

18 November 2021

NSW Customer Service  
2-24 Rawson Place  
SYDNEY NSW 2000

Dear Strata Systems Team

## **STRATA HUB DISCUSSION PAPER**

Strata is the fastest growing form of residential property ownership in Australia. Over half the new dwellings to be built in our metropolitan areas over the next decades will be strata titled. The growth of this sector raises increasingly important questions over property ownership and governance.

The Owners Corporation Network of Australia Limited (OCN) is the independent peak consumer body representing residential strata and community title owners and residents. As such, OCN is uniquely positioned to understand the impact that the legislative framework has on day-to-day machinations and community living.

OCN strongly supports, in fact initiated, the establishment of this hub to capture core scheme information and enable the NSW government to communicate with, gain insight into, and provide support to this fast growing housing sector.

A large number of schemes (we will learn how many when the Hub is operational) are self-managed, so are blissfully unaware of legislative requirements/amendments. Even those schemes that do have strata managing agents may not be well informed or supported. The OCN [policy paper](#) outlines the need for this register.

The Customer Service *Customer Lab Summary* dated 22/1/20 outlines customer segments as the Regulator, owners corporations, conveyancers, utilities and emergency services and, even house hunters (rent or buy).

It's important to understand that the owners corporations are the focus of this Hub.

That is why OCN has proposed collecting details of two committee contacts, to be updated annually plus core scheme information such as:

- Physical address
- Address for service of notices (which is rarely updated post occupation despite changes in strata managing agents); Land Registry Services (LRS) to prepopulate
- Local government area (nice to have)

[www.ocn.org.au](http://www.ocn.org.au)

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- Chair and Secretary contact details (name, phone, email)
  - In future, the government may also require Chair/Secretary details to be updated within 21 days of any change, as is required by ASIC (the inspiration for the Strata Hub).
- Strata management agency (if any) details; Fair Trading to link to licence number (serves as audit function)
- Strata management agency agreement start/end dates (nice to have)
- Building management company (if any) details; industry not licensed sadly
- Number of lots (residential/retail/commercial/utility)
- Part of a Community Association / Precinct / Building Management Committee?
- Consolidated by-laws lodged with LRS – yes/no (future link to LRS for house hunters to buy a copy of the by-laws as part of their search)
- Last Annual General Meeting date
- Last Annual Fire Safety Statement
- NABERS energy and water ratings (if any)

A unique strata plan number email address eg SP12345@ would facilitate committee member login and handover when office bearers change.

If the government can develop into or plug into an app to link emergency services, that would be fantastic. There is at least one we know of that can be demonstrated.

There is also all the building documentation the Building Commissioner is keen for government to collect prior to issue of an Occupation Certificate eg developer handover documents and, to a lesser extent now that strata finance is becoming more mainstream, the Capital Works Fund balance.

Sincerely

A handwritten signature in black ink that reads "K Stiles". The signature is written in a cursive, slightly informal style.

Karen Stiles  
Executive Director