



# Defects and Maintenance Register



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## Best Practice is key

As the strata sector continues to change and legislative requirements become more onerous we, as an industry, are charged with introducing best practice operations to overcome common hurdles and remove uncertainty.

At Strata Community Insurance, our focus is centred on keeping Strata Managers informed of changes occurring and developing tools for their clients that will help them provide a highly valued, expanded service.

Our latest initiative is the introduction of a Defects and Maintenance Register. This simple tool has been developed to capture the details, priorities, risks and management of identified defects and maintenance regimes.

It will add rigour to help protect all parties, including:

- › Owners
- › Committee Members
- › Strata Communities
- › Strata Managers.

## Key benefits include:

1. Providing an evidence trail of activity undertaken covering defects and maintenance within a complex.
2. A protection mechanism for Committee Members should an owner or occupant allege negligence in their actions.
3. Tracking all defect and maintenance-related repairs to a property.
4. Demonstrating to potential investors that the building is managed effectively.
5. Assisting Bodies Corporate to meet their Duty of Disclosure obligations with Strata Community Insurance.

The Defects and Maintenance Register does not replace a Body Corporate's responsibilities under any relevant legislation, and is simply a tool that may assist with tracking and recording issues that are identified within the building.

**For more information, or to adapt our Defects and Maintenance Register for your clients, please contact your local Strata Community Insurance representative.**

# User Guide

The Defects and Maintenance Register is easy to use and has been designed to track the following:

INFORMATION CAPTURED	WHAT DOES THIS MEAN?
ITEM NO	Allocation of an item number by a professional engaged to report and comment on the issue, if relevant. <i>Cell can be left blank or noted as N/A.</i>
DATE FIRST NOTIFIED	Date on which issue was first notified e.g. by telephone call, email, letter, etc.
DATE FIRST NOTICED	Date issue first noticed.
REPORTED BY	Details of individual reporting the issue, their lot number and position on the Executive Committee, if applicable.  This section can be updated to include a qualified professional who reported and commented on the item and the associated rectification works required.
DEFECT/MAINTENANCE ITEM DESCRIPTION	A brief description of the issue. E.g. cracking of render on external side of building, failed waterproofing membrane in bathroom, uneven tile in common area, etc.
LINK TO REPORT, QUOTES & INVOICES ETC.	Use this field to link associated reports, quotes and invoices to the register, so that documentation can be easily sighted and located when required.
PRIORITY (L_M_H_C)	The nature of the issue: <b>L</b> – Low Priority <b>M</b> – Medium Priority <b>H</b> – High Priority <b>C</b> – Critical  This item can be used in conjunction with the Strata Community Insurance 4 <i>Stages of Building Defects and Maintenance Controls</i> publication to help categorise priority.  Issues may be categorised by a building consultant or contractor or by the person completing the register.  <i>Note: H &amp; C Priority items fall under the definition of “major defect” as defined by the Home Building Act 1989 (NSW): <a href="http://www.legislation.nsw.gov.au/#/view/act/1989/147/part2c/sec18e..">http://www.legislation.nsw.gov.au/#/view/act/1989/147/part2c/sec18e..</a></i>
JOB ASSIGNED TO	Name of building consultant /repairer engaged to review, comment or rectify issue.
ESTIMATED COST	As outlined by the building consultant and/or repairer. Complete field as TBA or insert approximate cost e.g. \$20,000.
ESTIMATED TIME TO RECTIFY	As outlined by the building consultant and/or repairer. Complete field as TBA if timeframe unknown or insert an approximate timeframe e.g. 3-6 months
STATUS	Update on progress of issue. <i>E.g. consultant update, quotes obtained and repairs approved, completion date, etc.</i>
% OF REPAIRS COMPLETED	This information should be obtained from the building consultant and/or repairer carrying out the repairs.  <i>E.g. 100% meaning repairs completed in full; 0% meaning repairs have not commenced.</i>
DATE RECTIFIED	Date on which the repairs were 100% completed i.e. no further action required.

# Defects and Maintenance Register Example

Item No	Date First Notified	Date First Noticed	Reported By	Defect / Maintenance Item Description	Link to Report, Quotes & Invoices etc.	Priority (L_M_H_C)	Job Assigned To	Estimated cost	Estimated Time to Rectify	Status	% of repairs completed	Date Rectified
N/A	1/1/2017	11/22/2016	Report from RHM Consultants pending	Cracking of the render on external side of building		L	TBA	TBA	TBA	Consultant to report. Quotes to be obtained and repairs approved.	0%	
11.5	1/1/2017	12/11/2016	Report from RHM Consultants	Failed waterproofing membrane in bathroom		M	Advanced Building Solutions	\$15,000.00	1 month	Repairs completed	100%	1/2/2017
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