GOVERNMENT OF WESTERN AUSTRALIA

Landgate



5-year review of *Strata Titles Act 1985*

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Locate Value Secure

Landgate.wa.gov.au

Themes and key milestones

Theme 1 | Improving cost controls

Theme 2 | Enhance strata living

Theme 3 | Strata manager practice and standards

Oct 2024

Phase 1 consultation

Issues focus

Landgate examines phase 1 feedback.

Qtr 2, 2025

Phase 2 consultation

Reform solutions

Landgate examines phase 2 feedback.

From mid 2025

Final report prepared for WA Parliament

Phase one issues consultation: 1 to 31 October 2024

Online consultation @ Landgate website.

4 issues-focused questions. Multi-lingual.

Independently run series of stakeholder interviews.

25+ key government and industry organisations

Radio and digital advertising.

Additional promotions via industry channels.



6PR PERTH

BUSINESSNEWS

Consultation snapshot

12,383

visits to consultation web page

1,645

comments received from **578** consultation participants

19

interviews with key **26** industry and government stakeholders

%

of comments received

26% cost-related
27% living issues
23% strata manager
24% other

87.37%

of online respondents

are strata owners

strata tenants (3.46%)
strata managers (2.42%)
potential strata buyers (1.38%)
other industry professional (2.60%)
Property developer (0.69%)
None of the above (2.08%)

Insights* | Improving cost controls

Subdivision, development and termination

- Convoluted and time-consuming processes
- Apartment affordability
- Utility connections
- Community and buyer awareness

Collecting overdue levies and contributions

- Growing issue for strata companies
- Associated cost to the strata company
- Consumer protections



* Insights are subject to further analysis and evaluation and may not be reflected in the final report as they are here.

Insights* | Improving cost controls

Strata levies and contributions

- Increasing costs
- Value for money and transparency
- Impact of the 10-year plan
- Auditing of accounts
- Impact of building defects

Scheme insurance

- Access to suitable insurance
- Increasing cost of premiums



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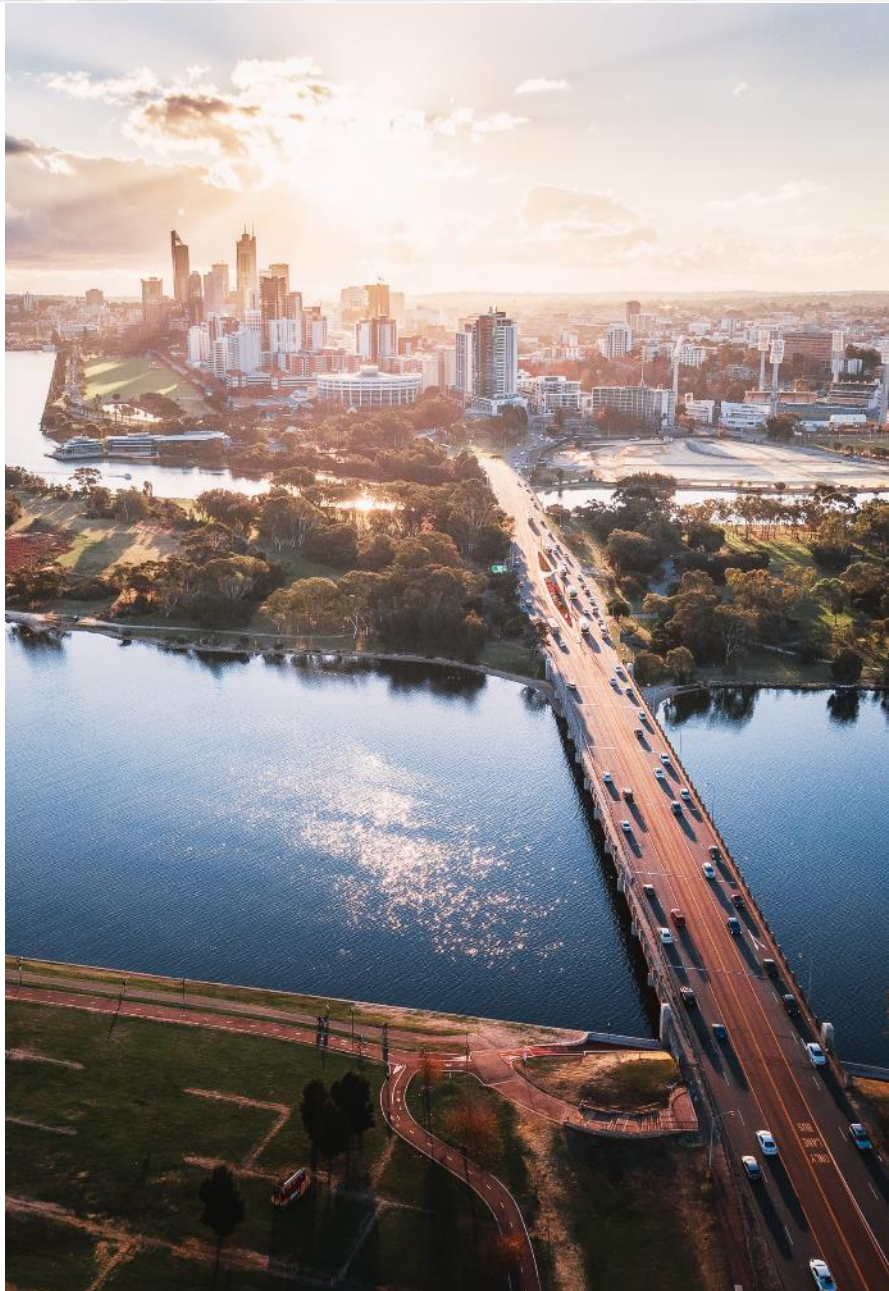
Insights* | Enhance strata living

Community living issues

- Buyer/Developer/Agent education
- Bullying and intimidation
- Use of proxies
- Maintenance of utilities
- Dispute resolution and strata advice

Wording of the Act

- Objectives for the Act
- Governance and conduct by-laws



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Insights* | Enhance strata living

Strata councils

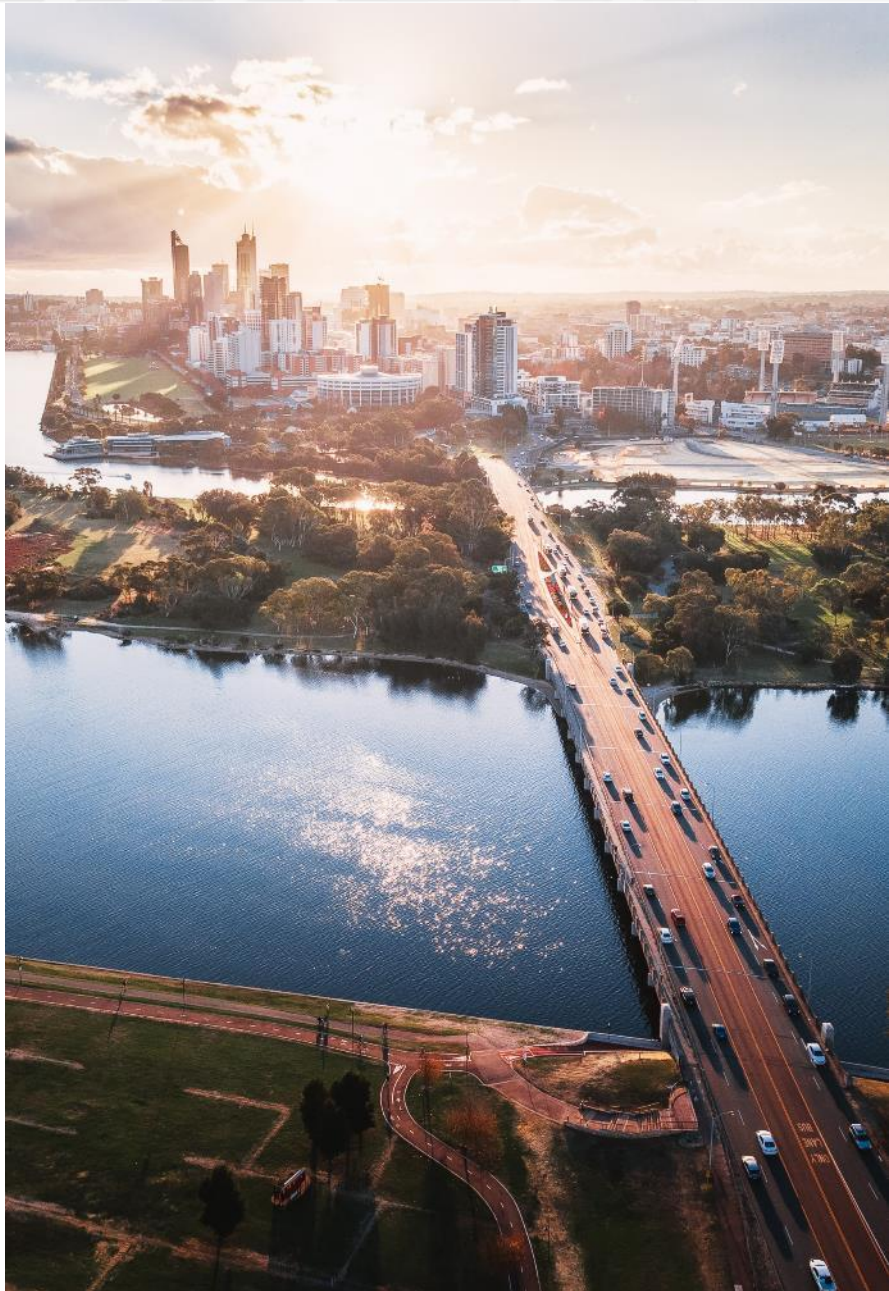
- Strata law knowledge gaps
- Conflicts of interest and lack of transparency
- Lack of communication and action on issues
- Enforcement of by-laws

Development and renovations

- Build standards and consumer protections
- Clarity around lot alterations

Smoking in schemes

- Smoke drift for lots and common property
- Lack of smoke drift specific by-laws



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Insights* | Strata manager practice and standards

Quality of service

- Over-extended
- High staff turnover
- Responsiveness to issues
- Cost of management fees

Conflicts of interest

- Commissions
- Relationships with developers and strata councils
- Disclosure requirements



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Insights* | Strata manager practice and standards

Industry regulation

- Lack of industry-wide standards
- Licensing or registration regime
- Accountability
- Audits of trust accounts
- Annual returns

Educational and experience requirements

- Need for more education and experience
- Better knowledge of the *Strata Titles Act*



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Next steps

Consolidation of industry and public feedback

Analysis of the issues identified

Development of potential legislative and regulatory solutions

Creation of “phase two” discussion paper

Industry and Public **consultation** quarter two of 2025

Preparation of final report

Final report tabled in Parliament from mid 2025