



# Responding to tenant's complaints within a strata scheme

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# Responding to tenant's complaints within a strata scheme

Here at ACOP, we are constantly being asked by agents, and particularly property managers, about dealing with tenant's complaints when they are renting in a strata scheme.

In particular, this raises immediate concerns when the complaint relates to the liveability (or habitability) of the premises. In these situations, agents need to follow a systematic approach to address the concerns effectively. Here are some simple steps that agents could follow:

## 1. Assess the Complaint

- **Gather Details:** Obtain specific information from the tenant regarding the nature of the complaint, including details about the issue and its location within the premises.
- **Visit the Premises:** For issues such as water damage or mould growth, conduct an inspection of the property to visually assess the reported issue firsthand. Take photographs or videos as necessary to document the problem.

## 2. Determine Responsibility

- **Identify Defects in Common Property:** If the complaint involves defects in the common property (e.g. roof leaks, water leaking from shower to a common wall, plumbing issues affecting multiple units), these are the Owners Corporations

responsibility to repair.

## 3. Notify the Strata Manager or Self-Managing Owners Corporation

- **Formal Notification:** Write a formal communication detailing the tenant's complaint, findings from the inspection, and any conclusions regarding the involvement of common property defects.
- **Request Action:** Clearly state the actions required from the Owners Corporation to rectify the issue, such as repairs to common property affecting the tenant's lot or granting access for necessary repairs.
- **Tradespeople:** If repairs to common property are required, the strata manager or self-managing Owners Corporation should engage qualified tradespeople to assess and undertake the necessary repairs promptly.

## 4. Communicate with the Tenant

- **Provide Updates:** Keep the tenant informed throughout the process, including confirmation of when repairs will commence, progress updates, and completion of works.
- **Temporary Measures:** If immediate action is necessary to ensure habitability (e.g. temporary repairs), communicate these measures to the tenant and outline the expected timeline for permanent resolution by the Owners Corporation.

## 5. Follow Up and Document

- **Final Inspection:** Conduct a final



inspection of the tenant's lot after repairs to ensure the issue has been adequately addressed and habitability standards have been restored.

- **Document Actions:** Maintain detailed records of all communications, inspections, repairs undertaken by the Owners Corporation for future reference.

By following these steps, an agent can effectively assist with managing and resolving complaints about habitability issues in strata schemes. Effective communication and collaboration with

the Strata Manager or self-managing Owners Corporation are key to achieving timely and satisfactory outcomes for tenants.

As with the majority of issues in the property industry, communication and knowledge are the keys to finding solutions, so make sure you form a positive relationship with the strata managers of any buildings where you manage individual lots.

[Rosy Sullivan](#)  
[Director | College Principal](#)

## From the office

Our trainers have been busy as usual – and it's still only January. In our CBD training rooms at the College we've had a strata licensing module, CPD classes and a Certificate of Registration (Strata) all happening in the past fortnight. We've also been traveling the countryside for CPD training in Toongabbie, Mudgee and Moree (plenty of kilometres being traversed this month).

In addition to Australia Day and Lunar New Year (obviously celebrated with lamingtons and red velvet cake), we behaved in true ACOP fashion and celebrated (kind of) for Kyah's last day in the office with us. She is off to St Vincents Hospital for her 36 weeks placement as the final stage in her radiography degree. We wish her all the best, and will now only get to interact with her via emails (as she will still be working with ACOP – but remotely and in the evenings). So when you get your CPD certificates and other emails late at night – you'll know where they are coming from. Also this past fortnight, there has been much excitement from Priscilla with the arrival of her new cat, Hana – who joined Priscilla's family from a rescue centre. We are quietly concerned that Priscilla may like the new cat more than her two children.

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**Contact us**

1300 88 48 10  
(02) 9264 5505  
enquiries@acop.edu.au

**Visit us**

Level 2, St Andrews House  
464 Kent St, Sydney NSW 2000

**Mail us**

PO Box Q289  
QVB Sydney NSW 1230

**Connect with us**

acop.edu.au



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