

## Best Practice Guide

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### Who do I call- Building Manager or Strata Manager

The answer to this question really depends on what the question is, in general if you happen to ring the wrong person either the Building Manager or Strata Manager should be able to steer you in the right direction.

As a general rule if you have an on site Building Manager, that would be your first point of contact. Obviously if there is no Building Manager appointed to your site then you would only have the Strata Manager to call. In the cases when a Building Manager is handling your request, if they do not give you the answer you would again need to call Strata Manager.

In some of the cases below for example quotes, even though the Building Manager may source the quotes, it will still go to the Strata Manager & Executive Committee for approval.

Below is a guide/table of some common questions & who you should call;

Question:	Who do I call?
Accounts & Levies	Strata Manager
Strata Plans & Searches	Strata Manager
Legal Issues	Strata Manager
Trades & Services Complaints	Building Manager
Complaints about Neighbours	Building Manager
Security Keys	Building Manager
Security Issues	Building Manager
Parking Issues	Building Manager
Quotes for Common Property Repairs	Building Manager
Directions on site	Building Manager

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