The committee changes. The manager changes. The building's memory shouldn't leave with either of them.

Who owns your building's information?

General guidance, not a rulebook - every building's circumstances differ, so take what's useful and leave the rest. Current at August 2026; NSW, QLD and VIC noted where the law differs.

The two-minute version

Every apartment building has a record: what was decided, what was fixed, what was paid, what was promised. In most buildings that record is scattered across a strata manager's system, a building manager's phone, three past treasurers' inboxes and a filing cabinet nobody has the key to. The law says the record belongs to the scheme. In practice it belongs to whoever has it. This page is about closing that gap.

> *The test: if your strata manager and your building manager both resigned on Friday, what would your committee be able to find on Monday?*

What counts as the record

More than minutes. A working building record includes all of this, and most buildings hold less than half of it in one place:

Category	Examples	Where it usually lives today
Decisions	AGM and committee minutes, motions, voting results, proxies	Strata manager
Money	Budgets, levy notices, invoices, bank statements, fund balances	Strata manager
Maintenance	Reports, quotes, approvals, completion evidence, warranties	Building manager, committee inboxes
Contracts	Caretaking, cleaning, lifts, fire services, insurance, their expiry dates	Strata manager, filing cabinet
Correspondence	Letters to and from insurers, council, solicitors, contractors, owners	Individual inboxes
Compliance	Fire safety certificates, lift inspections, asbestos register	Building manager, nowhere
The building itself	Plans, by-laws, defects reports, key and fob registers	Developer, original committee, lost

Who it belongs to, by law

In every state the records belong to the body corporate or owners corporation, which means they belong to the owners collectively. A manager holds them on the scheme's behalf. That is a custody arrangement, not ownership, and it ends when the appointment does.

	What the law says	What to ask for
NSW	Records must be kept for seven years, electronically since June 2024 (s180). Any owner may inspect them (s182). When a manager's appointment ends, whoever holds the records must deliver them up within 14 days (s181); the maximum penalty per failure is $2,200.	"Please confirm all scheme records are held electronically and can be provided in full within 14 days of any change of appointment."
QLD	The body corporate must keep its records, and owners and others with an interest have a right of access for a prescribed fee (BCCM Act s205). The caretaker's Code of Conduct requires them to demonstrate proper record-keeping on written request.	"Please provide a list of every category of record held for the scheme and who holds each."

	What the law says	What to ask for
VIC	The owners corporation must keep its records and make them available to owners for inspection (OC Act 2006). The 2025 statutory review found some managers deny access without a statutory basis and recommended higher penalties.	"Please confirm the committee has direct access to the full register and records, not only on request."

Four questions to put to any manager

Ask these at a committee meeting and record the answers. None are hostile. A good manager will answer all four in a minute.

1. **Where does the record live?** Name the system or the location for each category in the table overleaf.
2. **Who in this building can open it today without asking you?** If the answer is nobody, the building does not hold its own record.
3. **What happens to it when your appointment ends?** The format, the timeframe, and the cost. If the contract does not say, ask for it in writing.
4. **Can we take a full copy now, as a test?** Not because you intend to leave. Because a record that cannot be exported is not yours.

The handover rule

Most records are lost at two moments: when a manager changes and when a committee changes. Neither is an emergency if the record is already in the building's own hands. Both are a crisis if it isn't. The cheapest insurance is to hold a copy before you need one.

> *A committee that has to ask for its own records has already lost the first argument.*

Where our record lives today

Fill this in once. Bring it to the next meeting. The blank rows are the ones to fix first.

Category	Held by (name / system)	Committee can open it?	Who's doing this	By when
Decisions and minutes				
Money				
Maintenance history				
Contracts and expiry dates				
Correspondence				
Compliance certificates				
Plans, by-laws, registers				
Keys, fobs, access codes				

Three habits that keep it yours

- **Get a copy at every handover,** whether it is a manager, a caretaker or a treasurer leaving. Do not rely on the next person asking.
- **Give the building one address** for all external correspondence, so nothing lives only in a volunteer's personal inbox.
- **Test the export once a year.** If the full record cannot be produced in a day, that is the finding. Fix it before the year it matters.

Sources: Strata Schemes Management Act 2015 (NSW) ss180 to 182; NSW Government strata records guidance; Body Corporate and Community Management Act 1997 (Qld) s205 and Schedule 2 Code of Conduct; Owners Corporations Act 2006 (Vic); Consumer Affairs Victoria, Review of the Owners Corporations Act, final report December 2025. Fee amounts change; check the current figure before quoting it.