



strata  
community  
association®

# STRATA MANAGEMENT PRACTICE STANDARD

## Stage 1 Participant Checklist

**Business Name** :  
**Responsible Officer** :  
**Date** :

| <b>A. Strata Management Business Procedures</b>  | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|--|----------|----------|-----------------|
| Is your business a current financial member of SCA?  |          |          |                 |
| Has your business been a member of SCA for more than 2 years?  |          |          |                 |
| Has your business previously been suspended from SCA membership?<br>(cannot have been suspended in last 2 years) |          |          |                 |
| Has your business previously had SCA membership terminated?<br>(cannot have been terminated in last 5 years)     |          |          |                 |

| <b>B. Strata Manager Accreditation</b>  |  |  |  |
|---|--|--|--|
| Is your appointed Responsible Officer SCA Level 2 Accredited (CSCM)?  |  |  |  |
| Is your Responsible Officer implementing and overseeing the Strata Management System within the Business?   |  |  |  |
| Is your business providing your strata manager employees with the necessary support to enable them to achieve SCA Accreditation?<br>(50% of your strata managers must have Level 1 accreditation (ASCM) with the first 2 years) |  |  |  |

| <b>1. Strata Management Business Practice Manual</b>                | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|---|----------|----------|-----------------|
| Have you finalized your strata management practice standard manual? |          |          |                 |
| Is your Manual made available to all staff?                         |          |          |                 |

| <b>2. Strata Management Business Procedures</b>   | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|---|----------|----------|-----------------|
| Have you made all your staff aware of the SCA Code of Conduct?  |          |          |                 |
| Have you placed the Code of Conduct in an easy access location for your staff?  |          |          |                 |
| Does your Business have a Due Care and Diligence procedure?   |          |          |                 |
| Have you made the relevant Act's, Legislations and Regulations available to all staff?  |          |          |                 |
| Is your business complying with Federal and State legislations/laws?  |          |          |                 |
| Has your business demonstrated that the strata managers' actions (e.g., arranging maintenance) are in accordance with instructions and/or authority provided by the council of owners, by owners at a general meeting or included in the strata management agreement? |          |          |                 |
| Do you have a procedure for identifying, declaring and managing a perceived conflict of interest?   |          |          |                 |
| Does your Business have written contracts with all parties?   |          |          |                 |
| Are business activity reports available in relation to the strata communities under management?   |          |          |                 |
| Does your business have a policy & procedure in place to ensure strata company accounts are held and managed in accordance with Part 8 Subdivision 3 & Part 9 (148,149,150) of the Strata Titles Act 1985 (WA).   |          |          |                 |
| Does your business have appropriate insurance (workers compensation/public liability/ professional indemnity)?  |          |          |                 |

| <b>3. Strata Community Management</b>  | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|--|----------|----------|-----------------|
| Does your business have a strata management agreement for strata communities under management?                                 |          |          |                 |
| Does your agreement outline a clear schedule and fees?   |          |          |                 |
| Does your agreement clearly set out all commissions or remuneration payable for insurance policies or other contract services? |          |          |                 |

|  |  |  |  |
|--|--|--|--|
| Does your agreement clearly set out any conflicts of interest?   |  |  |  |
| Does your agreement clearly set out termination requirements including early termination?  |  |  |  |
| Does your agreement set out a dispute resolution procedure and are all proposed actions required to be provided in writing?  |  |  |  |
| Does your business have a procedure for obtaining insurance quotes for strata community clients?   |  |  |  |
| Does your business have a procedure for strata community clients to consider other uninsured exposures?  |  |  |  |
| Does your business have a procedure for recommending a valuation of the building and common property to be commissioned by a qualified valuation company at least every 5 years? |  |  |  |

| <b>4. Strata Community Documents</b>   | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|--|----------|----------|-----------------|
| Does your business have a records management procedure?  |          |          |                 |
| Does your procedure demonstrate that the records are maintained securely?                      |          |          |                 |
| Does your procedure detail the records to be maintained and applicable time limits that apply? |          |          |                 |

| <b>5. Other Procedures</b>   | <b>Y</b> | <b>N</b> | <b>Comments</b> |
|--|----------|----------|-----------------|
| Does your business have a procedure for minuting strata community meetings?  |          |          |                 |
| Does your procedure detail the timing of all meetings, personnel who are to attend meetings and the required agenda?   |          |          |                 |
| Does your business have a handover procedure detailing the methods to be applied when a strata community is handed over to another strata manager (agreement is terminated)? |          |          |                 |
| Does your business have an induction procedure for new staff members including training on the SMPS Manual?  |          |          |                 |
| Have all your personnel undergone inductions?  |          |          |                 |
| Are training records maintained?   |          |          |                 |
| Does your business have a complaints procedure?  |          |          |                 |

|  |  |  |  |
|--|--|--|--|
| Can your business demonstrate that complaints have been responded to and followed up in writing?   |  |  |  |
| Does your business have a technology and cyber-technology procedure that details the use of the company's computer system?   |  |  |  |
| Does your procedure address virus detection, protection and the electronic storage of records?   |  |  |  |
| Does your business have a privacy policy?  |  |  |  |
| If your business is required, is the policy in accordance with the Privacy Act (1988) and details how a person's information will be secured and who may have access to that information and for what reasons? |  |  |  |
| Does your business have a policy for the promotion of good mental health and well-being?   |  |  |  |
| Does your business have, and implement, a procedure for creating and maintaining a safe and healthy working environment wherever the business is active?   |  |  |  |
| Does your business have a procedure that acts as a framework for good communication internally amongst staff members and externally with clients and other parties that the Business associates with?          |  |  |  |