



# The role of the Building Manager.

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# Today we will cover:

- The role & scope of an Owners Corporation Manager
- The role & scope of a Building Manager
- Why have a Building Manager?
- Different Building Management options
- Determining the best Building Management option for your Owners Corporation



# The role of an Owners Corporation Manager.

- An Owners Corporation Manager (OCM) is appointed by the Owners Corporation (OC) to manage its administrative and financial obligations.
- This includes:
  - Dealing with correspondence from Owners
  - Placing & renewing insurance
  - Raising & collecting levies from Owners
  - Management of OC budgets & expenditure
  - Encouraging compliance with OC rules
  - Keeping records of the OC (correspondence, minutes, documentation)
  - Providing advice in relation to OC compliance obligations
- And, if delegated the role of secretary:
  - Convening & minuting meetings
  - Managing proxies, petitions and ballots



# The role of an Owners Corporation Manager.

- The focus of an OCM is liaison with the Committee and Owners and keeping OC operations running smoothly
- An Owners Corporation Manager is **not**:
  - A building manager
  - A concierge
  - A cleaner
  - A handyman
  - A building surveyor or engineer
  - A building expert
  - A project manager

Each of these services requires a distinct skillset. Experts in these areas can be appointed.



# Owners Corporation obligations.

- An **Owners Corporation** has obligations around:
  - Building compliance
  - Occupational Health & Safety
  - Maintenance & upkeep of common property
- Liability for these obligations is **not** assumed by the OCM
- Your contract with your OCM does not include these areas of responsibility
- It is the committee's responsibility to ensure the Owners Corporation is meeting these requirements
- An OCM can advise, and work with appointed experts for best outcomes



# The scope of an Owners Corporation Manager.

Your OCM does not automatically assume the role of Building Manager if you don't appoint one.

Setting realistic expectations for your community will ensure a better experience.

## **An OCM can:**

- Arrange contractors for works
- Work with experts & report back to the OC
- Budget for & schedule property services (i.e., cleaning, gardening & maintenance)
- Assist with general OC queries
- Order new/replacement access devices

## **An OCM cannot:**

- Supervise the works of contractors
- Monitor & ensure building compliance
- Ensure day-to-day cleanliness/upkeep
- Oversee move ins & outs
- Assist with personal resident needs
- Monitor building security





What is a BM and  
what do they do?

# Agenda

- ▶ The role and scope of the Building Manager?
- ▶ Why have a Building Manager?
- ▶ What are the options for buildings when it comes to Building Managers?



# What is Building Management?

- ▶ Is an age old practice which has existed out of necessity since buildings were first constructed to support human activities
- ▶ It stemmed from services provided by janitors and caretakers in the 1970's
- ▶ The current demand for Building Management for residential buildings in Victoria is growing with the huge number of apartment buildings popping up all over the state
- ▶ An on site presence in a Residential Building who both manages the 'Asset', the building and supports the residents – therefore they have broad and diverse skill set
- ▶ Works with the OCM and Committee to look after the building and all its needs

# Typical Multi-Unit Residential Facility Management Services

- Access and egress
- Asset management (mechanical services, etc.)
- Building management control systems
- Building Code and Regulatory Compliance
- Building repairs and maintenance
- Cleaning and general maintenance
- Concierge, mail and other 'soft' services
- Conserving asset value
- Contract and contractor management
- Energy and water management (lighting use, etc)
- Enhancing comfort and amenity for facility users
- Essential services provision (fire systems, etc)
- Gardening and grounds maintenance
- Improving building performance
- Maintaining security for property occupants and assets
- Maintenance planning (equipment, etc)

# Typical Multi-Unit Residential Facility Management Services

- Projecting a building's identity and image
- Record keeping (legal requirements, monitoring, etc)
- Reducing operational impacts and life cycle costs
- Responding to complaints and suggestions
- Risk management
- Space management (i.e. effective utilisation of space)
- Sustainability projects and implementation
- Tracking and recording energy & water consumption
- Undertaking larger capital or maintenance projects
- Stakeholder engagement
- Waste management

# Why have a Building Manager?

- On site OH&S management
- Resident Management
- Works with the Contractors while on site and can oversee works
- Can manage the maintenance schedule for servicing and repair of equipment and machinery
- Manage compliance for things such as essential services and waste management
- Take a lot of work off the committees
- Does the quoting for works and can show the contractors around when required
- Completes inductions with new residents and ensures there is no damage to common property when residents are moving in or out
- Older buildings need more extensive repairs and a rigorous management plan

# Options for Building Management

- ▶ Pop in service where a Manager visits the site once a fortnight to do a compliance walkthrough.
- ▶ Part Time Building Management – provides a presence on site for a number of hours per day
- ▶ Caretaking – where the employed person both cleans and completes Building Management tasks. Including contractor management, quoting etc
- ▶ Full time Building Manager
- ▶ Full time Building Manager with after hours support
- ▶ Full time Facilities Manager with concierge support
- ▶ Most importantly, find a Building Management service that fits the needs of your building and the desires of your committee

# The best Building Management option for your Owners Corporation.

## The Owners Corporation Committee (or Chairperson where there is no Committee) needs to:

- Reflect on their current situation and determine where there are gaps in relation to Building Management responsibilities
- Understand the different Building Management responsibilities, services & options (i.e., full-time vs. part-time)
- Undertake a cost-benefit analysis
- Schedule a meeting between Committee representatives and a Building Management company to determine the best options for the property.

## The main Building Management responsibilities are:

- Building compliance
- Building asset management
- Occupier management



Q&A.





**Thank you for  
attending.**