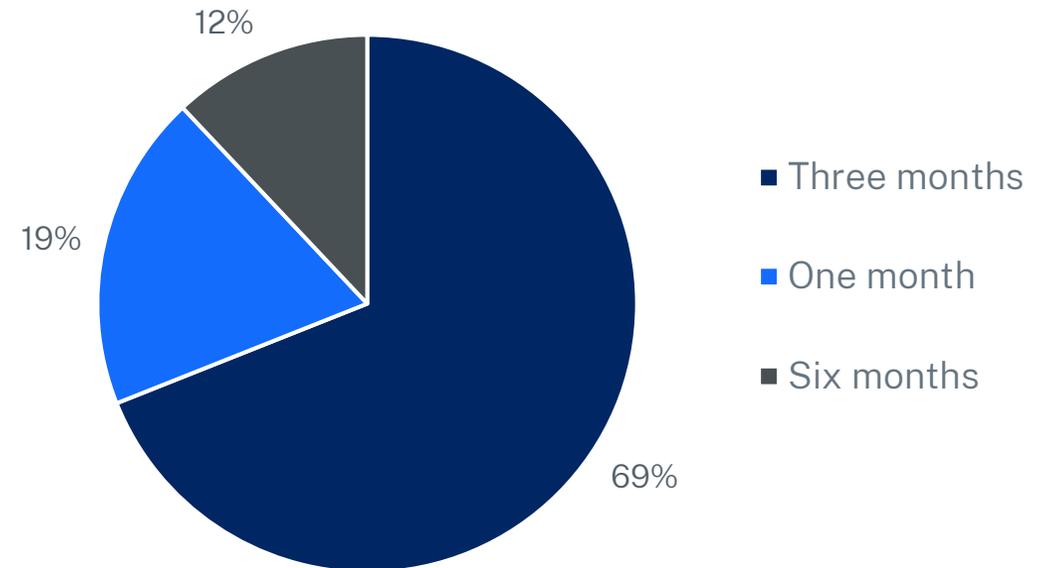
\*this question only asked to people who disagreed or were unsure that strata schemes could provide the information

# Survey results – timeframes for reporting

About how much time do you think it would take to gather all the required information for a scheme's first annual report?



Is three months after the AGM enough time to report annually?



Owners corporations will have three months to submit their first report.

Is this enough time?

- Yes – 84%
- No – 16%

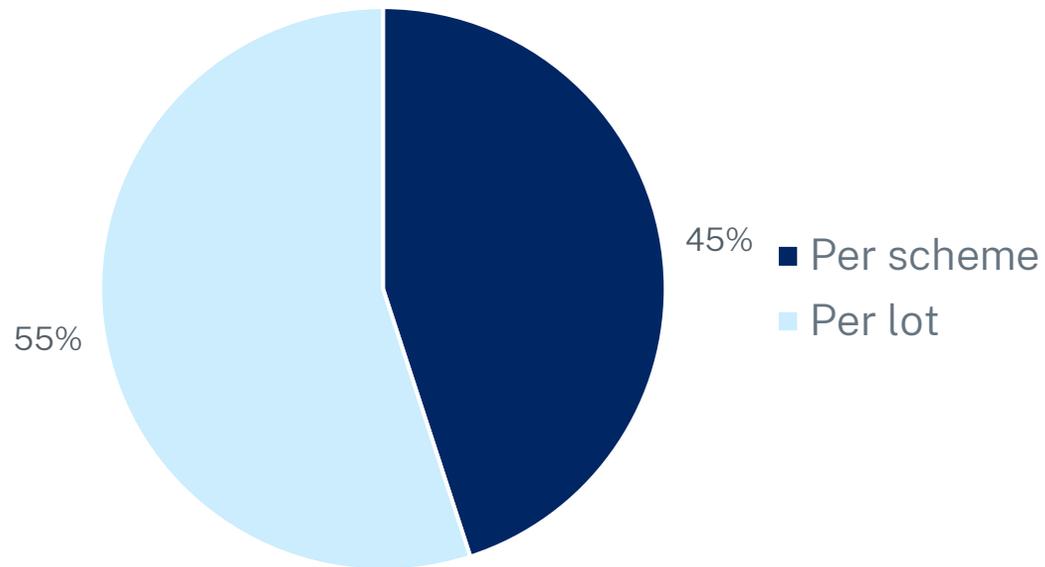
Is 28 days enough time to update information if it changes during the year?

- Yes – 83%
- No – 17%

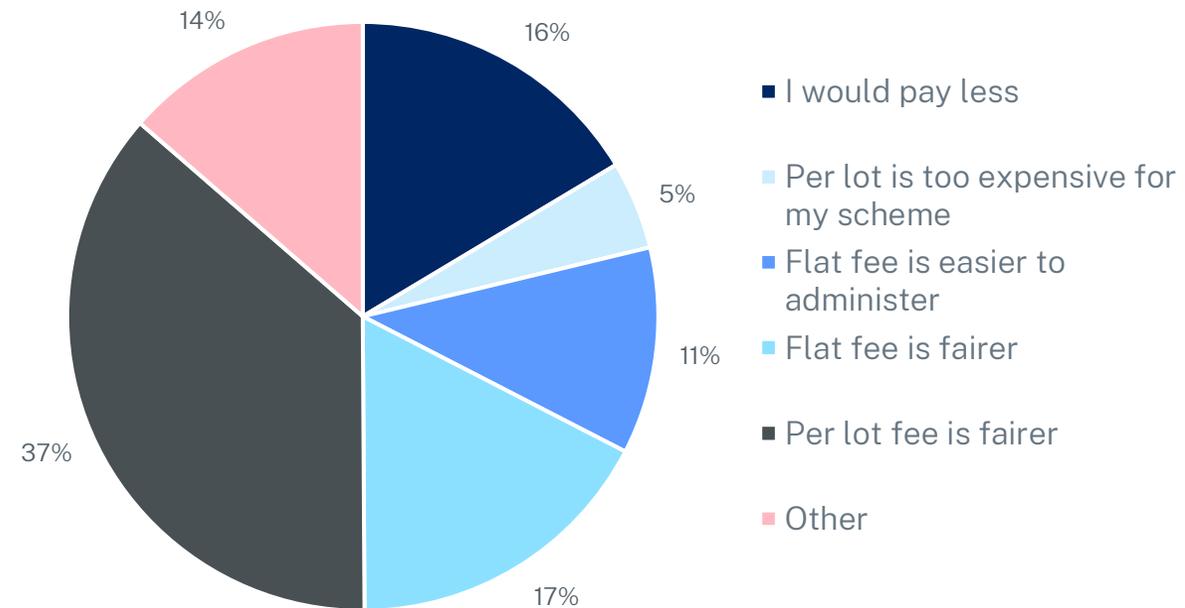
# Survey results – fees

Strata schemes will have to make a \$3 per lot contribution when they report. Another option is to charge a 'flat' fee of \$40 to all schemes regardless of size.

## What do you prefer?



## Why do you prefer that fee structure?



# Survey results – fees

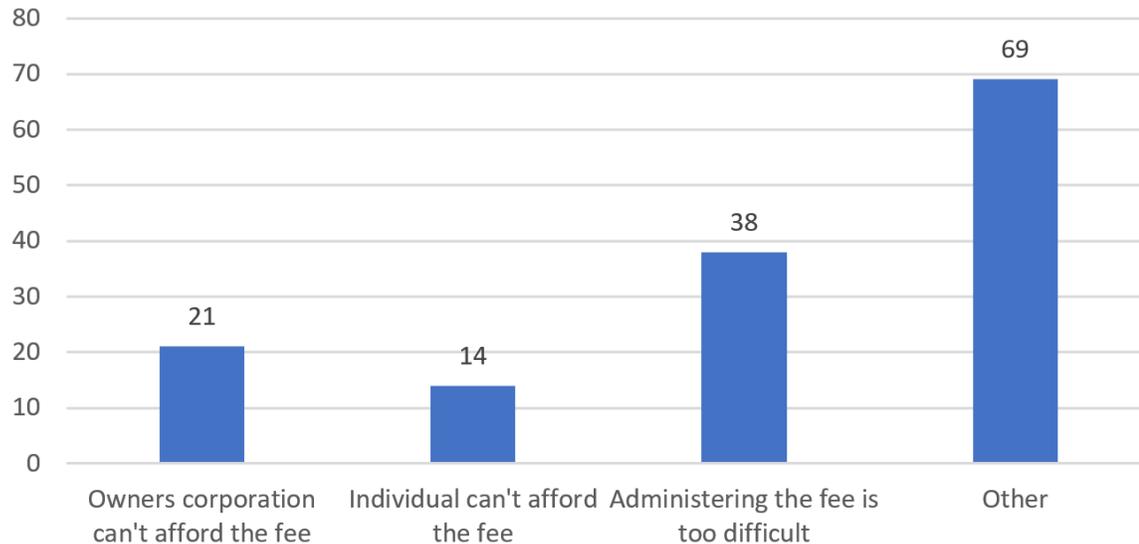
## What financial impact will the fee have for your scheme?

- No to low impact – 76%
- Moderate to substantial impact – 24%

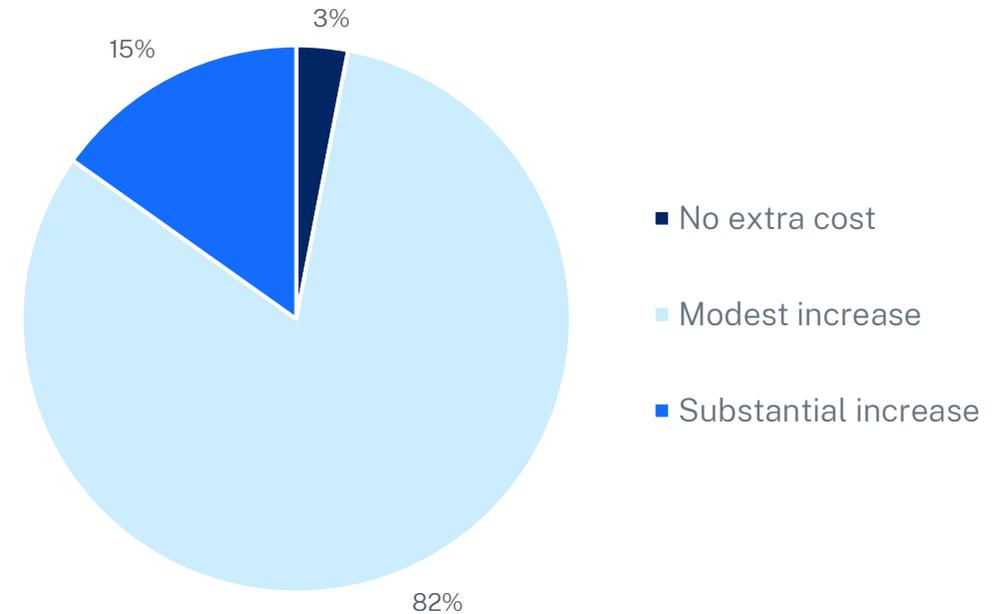
If an owners corporation delegates the report to their strata managing agent, this may lead to additional costs for the owners corporation.

## As a strata managing agent, do you expect that reporting on behalf of an owners corporation will lead to extra costs?^

### What is the reason for the financial impact?\*



\*This question was only asked to people who selected a 'moderate to substantial' impact

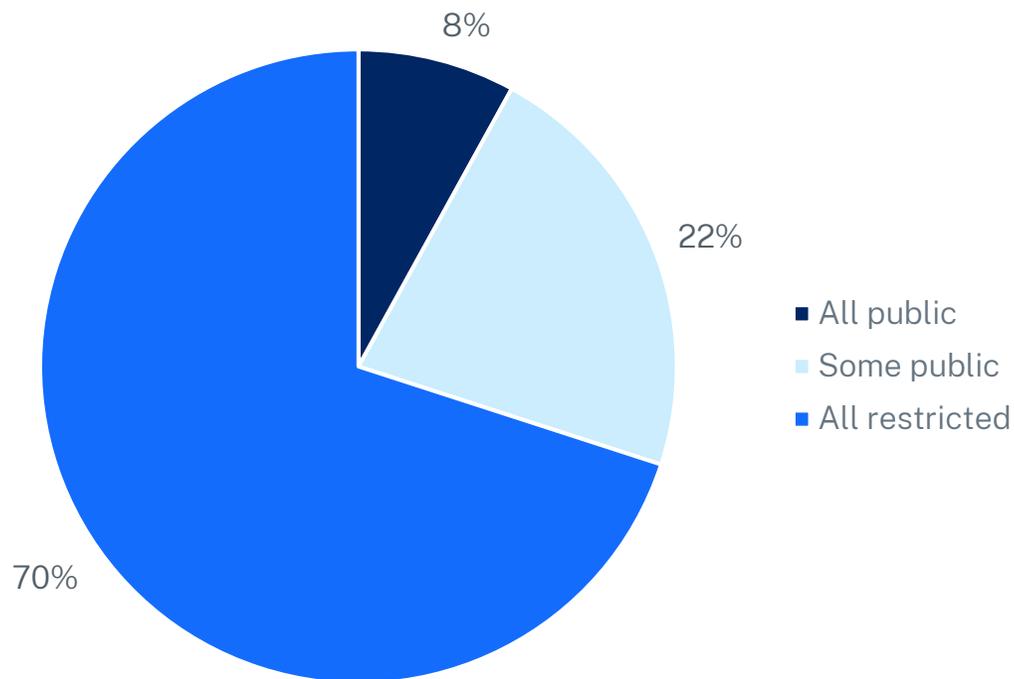


^this question was only asked to strata managing agents

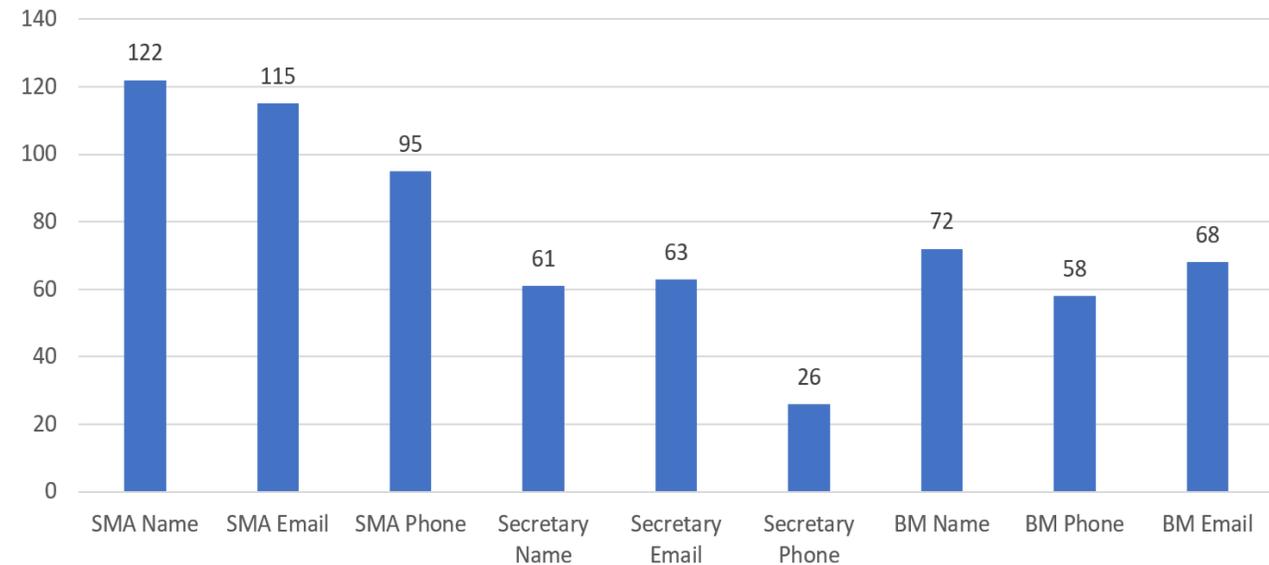
# Survey results – privacy

Access to contact details on the Strata Portal for the secretary of the owners corporation, the strata managing agent and building manager (if any) are proposed as 'restricted'. They would only be visible to people listed on the strata roll for a given scheme.

## Should contact details be restricted?



## What contact details should be made publicly available?\*



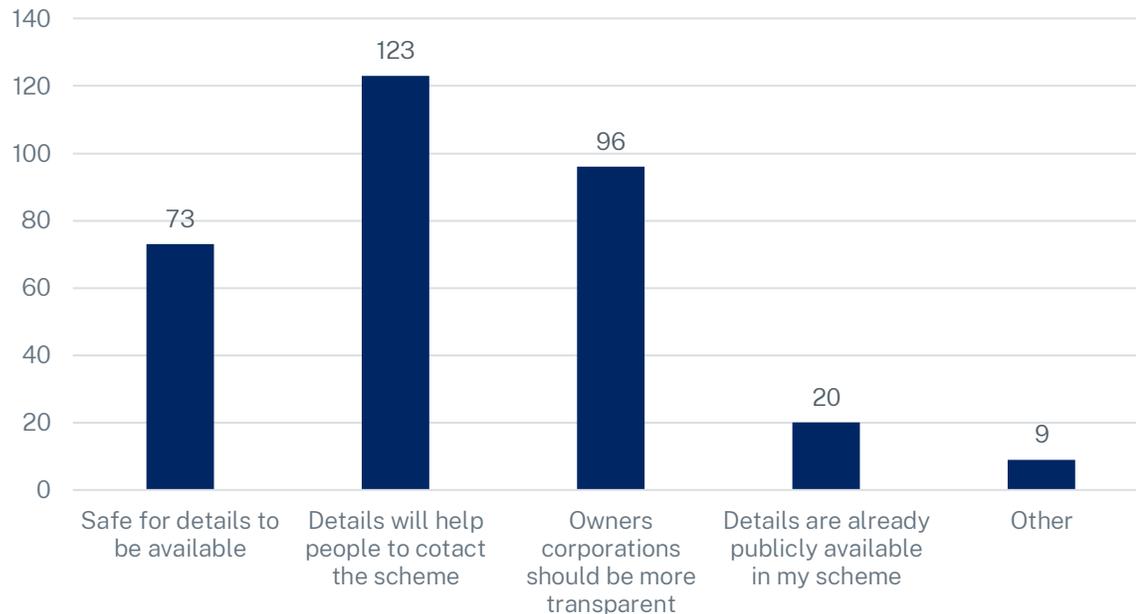
SMA = strata managing agent  
BM = building manager

\*this question was only asked of people who selected that some or all details should be publicly available

# Survey results – privacy

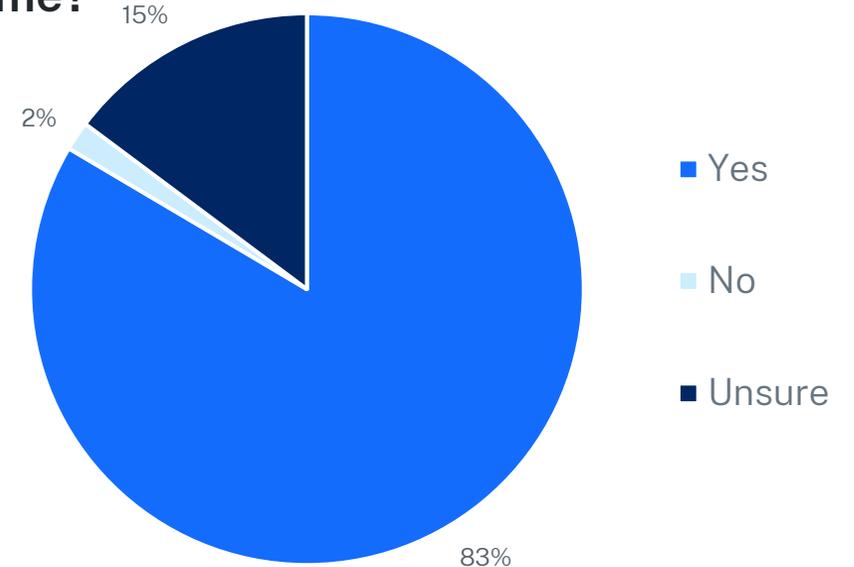
The strata roll is a record of people who live or own in a particular scheme, including tenants.

## Why should these contact details be publicly available?\*



\*this question was only asked of people who selected that some or all details should be publicly available

## Are you on the roll for your strata scheme?



**Should the AGM date be publicly available?**

- Yes – 77%
- No – 23%

# Survey results – feedback

## Costs

“Costs on strata ownership keep escalating, especially for compliance issues.”

Owners corporation chairperson

“Many clients already struggle with the costs ... I wonder if Strata Hub will be beneficial enough to justify the additional costs.”

Strata managing agent

## Benefits

“More transparency is needed by strata committees.”

Owner/ occupier

“If the strata manager or committee is inept, Strata Hub will assist owners searching for facts about this scheme.”

Secretary and Treasurer

## Reporting

“I think it’s important that information is available to any government regulator to ensure legislation [...] is adhered to.”

Committee member

“Small 2 lot schemes should not be burdened with excessive paperwork.”

Investor

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