

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 to 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.

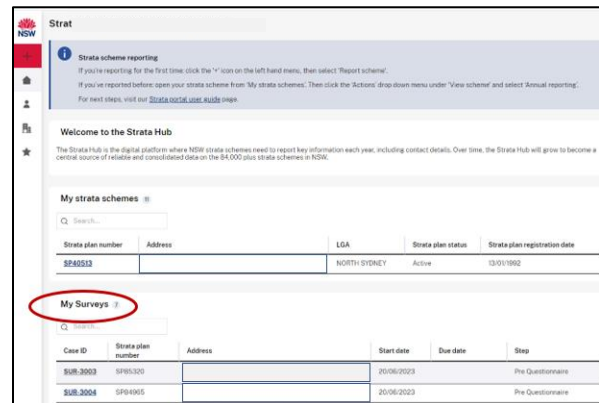
Strata Hub login and reporting user guide

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 ↗](#)

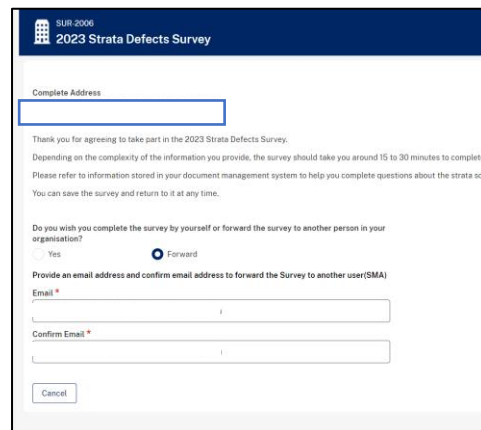
2. Go to **My Surveys** on the Strata Hub homepage and click on the survey case ID (SUR-xxxx).



The screenshot shows the Strata Hub dashboard. At the top, there is a 'Strata scheme reporting' section with instructions. Below that is a 'Welcome to the Strata Hub' message. The main area is titled 'My strata schemes' and contains a table with columns: Strata plan number, Address, LGA, Strata plan status, and Strata plan registration date. Below this is a 'My Surveys' section, which is circled in red. It contains a table with columns: Case ID, Strata plan number, Address, Start date, Due date, and Step. Two survey cases are listed: SUR-2003 and SUR-2004.

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.

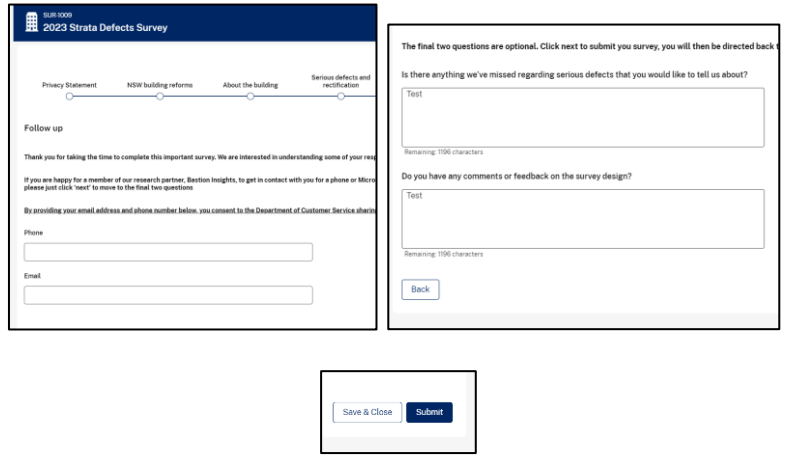


The screenshot shows the '2023 Strata Defects Survey' form. At the top, it says 'SUR-2004 2023 Strata Defects Survey'. Below that is a 'Complete Address' field. The form then says: 'Thank you for agreeing to take part in the 2023 Strata Defects Survey. Depending on the complexity of the information you provide, the survey should take you around 15 to 30 minutes to complete. Please refer to information stored in your document management system to help you complete questions about the strata scheme. You can save the survey and return to it at any time.' The question 'Do you wish you complete the survey by yourself or forward the survey to another person in your organisation?' has two radio buttons: 'Yes' (unselected) and 'Forward' (selected). Below this is a section for forwarding: 'Provide an email address and confirm email address to forward the Survey to another user(SMA)'. It has two input fields: 'Email *' and 'Confirm Email *'. At the bottom is a 'Cancel' button.

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.



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