

2023 Strata Defects Survey

Information for Strata Managers

The second survey on serious strata building defects will run from 26 June to 23 July 2023.

As a strata manager, having your say is crucial in helping the NSW Government understand the current state of serious defects in residential apartment buildings.

Your feedback and experiences will be used to improve the quality and safety of strata buildings and communities in NSW.

The survey is being conducted by the Office of the Building Commissioner in partnership with the Strata Community Association (NSW).

What you need to know

The survey is being conducted in the NSW Strata Hub from 26 June to 23 July 2023.

Strata managers that represent strata schemes with buildings that are 4 storeys and above and built between 2016 and 2022 are eligible to participate.

If you are eligible, you will receive an invitation directly from the Strata Hub with a link to complete the survey.

Who should have their say

Over 1,000 strata managers representing schemes with buildings built between 2016 and 2022 and over four stories.

We encourage you to complete a survey for every scheme that you manage. If you manage more than one, you can delegate the survey to someone from your team to complete at the start of the survey.

What's involved

The survey will take you around 15-20 minutes to complete.

We understand that some strata managers oversee multiple buildings so there is an option for you to delegate surveys to a colleague to complete on your behalf.

What you need

You need to be registered in the strata hub to complete the survey. If you are not registered, you need to complete that step before you can take the survey. See our 'How to Guide' on page 3 of this document for help with completing your survey.

Before you start the survey, we recommend having the following information available:

- Names of the builder, developer and certifier
- Occupation certificate and date of issue
- Annual Fire Safety Statement (AFSS)
- Any other plans, certification, insurance documents for the building
- Correspondence related any serious defects
- Financial documents related to any serious defects
- Details of any legal parties involved related to any serious defects
- the names of the Fire Contractors that certified the building,
- and who approved the last AFSS.

More information

For information about the strata survey, including the findings from the 2021 research, visit nsw.gov.au/stratadefectssurvey

The research findings and report will be available in toward the end of 2023.

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How to complete your survey

1. Click on the link available in the Invitation email or go directly to stratahub.nsw.gov.au and log in.

If you aren't currently reporting via Strata Hub, then you will need to [register online](#). If your building is eligible, you will receive an invitation email for the 2023 Strata Defects Survey.

What you need to do

Go to <https://www.stratahub.nsw.gov.au> to complete the survey. You'll find the survey in your 'My surveys' area of your Strata Hub dashboard.

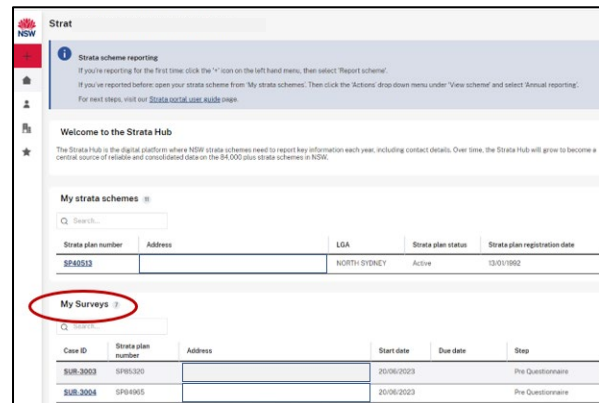
Strata Hub login and reporting user guide

Learn how to register, set up your profile and complete annual reporting on behalf of your strata scheme.

[I'm ready to register](#)

[Log into the Strata Hub](#)

2. Go to **My Surveys** on the Strata Hub homepage and click on the survey case ID (SUR-xxxx).

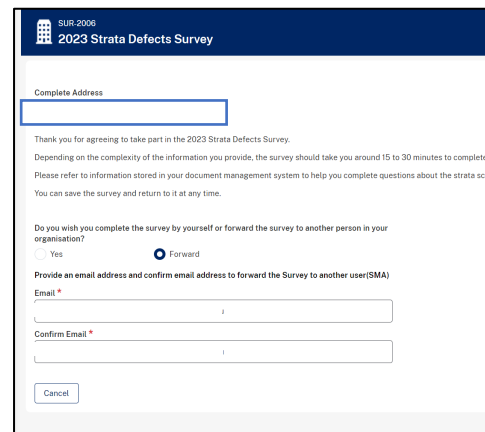


The screenshot shows the Strata Hub dashboard. At the top, there's a 'Strata scheme reporting' section with instructions. Below that is a 'Welcome to the Strata Hub' message. The main area is divided into 'My strata schemes' and 'My Surveys'. The 'My Surveys' section is circled in red and contains a table with the following data:

Case ID	Strata plan number	Address	Start date	Due date	Step
SUR-2003	SP95320		20/06/2023		Pre-Questionnaire
SUR-2004	SP94995		20/06/2023		Pre-Questionnaire

3. Begin the survey yourself or use the option to forward to a colleague to complete.

Important note: you can only delegate a survey to one team member. Once that team member has been allocated the survey, only they can complete it.



The screenshot shows the '2023 Strata Defects Survey' form. The 'Complete Address' field is empty. Below that, there's a thank you message and instructions. The question 'Do you wish you complete the survey by yourself or forward the survey to another person in your organisation?' has 'Forward' selected. Below this, there are fields for 'Email *' and 'Confirm Email *', both of which are empty. A 'Cancel' button is at the bottom.

4. Proceed through the survey providing answers for each of sections about the building(s) in your scheme.



5. Follow up – at the end of the survey you can provide your details if you would like to take part in an interview with research partner, Bastion Insights. Alternatively, provide any feedback and click submit.

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Privacy Statement NSW building reforms About the building Serious defects and rectification

Follow up

Thank you for taking the time to complete this important survey. We are interested in understanding some of your responses. If you are happy for a member of our research partner, Bastion Insights, to get in contact with you for a phone or Microsoft Teams interview, please click "next" to move to the final two questions.

By providing your email address and phone number below, you consent to the Department of Customer Service sharing your contact details with Bastion Insights.

Phone

Email

The final two questions are optional. Click next to submit your survey, you will then be directed back to the survey results page.

Is there anything we've missed regarding serious defects that you would like to tell us about?

Test

Remaining: 1500 characters

Do you have any comments or feedback on the survey design?

Test

Remaining: 1500 characters

Back

Save & Close Submit

Where to go for help

If you have a technical question or need help with the Strata Hub, email Stratasystem@customerservice.nsw.gov.au

For anything else about the Strata Defects Survey, email StrataDefectsSurvey@customerservice.nsw.gov.au

Or visit the NSW Government website: nsw.gov.au/stratadefectssurvey