



OWNER GUIDE

Celebrating
15★
YEARS

Everything we do, starts with you.


SELECT
STRATA COMMUNITIES
PEOPLE | PROPERTY | PURPOSE

Welcome to SELECT

“We never lose sight of the fact we are caring for someone’s home, place of work or their most important asset. Our people never forget it.”



Peter Black
Owner & Director,
SELECT Strata Communities



Floyd Nangreave
Group General Manager
SELECT Strata Communities
SELECT Assist Corporate Services

SELECT operates from the guiding principle that every Owners Corporation is someone's home, place of work or most important investment.

We focus on delivering peace of mind, value for money and personalised level of service across a range of comprehensive management solutions, that reflect this understanding.

We recognise that effective strategic planning and management are essential to ensuring the health, safety and amenity of every building's common property for occupants, visitors and businesses.

First, we focus on your needs. Then, we bring our strong industry knowledge, skills, innovative technology and streamlined processes, to meet those needs at any point in the life of your Owners Corporation.

We believe in collaborative working relationships between the Owners Corporation Committee, members and all other stakeholders, so that your short, medium and long-term goals are fully realised.

Our time and attention are always on the things that matter to your Owners Corporation.

Thank you for choosing SELECT.

SELECT | Strata done smarter.

Understanding and sharing knowledge is at the heart of successful community living. Navigating life in an Owners Corporation—also known as Strata or Body Corporate—can be challenging, especially with different terminology and regulations.

What makes Owners Corporation communities truly special is the diversity of the people who live in them. Residents include individuals from all walks of life, cultures, and age groups—families, singles, couples, and retirees—each with their own perspectives and levels of experience in property ownership. Despite these differences, all share a common interest in making the most of their investment and enjoying a positive community environment.

Our mission is to help foster smarter, more connected communities. We aim to keep owners informed, equipped, and inspired by providing practical guidance on all aspects of being part of an Owners Corporation.

Through resources such as this guide, we empower owners to navigate their community with confidence and make the most of their property ownership experience.



What is a Strata Scheme?

A strata scheme is a building, or collection of buildings, where individuals each own their own portion of the scheme known as a 'lot', such as an apartment or townhouse, where there is also common property.

Strata schemes vary in size, from two-lot duplex developments up to large 1,000+ lot residential developments. They can also be commercial, mixed-use, industrial, hotel and retirement village strata developments.

Within each strata scheme are individual lot owners, forming a self-governing community, and this community operates as a democracy.

The legal entity of all lot owners within a scheme is called the Owners Corporation. The Owners Corporation is legally responsible for the good management of the strata scheme.

What is Common Property?

Common property refers to all parts of the building or land that are not individually owned as part of a lot. This typically includes shared areas such as external walls, roofs, windows, driveways, foyers, hallways, lifts, fences, gardens and shared facilities like pools, gyms or community rooms.

However, common property differs from site to site. Always check your Plan of Subdivision if you are unsure about what may be, or is not, common property in your strata scheme.

These spaces are jointly owned by all lot owners within the scheme. Because they are shared assets, the Owners Corporation is responsible for their maintenance, repair and overall management. This ensures the common property remains safe, functional and enjoyable for everyone who lives in or uses the community.



What is an Owners Corporation?

The Owners Corporation is responsible for the overall management and administration of the strata scheme. This includes managing finances, arranging insurance, complying with strata laws and by-laws, keeping accurate records, and coordinating the maintenance and repair of common property.

As a lot owner, you are automatically a member of the Owners Corporation. This means you not only own your individual lot, but you also share ownership and responsibility for the common property with all other owners in the scheme.

To effectively manage the scheme, the Owners Corporation holds regular meetings—most importantly, the Annual General Meeting (AGM). At the AGM, owners discuss issues, make decisions and elect a Committee. The Committee represents all owners and is delegated to make certain decisions on behalf of the Owners Corporation throughout the year.

It is in your best interests to attend these meetings and take part in the decision-making process. Your involvement ensures your voice is heard and helps shape how your community is managed and maintained.

What are Levies?

As a lot owner, you are required to contribute to the costs of maintaining and managing the building and its common property. These contributions are known as levies and are paid directly to the strata scheme.

Levy notices are usually issued quarterly, although some schemes may issue them half-yearly or annually. Each notice will outline the amount due and available payment options. Under our management agreement, SELECT issues levy notices to owners on behalf of the Owners Corporation.

It is important to pay your levies on time as levies directly impact critical matters such as the ability to pay insurance. Levies that fall in arrears typically incur penalty interest and will attract legal action where arrears become problematic. By paying on time, you ensure that you meet obligations as a member of the Owners Corporation.



Who sets the Levies?

Ultimately, the decision rests with you, the owner. Each year, the Owners Corporation (Body Corporate) votes on and approves the annual budget at the Annual General Meeting (AGM). This budget determines the amount of levies payable for the year.

Drawing on extensive strata management experience, SELECT prepares detailed draft budgets for the Committee to review and present to owners at the AGM. These budgets are carefully forecast to help the Committee make informed financial decisions that support the long-term sustainability of the scheme.

As an owner, you have the right to vote on and approve the budget at the AGM, effectively deciding the levy contributions for the year.

How are levies used?

When levies are collected from owners, the funds are generally allocated into two main accounts: the Administration Fund and, where applicable, the Maintenance Fund.

The Administration Fund covers the day-to-day operating costs of the strata scheme. This includes expenses such as council rates and fees, insurance premiums, strata management fees, cleaning and gardening services, general repairs, and utilities like electricity and water for shared areas.

The Maintenance Fund is required only for certain Owners Corporations. Schemes with more than 100 lots, or with an annual budget exceeding \$200,000, must prepare a Maintenance Plan.

If the plan is adopted, a corresponding Maintenance Fund must be established. This fund acts as a dedicated reserve to cover future major works and non-routine repairs identified in the Maintenance Plan.

By planning and saving for significant future expenses over time, Owners Corporations can reduce the likelihood of needing to raise special levies when major works arise. This approach supports stable budgeting, good governance and long-term financial sustainability of the scheme.



The role of a Strata Manager.

Each Owners Corporation has a statutory duty to oversee the upkeep of shared property and services, and to ensure the scheme continues to meet all legislative and regulatory requirements.

Managing these obligations effectively requires specialised knowledge and the ability to interpret and apply strata legislation. For this reason, many Owners Corporations appoint a qualified Strata Manager (also referred to as an Owners Corporation Manager).

Once engaged, the Strata Manager is authorised to carry out the routine operational and administrative functions of the scheme on the Committee's behalf, in line with the terms of the management agreement.

While the exact scope of duties can differ, they generally include:

- Organising and facilitating the Annual General Meeting
- Overseeing financial planning, budgeting and accounting
- Providing guidance on compliance and property-related matters
- Managing correspondence, records and day-to-day administration

Beyond these core responsibilities, a considerable amount of coordination, monitoring and support occurs in the background to ensure the scheme runs efficiently and remains well-governed.

What does a Building Manager do?

In larger Owners Corporations, it is common to appoint a Building Manager to coordinate and supervise the day-to-day upkeep of the property.

The Building Manager is usually based onsite, either residing in the building or operating from an onsite office.

Their role focuses on the care and functionality of the physical environment. This includes maintaining common property areas and managing shared building services such as heating and cooling systems, ventilation, waste management, lifts, parking facilities and utilities infrastructure.

The Building Manager also monitors and carries out onsite maintenance, coordinates contractors, and ensures appropriate access and approvals are in place for works to be completed safely and efficiently.

In simple terms, the Strata Manager handles the administrative and governance aspects of the scheme, while the Building Manager is responsible for the operational and physical upkeep. Together, these roles support the smooth running and long-term care of your building.



What is a Committee?

A strata scheme can be managed on behalf of all lot owners by a Committee. This Committee is made up of owners elected at the Annual General Meeting (AGM) and is empowered to make many day-to-day decisions regarding the operation of the scheme. This includes overseeing the maintenance, repair, and management of common property.

For Owners Corporations with 13 or more lots, electing a Committee at each AGM is mandatory. Smaller schemes with fewer than 13 lots may choose to appoint a Committee, but it is optional.

The Committee is responsible for acting in the interests of all owners, which includes managing finances to ensure sufficient funds are available for ongoing and future maintenance, enforcing by-laws, and overseeing the care of shared property.

Election and Composition of the Committee

To ensure smooth and efficient communication, our office works with a single nominated representative for each Owners Corporation. Where a committee exists, the appointed committee representative is responsible for liaising with us and providing instructions on behalf of the Owners Corporation. In buildings without a committee, it is important that lot owners agree on one representative to act on everyone's behalf. This approach helps avoid confusion and ensures decisions are communicated consistently.

What are building rules?

A distinctive aspect of living in a strata scheme is the need to comply with established rules, which help ensure all residents can enjoy their homes safely and peacefully.

Some of these rules are outlined in legislation, including the Model Rules in the Owners Corporations Regulations 2006. In addition, an Owners Corporation can create its own rules, either replacing or supplementing the Model Rules, to address specific issues relevant to that community and promote harmonious living.

Each strata scheme has the flexibility to determine and enforce rules that reflect the preferences and needs of its owners.

Understanding your responsibilities and obligations under these rules is essential.

Common Rules

By-laws typically cover areas such as pets, parking, noise, renovations, resident conduct, use of common property, and smoking. These can differ widely between schemes, so it's important to familiarise yourself with those that apply to your community.

Certain by-laws, such as those relating to pets or renovations, may require approval from the Committee or Owners Corporation before proceeding. Always check the by-laws, follow the correct procedures, and obtain any necessary permissions before taking action.

These rules are designed to protect all residents, support smooth day-to-day operations, and foster a safe and harmonious community environment.



**If you have questions,
we are here to provide answers.**

We trust you will find this guide a useful introduction. For more comprehensive information, please visit our website www.selectsc.com.au or contact your SELECT Strata Manager directly.



**We are here to provide great service,
peace of mind, and value for money.**

Make the switch to SELECT.

We recognise that each property has its own unique requirements and may benefit from a tailored approach to management.

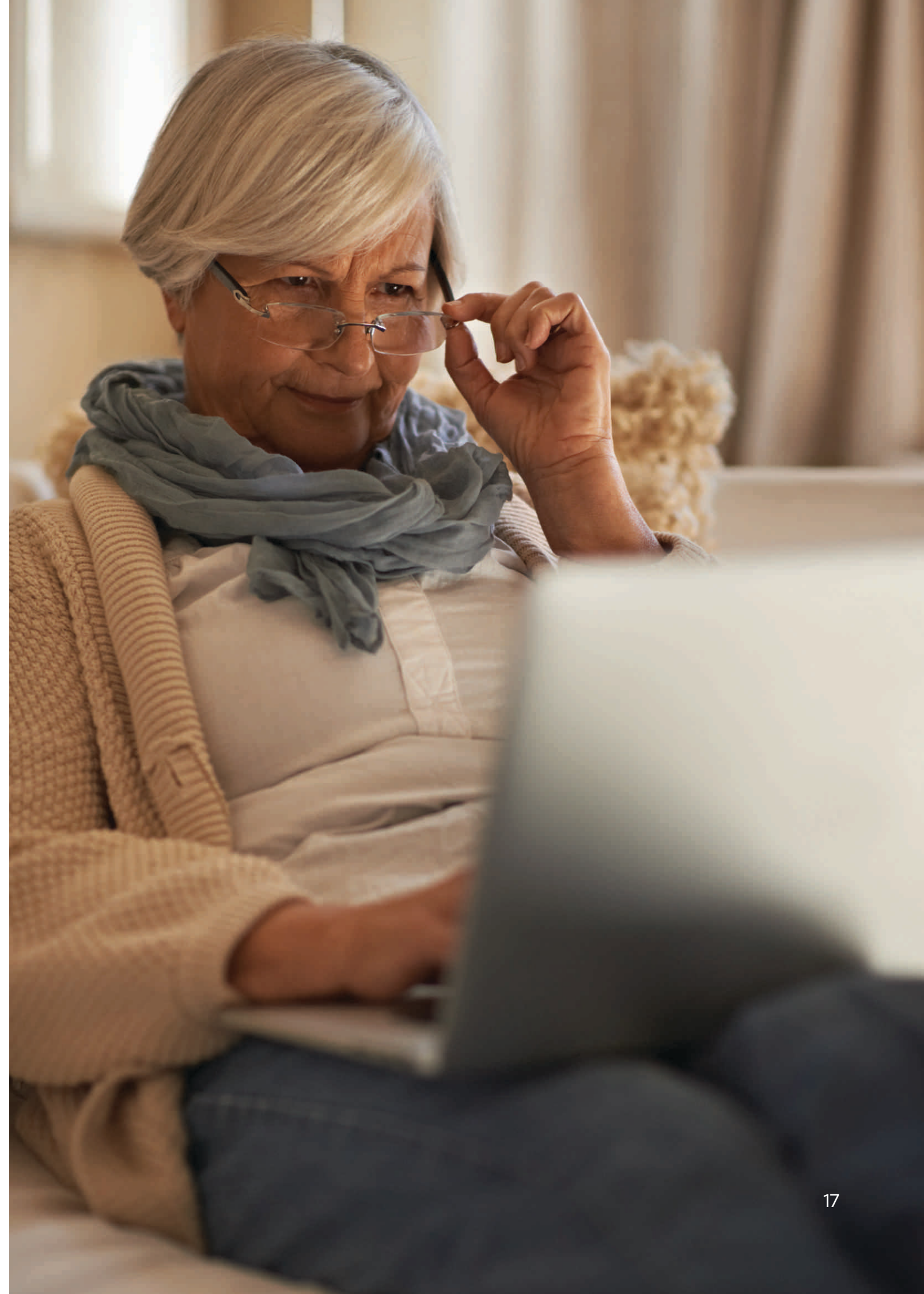
With over 50 years of industry experience, our consultants are here to assess your property's specific needs and determine how we can best support you.

Our people take the time to understand your current experience and provide a complimentary, no-obligation management proposal, designed specifically for your property.

Call us today to see how we can provide you and your Owners Corporation great service, peace of mind, and value for money.

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