

Start your strata reporting

NSW Fair Trading

Communications toolkit

for stakeholders to inform their networks about starting strata reporting

Aug 2022



Purpose of this toolkit

For the first time, all NSW strata schemes must report key information to NSW Government each year.

The Strata Hub is now open to make online reporting quick and easy.

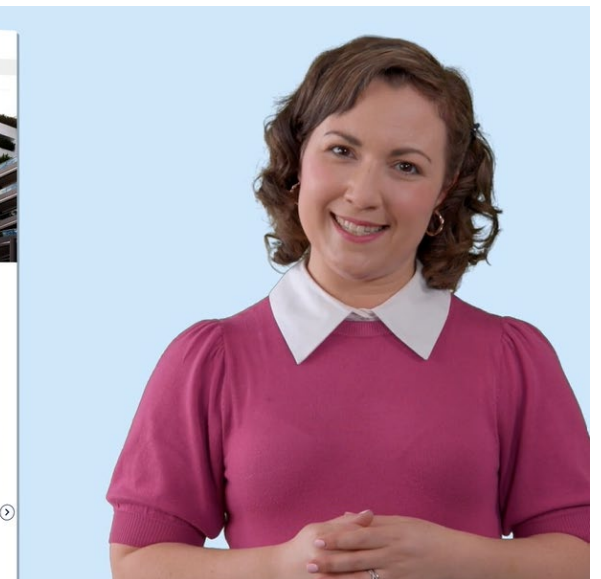
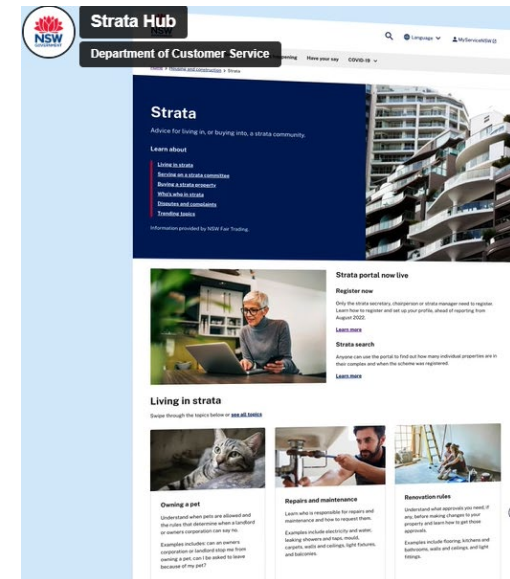
This communications toolkit has been created so you can share information with your networks about how secretaries and strata managers can start their reporting on the Strata Hub.

This pack contains content you can use for websites, newsletters & social media:

- [Start your reporting – web/ enews copy](#)
- [Self-managed strata scheme reporting checklist](#)
- [Reporting for two-lot schemes – web/ enews copy](#)
- [Social media posts](#)
- [FAQs](#)

For more information:

- email: stratasystem@customerservice.nsw.gov.au
- visit nsw.gov.au/housing-and-construction/strata/annual-reporting



Background

The Strata Hub is now open for strata schemes to complete their annual reporting

All NSW strata schemes are required to report key information to NSW Government each year.

The secretary or strata manager completing reporting for their scheme can now access the Strata Hub to complete their first report for their strata scheme and pay the \$3 per lot administrative fee.

The information obtained under new strata scheme reporting rules will deliver benefits for NSW strata communities such as:

- better communication within strata schemes
- more efficient connections with government (state and local) and emergency services
- stronger compliance and oversight to improve the regulation of this important and growing sector.

In late September, strata managers will be able to bulk upload reports for multiple schemes and pay via BPAY. More information will be available soon to guide strata managers through this process.

Strata schemes are encouraged to complete their first report by the end of December. Penalties may apply if schemes don't meet their reporting requirements by 30 June 2023.

For more information, visit nsw.gov.au and search 'strata'.

Start your strata reporting: **web/enews copy**



Start your strata scheme's reporting online

If you own or live in a strata property, it's important to be aware that all NSW strata schemes now need to report key information each year. Strata schemes can start their reporting now on the Strata Hub.

Strata committees can get ready to report by following these steps:

- 1. Confirm who will do the reporting:** The secretary, chairperson or strata manager can do the reporting for their strata scheme. You will need to agree who will complete the report and pay the \$3 per lot administration fee. You'll also need to agree who will be the emergency services contact. Ideally, this is someone onsite who can help with access to the building, if required.
- 2. Gather the information to be reported:** To make the reporting easier, some fields are pre-populated. Other information will need to be gathered before you start your reporting. The NSW Government website states where to find this information.

To learn more and to access the Strata Hub, visit nsw.gov.au/housing-and-construction/strata/annual-reporting. From here, you will find step-by-step guides on how to complete the reporting and other educational resources such as FAQs to help make the reporting easy to understand.

If your scheme has decided to delegate the reporting to your strata manager, please note that the feature to enable reporting for multiple schemes at a time will begin to be rolled out from late September.

Strata schemes are encouraged to complete their first report by the end of December. Penalties may apply if schemes don't meet their reporting requirements by 30 June 2023.

Self-managed strata scheme reporting: checklist

Getting your 2022 reporting done and dusted...

Self-managed strata scheme representatives can now register and get started on their reporting at nsw.gov.au/strata

To make the online reporting quick and easy, gather this information before you start:



- ❑ **Strata contact details:** the name, email and phone number of the secretary and chairperson, plus the strata manager and/or building manager (if any). Strata committee phone numbers won't be shared with a strata scheme's owners or residents.
- ❑ **Emergency contact details:** the name, phone number and email of people in the strata scheme who have agreed to be the emergency contacts. The 1-4 priority is to decide who would be contacted first in an emergency.
- ❑ **Lot information:** refer to your owners corporation records for the number of lots in the strata scheme and how they are used (for example, residential or commercial).
- ❑ **Scheme management information:** refer to your last annual general meeting (AGM) documents and financial statements for the: last AGM date, insurance replacement value, capital works fund balance and most recent annual fire safety statement date. You will also need to indicate if a strata renewal committee has been formed (to collectively sell/redevelop the scheme).
- ❑ **Building information:** refer to the owners corporation records for the occupation certificate date (if any) and check if your building has a NABERS rating at nabers.gov.au/ratings.
- ❑ **Decide your payment method:** to finalise your report, your scheme will need to pay a \$3 per lot fee via credit, debit card or PayPal. Note: BPAY will be available from late September.

Reporting for two-lot schemes: [web/enews copy](#)

Did you know that two-lot schemes make up around 20% of all strata schemes in NSW?

Two-lot schemes may be smaller, but their data is vital in ensuring NSW Government can deliver maximum public benefit from the new strata annual reporting requirements.

To make it easier and quicker for two-lot schemes to report, they'll be able to simply skip fields that don't apply to them, such as:

- the balance of the capital works fund, or
- if owners corporation representatives have chosen not to have combined building insurance.

The \$3 per lot fee model equitably allocates the administrative costs to smaller schemes so they are not left out-of-pocket compared to larger schemes.

Just like all other schemes, two-lot schemes are required to keep clear records and hold meetings.

To learn more and access the Strata Hub for strata reporting, visit nsw.gov.au/housing-and-construction/strata/annual-reporting.

Check out the resources including FAQs, step-by-step guides and videos to help you understand what your two-lot scheme needs to do for their annual reporting.



Start your strata reporting: social content

We have provided suggested text, and a promotional video (Post 2), for you to use on your own social media channels:

Post 1 – Get started on strata reporting

Live in, own or manage strata property? NSW strata schemes can start their annual reporting now.

Help your strata scheme get started: <https://www.nsw.gov.au/housing-and-construction/strata/annual-reporting>

Post 2 – Easier access to strata information is coming...

If you live in strata, you need to know who to contact and how to get things done. Introducing the Strata Hub, making it easier to get strata information:

<https://www.youtube.com/watch?v=dA8KhFZyN2Q&list=PLKv-uZKhvGh0eSj7t18GXo9ad9AFoSjeL&index=1&t=2s>



FAQs

When should we start our reporting?

All strata schemes should work to complete their first annual report as soon as possible. The Strata Hub will begin to deliver maximum public benefits once strata schemes submit their report. Penalties may apply if schemes don't report by 30 June 2023.

Why do all schemes have to report?

The new reporting requirements will, for the first time, consolidate data about the state's 84,000 strata schemes. This will enable greater accountability on how schemes are being run. For details, visit the [Annual reporting page on nsw.gov.au](#)

What do strata schemes need to do?

There are key steps strata committees and strata managers can take to get ready for the reporting. You can access a step-by-step guide on the [Annual reporting page on nsw.gov.au](#)

Can my strata manager report for our scheme?

Yes, the owners corporation may delegate the reporting and/or payment to the strata manager if you have one. If delegated to the strata manager, they might charge a fee for this service.

What if I can't find some of this information?

Your scheme is expected to take reasonable steps to source the information required for the reporting. In some specific instances, such as the strata scheme's occupation certificate, there is the option to select 'not found or undiscoverable'. For details, visit the [Annual reporting page on nsw.gov.au](#)

How do I start the online reporting?

If you are accessing the Strata Hub for the first time, you will need to register, create an account login and password. Visit the [Strata portal user guide page on nsw.gov.au](#) and click on 'I'm ready to register'.

When is bulk upload for managing agents going live?

We've been working with strata managing agent representatives to deliver an online interface to enable them to report for the multiple schemes they manage. This will be available from late September 2022. Bulk upload using CSV file reporting is expected to be available from November 2022.

FAQs

What help, education and support materials are available?

NSW Fair Trading is taking an education and engagement approach to support all schemes to complete their first annual report. Visit the [Annual reporting](#) page on [nsw.gov.au](#) to access a range of resources including step-by-step guides, videos, and checklists.

Why do we need an emergency services contact?

The emergency services contact(s) is intended to expedite emergency services' access to a strata building in the event of an emergency or natural disaster. This person could be contacted if emergency services require access to the building in an emergency. If there are no building access issues, they may not need to be contacted.

Who can access the emergency services contact details?

The contact will only be visible to NSW emergency services agencies such as Fire and Rescue NSW, NSW Police, NSW Ambulance, State Emergency Services or the strata scheme's local council. This contact will not be visible to owners and residents in the strata scheme.

Where can I learn more?

Visit the [Annual reporting](#) page on [nsw.gov.au](#). For questions, please email stratasystem@customerservice.nsw.gov.au or call Service NSW on 13 32 20.



For more information, please contact stratasystem@customerservice.nsw.gov.au
or visit nsw.gov.au/housing-and-construction/strata/annual-reporting.