

## **Repairs and Maintenance Process**

Responsibility for repairs may be unclear due to a variety of factors, from the date of registration of the strata plan, notes on the plan by the surveyor and bylaws or S65A resolutions by the owner's corporation. However there is a general guide, the owners corporation must repair common property, and lot owners must repair maintenance items within their lot. In most cases the things you can physically touch in your unit are your responsibility to repair and insure e.g. paint, carpet, etc.

There are some exceptions so best to check with us before doing work as to which the strata levies you have paid, will cover. You don't want to pay twice if you don't have to, and your scheme may not reimburse you if their tradesmen did not do the work. To get repairs organised to common property, owners can contact us. It is best to do this in writing so there is a record on the schemes file. Our website has a form you can complete – go to the “existing clients” tab on our homepage and complete the repair request. For minor repairs, we can authorise a contractor without the need for a meeting. However, for larger and more expensive problems, a meeting may need to be held so that the owner's corporation can decide what action to take.

**Urgent repairs should be rung through us.** If our office is closed at the time, our after-hours emergency number is detailed in a recording – alternatively these details are under “contact us” on our homepage.