

2023 Strata Defects Survey

Information for Strata Managers

The second survey on serious strata building defects started on 26 June 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.

Strata managers that represent strata schemes with buildings that are four 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

Strata Managers representing over 1,500 eligible schemes with buildings built between 2016 and 2022 and over four storeys.

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
- Date of Occupation Certificate (OC)
- Annual Fire Safety Statement (AFSS), the names of the fire contractor that certified the building, and who approved the last AFSS.
- Any other plans, certification, insurance documents for the building
- Information relating to serious defects and rectification (if applicable)
- Financial documents related to any serious defects
- Information on financial costs associated with rectification of serious defects
- Details of any legal parties involved related to any serious defects

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](https://www.stratahub.nsw.gov.au) and log in.

If you aren't currently reporting / registered in the Strata Hub, then you will need to [register online](#).

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.

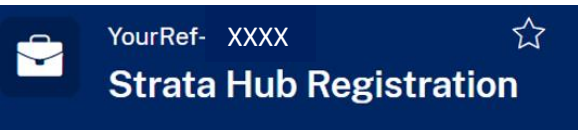
Strata Hub login and reporting user guide

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. How to register in the Strata Hub (go to step 3 if already registered): complete the personal details, validate your email and change your temporary password.



Personal Details

Name

Title *
Please Select ▾

First name *

Other given name

Last name *

Contacts

Contact number *
Please enter a 10-digit number without spaces, starting with '04' for mobile or '02' for landline.

Email *

Password *

Select your temporary password

Confirm your temporary password

The password must be at least 8 characters long and include at least 1 alphabetical (a-z A-Z) character, 1

3. Log in to the [Strata Hub](#): there is no need to complete a profile in order to do your survey.

Strata Scheme Reporting

Strata scheme reporting

If you're reporting for the first time click the '+' icon on the left hand menu, then select 'Report scheme'.

If you've reported before: open your strata scheme from 'My strata schemes'. Then click the 'Actions' drop down menu under 'View scheme' and select 'Annual reporting'.

For next steps, visit our [Strata social user guide](#) page.

Attention - please complete your profile

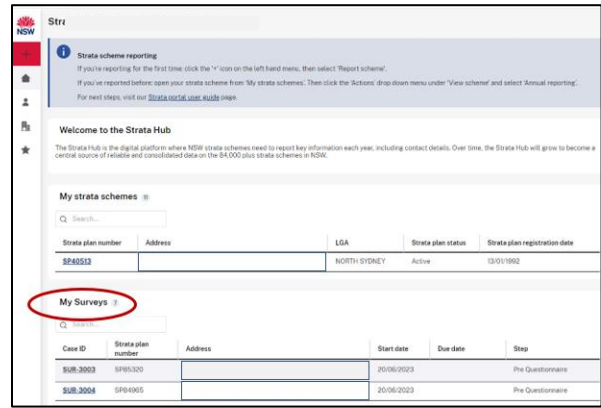
Thank you for registering to Strata scheme reporting. Your first step is to complete your profile section.

[Go to My profile](#)

Welcome to the Strata Hub

The Strata Hub is the digital platform where NSW strata schemes need to report key information each year, including contact details. Over time, the Strata Hub will grow to become a central source of reliable and consolidated data on the 85,000 plus strata schemes in NSW.

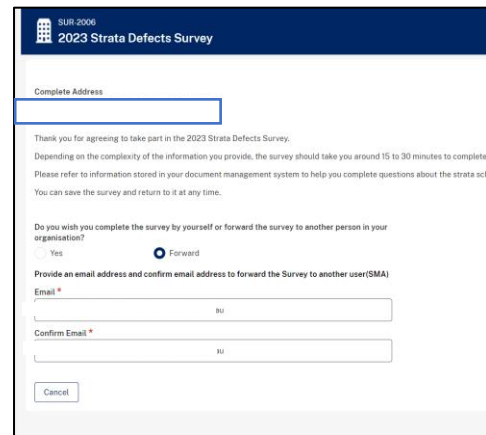
4. Go to **My Surveys** on the Strata Hub homepage and click on the survey case ID (SUR-xxxx).



5. 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.

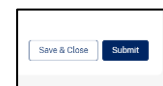
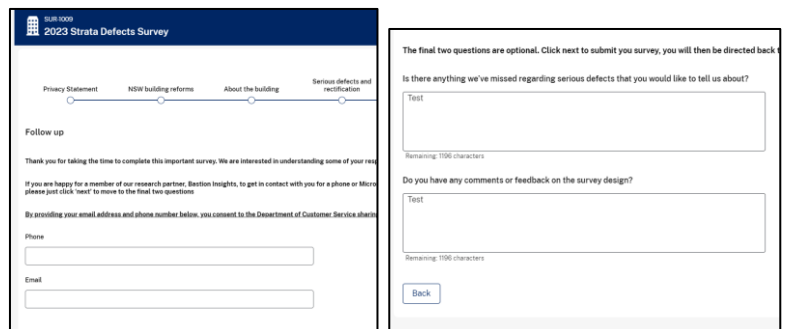
If you have been delegated the survey to complete, you cannot forward again.



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



7. 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