

Strata manager Vs Property Manager: what's the difference?

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It turns out the difference between a strata manager and a property manager is quite significant, so if you're an apartment owner or a renter, or intend to be either, then this information is for you.

Different roles

Strata managers work for all the owners as a group.

Property managers work for individuals.

If strata managers were to do both and there was a dispute or issue in the complex then they could find themselves caught in a conflict of interest situation, so the first thing to note is that your strata manager and property manager should not be the same person or the same company.

Strata manager

Chances are your apartment block has a strata manager. If not then it's a self-managed block which means all of the owners have agreed to do the management themselves.

What most people don't realise is that a strata apartment block has a lot of legal requirements. This is to protect the investment of the owners and prevent things like underinsurance and poor building maintenance.



A strata manager is appointed by the owners to look after the legal requirements. This means they do things like arrange the proper insurance, make sure the property is maintained by getting in cleaners for the common areas inside and out, and if you have pools and gyms make sure they are properly maintained.

If a building is not properly maintained and someone is injured as a result, the owners of each apartment can be held legally responsible and be up for thousands of dollars in compensation as well as fines.

Strata managers make sure that the correct valuations are done so that the building is insured for the full replacement cost. Again if something were to happen to the building and the insurance was too low, the owners would have to make up the short-fall from their own pockets.

A strata manager also acts as a psychologist, peacemaker and all round problem-solver. Often they are called in when people can't get along to try and sort out the issues. They also ensure the owners representative committee meets regularly to discuss the building management and direct the strata manager to act on their behalf.

Property manager

If you've ever rented then you have dealt with a property manager. These are the people who usually work in real estate offices and are the liaison between renters and landlords.

Of course if you're a landlord you don't have to use a property manager but many people find it saves them time and makes having an investment property simpler.

Property managers deal with the individual property and organise tenants and leases, collect the rent, arrange maintenance on the inside of the apartment or house. They are meant to regularly inspect the rental property to ensure that it is being kept in good condition and to also ensure that there are no issues.



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