SCA (NSW) Strata Hub

Webinar

Background

Key Milestones

- Involved over 1,000 members of the public via polls, submissions and online meetings

- Over 200 customers directly through focus groups and testing

- Released Strata Building Bonds Inspection Scheme product August 2021

- Updated and simplified online content to support strata schemes March 2022

- Released strata scheme public search function March 2022

- Released Strata Portal product July 2022

Key Benefits

- Better access to information about schemes and buildings

- One stop shop for strata

- Up-to-date with any changes to strata laws that impact them

- Improved and secured contact with emergency services

Strata scheme reporting

Why do strata schemes need to report

1

There is no central database of all the strata buildings in NSW. Strata Hub digitally consolidates data for 84,000 strata schemes in NSW.

2

Strata Hub allows NSW Government to keep strata communities up to date with important information.

3

This brings greater accountability on how strata schemes operate so we can plan and support this sector of our community.

- These details need to be reported each year, even if they haven't changed.
- We may request additional information over the years to provide improved services, features and transparency for our customers.
- Penalties may apply of fines up to $2,200 if the report is not completed.

How we can help

Did you know there are various ways to complete your annual strata scheme reporting? We can support our customers to submit their 2022 report:

Online: visit the Strata Hub at nsw.gov.au/strata to report securely online.

At a digital kiosk: if you need help to report online, you can visit a Service NSW Centre.

In person: we can help you to report manually at a Service NSW Centre.

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Strata Community Association (NSW)

What needs to be reported

Basic details	Strata scheme representatives	AGM and financials	Owners corporation
• Strata plan number and address * • Registration date * • Number of lots in the scheme *	• Contact details of chairperson, secretary, strata manager and building manager * • Nominated strata scheme contact(s) for emergency services *	• Last AGM date • Date of annual fire safety statement issued * • Current insured replacement value of building • Reported balance of capital works fund from the last financial statements at the AGM	• Date of issue for occupation certificates * • If there is a strata renewal committee, the date it was established • Number of lots used and their purpose * • Number of storeys (class 2 buildings) * • NABERS rating

Bulk upload and payment

Bulk upload

- 72 SMA organisations have subscribed to the API

- Common issues in spreadsheet upload have been where reports without mandatory information are being submitted

- February 27 release will contain improvements to the file bulk upload option including:
  - Added help text and instructions
  - Prefilled sample spreadsheets will be provided to users
  - Enhancements so user is aware of system rules

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Strata Community Association (NSW)

BPay

- CPP uses 'intelligent customer reference numbers' (CRN) for BPay

- Benefits
  Fewer errors and mistakes in amounts
  Clearer financial and compliance tracking
  More secure

- Challenges
  CRN needs to be generated for each payment
  Administrative burden to enter a different CRN for each BPay payment
  Cannot be processed in bulk

Bulk payments

Where we are now:

- Discussing bulk payment solutions with Revenue NSW for alternate solutions

- Work to find possible solutions to current vulnerabilities in bulk payments

- For discussion: auditing and security implications for bulk payment

Where to from here:

- Changes will take time

- Priority is to enable reporting for 2022 and 2023

- Continued feedback and engagement with SCA

Privacy and security

- Strata scheme information is protected by robust privacy and security measures.

- DCS has as standard practice to complete rigorous security and penetration testing

- Reported contact details are **not visible** to the general public but are available to residents and owners for a particular scheme. This includes contact details for their strata manager and building manager

- The phone number of the secretary and chairperson are **not visible** to residents or owners. Only the name and email address of the secretary and chairperson **are visible**.

- The emergency services contact details are **only visible** to NSW Fire & Rescue, SES, Police and Ambulance and to the strata scheme's local council.

Who can access the information

General public	Those registered in strata schemes	Fire and Rescue NSW & local council	NSW Fair Trading & government agencies
Basic information using the Strata Search. • Strata plan number and address • registration • lot information • whether the scheme has completed annual reporting More reported information will later become available, such as: • date of last AGM • number of storeys • Usage	Owners and residents must register to the Strata Hub and be part of the strata scheme to view: • email address for secretary and chairperson • contact details for the strata manager and building manager • date of latest annual fire safety statement • whether the strata scheme has formed a strata renewal committee and the date it was established	• date of the last annual fire safety statement	• any other reported information, where required. For example, financial information.

Next steps

The Future of the Strata Hub

- Ongoing customer feedback to adapt and improve Strata Hub
- Enhanced educational material for owner corporations and strata scheme owners
- Leveraging data to identify trends, understand strata in NSW and provide targeted support to schemes
- Future-state features:
  - Service for business profile
  - Communication mechanism with strata schemes
  - Customer survey integration

Strata Hub

| User name |
| Password |

Log in

Trouble logging in?