Congratulations - or condolences, depending how the vote went. Here's what to do first.

New Committee Member Starter Pack

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

Welcome

You've just taken on a volunteer role that keeps a building full of people functioning. That's genuinely valuable, and it's normal to feel unsure where to start. This is the short version of what matters in the first few weeks.

Your role, in plain terms

- You're a fiduciary for the body corporate - decisions must be in the scheme's best interest, not personal preference
- Committee decisions are made collectively; no single member can act unilaterally on major matters
- You can be personally liable for negligent or bad-faith decisions, but ordinary reasonable judgement is protected
- Confidential owner information (arrears, disputes) stays confidential

First two weeks

Task	Who's doing this	By when
☐ Get access to the last 12 months of minutes and financials		
☐ Ask for the current maintenance/action register		
☐ Confirm who holds keys, alarm codes, and contractor contacts		
☐ Find out what's currently unresolved and overdue		
☐ Introduce yourself to the building manager (if any) and the strata/body corporate manager		
☐ Check insurance renewal dates and what's covered		
☐ Ask what communication channel residents actually use - and whether it's working		

Things nobody tells you

- Most committee time is spent on maintenance follow-up, not big decisions
- Silence is the biggest source of resident frustration - more than the actual delays
- You don't need to answer every question immediately; "I'll find out and get back to you" is a full sentence
- Good handover notes from the last committee are gold - if you didn't get any, start writing your own now

You weren't voted in to be perfect. You were voted in because someone had to be, and residents are usually more grateful than they let on.