Reporting Maintenance

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

The one question that sorts everything

Is it inside your lot, or is it shared? Almost every maintenance question in strata comes down to this. The exact line varies by state and by your building's plan, but the rule of thumb below is right most of the time — and 'ask before you pay for it' covers the rest.

Usually YOUR responsibility (inside the lot)	Usually the BUILDING'S (common property)
Internal walls, paint, flooring inside your apartment	Structure: roof, external walls, foundations
Your appliances, hot water system (if in your lot)	Lifts, stairwells, lobbies, hallways
Internal plumbing fixtures (taps, toilet, sink)	Shared pipes, risers and drains
Your own light fittings and power points	Common area lighting, gates, intercom, fences
Renters: report all of the left column to your property manager / landlord	Gardens, pools, driveways, bin rooms, car park

Grey areas — ask first

Windows, balcony doors, waterproofing, balustrades and anything involving water coming from somewhere else are the classic grey zones — responsibility depends on your state and your scheme's plan and rules. Report it, ask who owns it, and don't commission your own repairs on possible common property without approval: you may not be reimbursed.

How to report — the request that gets fixed

Contractors and committees can only act on what they can find and understand. A good request has five parts:

1. **What** — the problem, plainly. 'Water dripping from the ceiling of the bay 14 garage.'
2. **Where** — exact location. Level, door, bay number. 'Near the lift' is a treasure hunt.
3. **Since when** — first noticed, getting worse or stable?
4. **Photo** — one photo saves three site visits.
5. **Your contact** — in case access or details are needed.

Urgency guide

Level	Examples	What to expect
Emergency	Burst pipe, no power to building, lift entrapment, fire system fault, security failure (door won't lock)	Act now: call the after-hours emergency contact. Don't wait for a meeting.

Level	Examples	What to expect
Urgent	Water leak (contained), broken gate, one lift of two out, common door not closing	Report immediately; expect action in days.
Routine	Blown globe, cracked tile, squeaky door, garden issues	Report anytime; may wait for the next scheduled visit or meeting cycle.

In this building

Item	Details
Lodge routine requests via	
Urgent issues: contact	
After-hours emergencies: contact	
Renters: your property manager	
Typical response: routine / urgent	

A word from the engine room

Reporting a problem isn't complaining — it's a favour to the building. The leak you mention today is a $500 fix; the one nobody mentions until spring is a $15,000 insurance claim. If you see something, say something, even if you assume someone else already has. They usually haven't.

In the Nalo?

Buildings in the Nalo lodge and track maintenance requests in NaloHub — photo attached, status visible, history kept. No more 'I told someone about that months ago' mysteries.