A cheeky but genuinely useful self-audit. No names, no shade - just an honest look at what you're getting.

Is Your Strata Manager Actually Working For You?

General guidance, not a rulebook every building's circumstances differ, so take what's useful and leave the rest.

Most committees never formally check this - you just live with whatever level of service you started with. Five minutes with this checklist will tell you more than a year of vague unease.

Responsiveness

- ☐ Routine emails are acknowledged within 2 business days
- ☐ Urgent/safety issues get a response within 24 hours
- ☐ You can reach a real person, not just a ticket number, when it matters

Transparency

- ☐ You can see the status of open maintenance items without asking
- ☐ Financial reports are clear and arrive on schedule, not chased
- ☐ Minutes are distributed within your state's required timeframe

Proactivity

- ☐ They flag upcoming issues (insurance renewals, compliance dates) before you ask
- ☐ They suggest options rather than just relaying quotes
- ☐ They know your building specifically - not just your file number

Resident experience

- ☐ Residents know how to report an issue without asking the committee first
- ☐ Residents get updates, not silence, while something is in progress
- ☐ You'd be comfortable if every resident read your last three months of correspondence

Scoring

Mostly ticked: you've got a genuine asset - tell them, good managers rarely hear it. Mixed: worth a direct, specific conversation about the gaps before renewal. Mostly unticked: you're likely paying full price for a mailbox. That's not a reflection on your committee - it's an underdelivered service, and it's fixable.

This isn't about placing blame. Committees inherit whatever setup was in place, and most under delivery is quiet and gradual - not a single bad decision. The point of this audit is just to make the gap visible.

Sources: NSW Fair Trading and the Strata Schemes Management Act 2015, Queensland Government (BCCM Act and modules), Consumer Affairs Victoria and the Owners Corporations Act 2006, Landgate WA - current as at August 2026. Always confirm against your own scheme's registered by-laws or rules, as some schemes have variations.