

Strata Manager vs. Building Manager – What's the Difference?

The key difference between a *building manager* and a *strata manager* lies in their scope of responsibilities, the type of authority they hold, as well as the legislation under which they operate.

Strata Manager

Role

- ✓ Appointed by the **Owners Corporation** to manage the administrative and compliance functions of a strata scheme
- ✓ Works within the framework of the **Strata Schemes Management Act 2015 (NSW)** and related regulations

Key Responsibilities

- ✦ Organise and attend meetings (AGMs, EGMs, Formal Committee Meetings)
- ✦ Prepare and issue meeting agendas, minutes, and levy notices
- ✦ Maintain financial records, budgets, and arrange audits if required
- ✦ Arrange insurance in accordance with legislative requirements
- ✦ Engage contractors (including building managers) on behalf of the Owners Corporation
- ✦ Advise on and enforce by-laws
- ✦ Ensure compliance with strata and property legislation
- ✦ Act as the central administrative contact for owners, tenants, and external stakeholders

Authority

- ⚙ Acts on behalf of the Owners Corporation under a **Strata Management Agency Agreement**
- ⚙ Has no independent authority to make major decisions—must act under resolutions or delegated authority

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Building Manager (Facilities Manager/On-site Manager/Caretaker)

Role

- ✓ Oversees the **day-to-day physical operation and maintenance** of the building
- ✓ May be an employee of the Owners Corporation or engaged under a **Building Management or Caretaking Agreement**
- ✓ Works closely with the strata manager but focuses on operational matters rather than compliance and governance


Key Responsibilities

- ✚ Supervise and coordinate contractors (cleaners, security, maintenance)
- ✚ Carry out minor repairs and upkeep
- ✚ Manage waste disposal areas, common property cleanliness, and presentation
- ✚ Monitor and maintain building systems (lifts, HVAC, fire safety systems)
- ✚ Ensure compliance with WHS requirements in day-to-day operations
- ✚ Report building issues to the Strata Committee or Strata Manager

Authority

- ✪ Limited to operational and maintenance duties as set out in their contract
- ✪ Cannot make governance or budgetary decisions without committee approval

In Summary

 **Strata Manager** = Governance, compliance, finance, administration

 **Building Manager** = Operations, maintenance, physical upkeep

They work together: the **strata manager** handles the “*paperwork and compliance*”, while the **building manager** handles the “*tools and day-to-day building care*”.

What if we don't have a Building Manager?

In schemes without a building manager, there is no dedicated on-site representative to manage daily operations, maintenance, or resident concerns in person. At times, volunteer Strata Committee members may assist informally.

For all matters relating to repairs, maintenance, by-law compliance, or general enquiries, please contact the appointed Strata Managing Agent. While your Strata Managing Agent is not a building manager and does not provide on-site supervision of contractors, they will assist wherever possible within the scope of their duties under the *Strata Schemes Management Act 2015* and their agency agreement.

Some matters may require instructions or formal approval from the Strata Committee or Owners Corporation before action can be taken. To help resolve issues promptly and efficiently, residents are encouraged to follow the correct reporting procedures and include all relevant details when lodging a request.