

STRATA TITLED PROPERTY

Here is a list of strata terms used across Australia:

- **Body Corporate:** The term used in Queensland to describe the collective group of unit owners within a strata titled property. A Body Corporate is a jointly owned property that incorporates at least 2 lots (units) and common (shared) property.
- **Owners Corporation:** The term used in New South Wales (and other states) to describe the collective group of unit owners within a strata titled property. An Owners Corporation is a jointly owned property that incorporates at least 2 lots (units) and common (shared) property.
- **Community Titles Scheme (CTS):** Every strata titled community (Body Corporate) in Queensland has a unique CTS number. For example - The Body Corporate for Harmony Court CTS 1234.
- **Strata Plan (SP):** Every strata titled community (Owners Corporation) in New South Wales has a unique SP number. For example - The Owners Corporation - Wallaby Palms SP 54321.

Different Terms - Same Meaning

STRATA MANAGERS

Here is a list of terms used to describe this role:

- **Body Corporate Manager:** The term used in Queensland.
- **Owners Corporation Manager:** The term used in New South Wales (and other States)
- **Strata Manager:** This is a universal term, as is Portfolio Manager.
- There are variations in the authority delegated to Strata Managers and the services they can provide; this is dependent on the state and their agreement with the strata community.
- A Strata Manager is engaged to provide secretarial and financial management services and ensure owners are complying with the relevant legislation governing strata schemes in their state. Their role is purely administrative.
- The Strata Manager acts on behalf of owners, and take instruction from the Committee.

Think of a Strata Manager as conduit;
Advising, communicating and coordinating between multiple stakeholders.

THE STRATA COMMITTEE

- **The Committee:** A group of unit owners elected to represent their strata titled community.
- The Committee comprises a Chairperson, Secretary, Treasurer and Ordinary Members.
- The Committee is entrusted to oversee the day-to-day operations of their strata community. They ensure residents comply with by-laws, and make decisions relating to the maintenance and repairs.
- The Committee must act in the best interests of their fellow owners and ensure the common property is maintained to a good standard. The Strata Manager can assist the Committee, and with their approval, obtain quotes, issue work orders and coordinate repairs.

COMMON PROPERTY

- **Common Property:** This refers to the areas within a strata titled community that fall outside of each individual lot (unit). For instance, in an apartment complex, each owner 'owns' their respective unit, however the shared walkways, garden and lawn areas outside of their unit boundary are considered common property.
- **Exclusive Use Areas:** These are areas allocated for the 'sole and exclusive' use of a particular lot. For example, a courtyard area, parking space or storage unit. The by-laws and plans will confirm if a strata property has any exclusive use allocations.
- All owners collectively own a share of the common property, which generally includes the structural elements of the building such as the roof, external walls and building slab/foundations. Guttering, driveways, walkways, elevators, shared carparking areas, and recreational facilities such as swimming pools also form a part of the common property.
- Every strata titled community is unique, as are the laws and regulations pertaining to each state. Please refer to the following links which provide further information on common property and the parties responsible for repairs and maintenance.

QLD

[Strata Maintenance Responsibilities](#)

NSW

[Strata Maintenance Responsibilities](#)

INVOICE REQUIREMENTS

TCM Strata receives a high volume of invoices each week that spread across our portfolio of strata schemes. Before an invoice is entered and uploaded for payment, we first must ensure it has been completed correctly with all relevant information submitted.

We appreciate that some tradespeople are operating small family businesses and this is your livelihood. Therefore, to allow us to pay your invoice promptly - **Please ensure you include all relevant information, including:**

- The name of the strata complex (Body Corporate or Owners Corporation), CTS/SP (Strata Plan) number, and property address.
- Your business name and trading name.
- Your ABN.
- Your mobile phone number and email address
- Your Licence Number, e.g. Contractor Licence (NSW), QBCC Licence (QLD) or relevant Trade Licence in your state.
- Reference to the work order number or quote request (if applicable)
- A clear and defined explanation of the works undertaken and unit number (if applicable)
- Your banking institution details - invoices must include your bank account name, account number and BSB. Alternatively, you can add your BPay details for us to make payment.

Please ensure you submit the following documents with your invoice:

- A copy of your Trade Licence (Contractor Licence - NSW) QBCC Licence (QLD) or licence for your trade.
- Your Safe Work Method Statement (SWMS). Visit www.safeworkaustralia.gov.au for information.
- A copy of your business public liability insurance and other relevant documentation.

If an invoice is submitted without copies of these documents, we will be unable to pay you.

[Click here to view a sample invoice outlining all requirements.](#)

PAYMENT TIMEFRAMES

Please refer to the following guidelines on payment timeframes:

- Invoices that are correctly addressed, submitted with all required information and documents, from existing service providers in our database:

Payment Timeframe: 5-7 Days

- Invoices that are correctly addressed, submitted with all relevant information, from new service providers (not yet entered into our database):

Payment Timeframe: 7 Days*

- Invoices that have not been addressed correctly, e.g. invoices with a duplicate invoice number, invoices missing vital information such as the building name, bank account details or contact details, and instances where a service provider has not provided copies of insurance, their licence details, or requested information:

Payment Timeframe: 14 Days*

**These timeframes are provided as a guideline only.*

Payment turnaround times can vary, depending on various factors, including the volume of invoices and the timeframe in which the Committee respond with their approval for payment. The sooner an invoice is amended and returned with the correct information and required documents, the sooner it can be paid.

SUBMITTING INVOICES

Sending invoices directly to the Strata Manager or multiple staff inbox may result in duplicate entries and unnecessary delays.

Please email your invoice, in PDF format, directly to:

invoices@tcmstrata.com

To query an invoice payment or raise an accounts related matter, please email our accounts team:

accounts@tcmstrata.com

[Click here to access a writable PDF invoice template](#)

Thank you for your cooperation and understanding.