A working plan for how your building actually runs, sized to your building.

Building Management Plan

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

How to use this template

A Building Management Plan is the one document that says how your building is looked after: what you own together, who does what, when things get serviced, and what happens when something breaks. Most buildings don't have one. The knowledge lives in one long-serving committee member's head, and when they move out, it moves out with them.

This template fixes that. Work through it section by section — you don't need to finish it in one sitting, and you don't need to complete every section. Use the pathway guide below to see which sections matter for a building your size.

Best practice: how to complete this plan

Do it as a committee, not a solo mission. One person drafting and two people checking beats one exhausted hero.

Steal shamelessly from what already exists. Your strata manager, contracts, insurance schedule and past AGM minutes already contain most of the answers.

Write it for the next committee, not this one. If a brand-new owner could pick this up and understand how the building runs, you've done it right.

Review it once a year, ideally in the two months before your AGM. A plan that's three years stale is a rumour, not a plan.

A note before you start

This resource is general information, not legal advice. Strata and body corporate law differs between Australian states and territories and changes over time. Always check the current rules for your state, and get professional advice for anything significant. We have used plain language on purpose — your legislation will use fancier words for the same ideas.

Choose your pathway

Every section below is tagged. Complete the sections that match your building's size — and feel free to do more if you're keen.

Tag	Who completes it	Why
CORE	Every building, even a 4-lot walk-up	The minimum a building needs to run safely and hand over cleanly.
STANDARD	Medium buildings (10–100 lots) and up	More lots means more assets, more contractors and more moving parts.
FULL	Large buildings (100+ lots)	At this scale you likely have a building manager and formal systems. This plan ties them together.

Pathway at a glance

Section	Small (<10)	Medium (10–100)	Large (100+)
1. Building snapshot	Yes	Yes	Yes
2. Roles & responsibilities	Yes	Yes	Yes
3. Key contacts & contractors	Yes	Yes	Yes
4. Asset register	Short version	Yes	Yes (linked to BMS)
5. Maintenance schedule	Short version	Yes	Yes
6. Compliance & safety calendar	Yes	Yes	Yes
7. Insurance	Yes	Yes	Yes
8. Money: funds & budget links	Optional	Yes	Yes
9. Communication plan	Optional	Yes	Yes
10. Emergency information	Yes	Yes	Yes
11. Document register	Optional	Yes	Yes
12. Review & sign-off	Yes	Yes	Yes

Small building shortcut

If your building has fewer than 10 lots, aim for a plan of 4–6 pages. Complete sections 1, 2, 3, 6, 7, 10 and 12 in full, and do the short versions of 4 and 5 (a one-page list of assets and a one-page service calendar). Done is better than comprehensive.

1. Building snapshot — CORE

The basics, in one place. This is the section every tradesperson, valuer, insurer and new committee member will ask for.

Item	Details
Building / scheme name	
Street address	
Plan / scheme number (e.g. CTS, SP, PS)	
State or territory	
Number of lots (residential / commercial)	
Number of storeys / buildings	
Year built	
Financial year of the scheme (start – end)	
AGM month (usually within a set period after year end)	
Strata / body corporate manager (company & contact)	
Building manager / caretaker (if any)	
Managed by (committee only / manager / hybrid)	

Best practice

Your plan or scheme number is on your rates notice, levy notice or title. If nobody on the committee knows the scheme's financial year, ask your strata manager today — your AGM timing hangs off it.

2. Roles & responsibilities — CORE

Who does what? This is the section that prevents both the classic failures: everyone assuming someone else is handling it, and one exhausted person handling everything.

Role	Name	What they're responsible for	Elected / appointed until

Role	Name	What they're responsible for	Elected / appointed until

Common roles to cover: chairperson, secretary, treasurer, ordinary committee members, strata/body corporate manager (contracted), building manager or caretaker (contracted), fire safety adviser (required for some larger buildings), pool safety contact, and any owner who has volunteered for a specific job (gardens, bins, newsletters).

Best practice

Write down the informal jobs too. In most buildings someone quietly brings the bins in or reboots the garage door. That's real work — name it, thank them for it, and make sure it doesn't vanish when they do.

For contracted roles, note the contract end date and notice period. Committees are routinely surprised by auto-renewing management contracts.

3. Key contacts & contractors — CORE

Every service provider your building relies on. When the lift stops or a pipe bursts, this table is worth its weight in gold.

Service	Company	Contact	After-hours?	Contract / warranty ends
Plumber				
Electrician				
Fire services				
Lift service (if any)				
Cleaning				
Gardening / grounds				
Pest control				
Pool service (if any)				
Security / gates / access				
Insurance broker				
Other				

In the Nalo?

Buildings in the Nalo keep this list live in NaloHub, so every resident can see who to call (and who not to call at 11pm). Update it once, everyone has it.

4. Asset register — STANDARD (short version for small buildings)

An asset register is a list of everything the building owns together that needs looking after: lifts, pumps, fire systems, gates, common-area air conditioning, gutters, paint, paving. It's the foundation of good maintenance — you can't maintain what you haven't listed.

Asset	Location	Installed / age	Condition (good / fair / poor)	Service frequency	Serviced by

Best practice

Walk the building with this table and a phone camera. One lap of the common property will surface 90% of your assets.

Condition ratings feed your sinking fund / capital works / maintenance plan forecast. 'Poor' items belong in next year's budget conversation, not in the too-hard basket.

Small buildings: a one-page list is plenty. Large buildings: your building management system (BMS) or building manager may already hold this — reference it here rather than duplicating it, and note where it lives and who maintains it.

5. Maintenance schedule — STANDARD (short version for small buildings)

Two kinds of maintenance exist: the kind you plan, and the kind that happens at 2am because you didn't. This schedule grows the first kind and shrinks the second.

Recurring maintenance

Task	Frequency	Month(s) due	Who arranges it	Approx. cost

Task	Frequency	Month(s) due	Who arranges it	Approx. cost

Prompts: gutter cleaning, exterior window cleaning, garden maintenance, pest treatment, fire equipment servicing, lift servicing, pump and tank checks, garage door service, anchor point certification, pool servicing, gurney/pressure-clean of common areas, painting inspection, roof inspection, balustrade check.

Known upcoming works (next 1–5 years)

Project	Expected year	Rough estimate	Fund it from	Status

Best practice

Match this section to your sinking fund forecast (QLD/TAS/NT), capital works fund plan (NSW/ACT), maintenance plan (VIC — mandatory for larger schemes), or reserve fund plan (WA/SA). If a big item is in the forecast but not in this schedule, or vice versa, one of them is wrong.

Maintenance is a tide, not a task. It never finishes — the goal is a rhythm, not a victory.

6. Compliance & safety calendar — CORE

The non-negotiables. These vary by state and by building, but the pattern is the same: certain safety systems must be inspected and certified on a schedule, and the body corporate / owners corporation is responsible.

Requirement	Applies to us?	Frequency	Provider	Certificate / record kept where	Next due
Fire safety systems (alarms, extinguishers, hydrants, exits)					
Annual fire safety statement / occupier's statement (state-specific)					

Requirement	Applies to us?	Frequency	Provider	Certificate / record kept where	Next due
Lift registration & servicing					
Pool safety certificate & fencing					
Smoke alarms in lots (rules vary by state)					
Balustrades & balconies inspection					
Asbestos register (buildings pre-1990 with workers on site)					
Anchor points / height safety certification					
Electrical safety (switchboards, RCDs, common-area test & tag)					
Cladding assessment / register (state schemes vary)					
Backflow prevention / water devices					
Workplace health & safety review (if the scheme engages workers)					

Best practice

Don't guess which of these apply to your building — ask your strata manager or a compliance provider to confirm, once, in writing. Then this table runs itself.

Put every 'next due' date into a shared calendar with a one-month warning. Compliance failures are almost never wilful; they're almost always a reminder that didn't exist.

7. Insurance — CORE

Buildings must hold building and public liability insurance in every state (with narrow exceptions). This section keeps the essentials visible so renewal never sneaks up on you.

Item	Details
Insurer & policy number	
Broker (if any)	
Building sum insured	

Item	Details
Public liability cover	
Other covers (office bearers, machinery, catastrophe, flood)	
Excess amounts	
Renewal date	
Last insurance valuation (date & valuer)	
How residents make a claim (who to contact first)	

Best practice

Get an independent replacement-cost valuation on the cycle your state requires or recommends (commonly every 3–5 years). Underinsurance is the quiet catastrophe in strata.

Office bearers (committee members) liability cover protects your volunteers. Check it's included — the people doing the unpaid work deserve it.

8. Money: funds & budget links — STANDARD

This plan doesn't replace your budget — it points to it. Every state splits strata money into roughly two buckets: day-to-day running costs, and long-term repairs and replacement. The names differ; the idea doesn't.

State/Territory	Day-to-day fund	Long-term fund
QLD	Administrative fund	Sinking fund
NSW	Administrative fund	Capital works fund
VIC	General / annual fees	Maintenance fund (with maintenance plan)
WA	Administrative fund	Reserve fund
SA	Administrative fund	Sinking fund / reserve
TAS / NT / ACT	Administrative fund	Sinking fund

Item	Details
Current levies per lot (or range) & payment frequency	
Long-term fund balance (at last financial statements)	
Long-term forecast prepared by & date	
Budget approved at (AGM date)	
Arrears process (what happens, and when)	

Best practice

The single most useful money habit: before each AGM, compare the long-term fund forecast against Section 5's known upcoming works. Aligned? Great. Not aligned? That's your most important AGM agenda item.

9. Communication plan — STANDARD

Most building conflict isn't caused by bad people — it's caused by silence. Decide, once, how information moves in your building, and write it down.

What	Channel	Who posts / sends	How fast
Urgent notices (water off, lift out, fire system testing)			
General notices & updates			
Maintenance requests from residents			
Committee decisions (summary for residents)			
Meeting notices & minutes			
Welcome info for new residents			

In the Nalo?

This is exactly what NaloHub was built for: one private place for notices, maintenance requests, documents and community — instead of a noticeboard nobody reads, an email chain nobody can find, and a WhatsApp group where the plumber's number is 400 messages up. If your building is in the Nalo, this whole section is one line: 'It's in NaloHub.'

10. Emergency information — CORE

The page you hope nobody ever needs, and the one they'll photograph off the wall when they do. Consider printing this section separately for the noticeboard and giving it to every resident.

Item	Details / location
Emergency services	000
SES (storm & flood)	132 500
Water main shut-off valve location	
Electrical main switchboard location	
Gas shut-off location (if applicable)	
Fire indicator panel location	
Evacuation assembly point	

Item	Details / location
Lift emergency phone / entrapment procedure	
After-hours emergency contact (building)	
Electricity distributor faults line	
Water utility faults line	

11. Document register — STANDARD

Where do the building's records actually live? Committees change; documents shouldn't go missing when they do.

Document	Where it's kept	Who has access
Community management statement / by-laws / rules		
Building plans & drawings		
Insurance policies & valuations		
AGM & committee minutes		
Financial statements & budgets		
Contracts (management, caretaking, services)		
Compliance certificates (fire, pool, lift)		
Warranties & manuals		
Keys, fobs & access register		
This Building Management Plan		

Best practice

One source of truth beats five shoeboxes. Whatever you choose — strata manager's portal, shared drive, or NaloHub — make sure at least two committee members and your manager can access it, and note retention rules for your state (records must typically be kept for years, not months).

12. Review & sign-off — CORE

A plan is finished when it's adopted, and healthy when it's reviewed. Table it at a committee meeting, minute the adoption, and diarise the review.

Item	Details
Plan prepared by	
Adopted at committee meeting on	
Next review due (recommended: 2 months before AGM)	
Version / date	

Version	Date	What changed	Updated by

Thank you for doing this. A completed management plan is one of the most generous things a committee can leave for the owners who come after them. Your building is lucky to have you.

More free resources at **nalohub.com** · Just Nalo It.

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.