

Roles & Responsibilities Of Strata Managers

A strata corporation (or [section](#)) can hire a strata management company for assistance in operating the strata.

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Strata management services

A strata property manager is a licensed professional who works for a strata management company. A strata property manager makes it easier for the strata council to operate a strata or section. The manager can handle paperwork, prepare for meetings, take minutes, hire qualified services and much more.

Strata management companies offer a wide range of services. A strata corporation (or section) may choose to pay for a few services like record keeping or for a full range of strata management services.

Strata management services can include:

- attending [strata council meetings](#)
- preparing the minutes of all meetings, including strata council meetings, and distributing the minutes to owners;
- preparing [annual budgets and financial statements](#);
- collecting [strata fees](#) and other money owed to the strata corporation;
- paying strata corporation bills;
- securing adequate [insurance for the strata corporation](#);
- keeping and permitting access to [strata corporation records](#);
- preparing documents on behalf of the strata corporation such as "[Form B: Information Certificates](#)" and "[Form F: Certificates of Payment](#)";
- entering into contracts and arranging services for the strata corporation such as: landscaping, insurance, electrical services, maintenance, etc.;
- hiring and supervising employees hired by the strata corporation; and
- providing emergency contact and services.

Limitations of a strata manager

Under the Strata Property Act and regulations a strata manager or strata management company cannot:

- act as an arbitrator in an arbitration proceeding without the consent of all parties
- keep strata corporation records beyond four weeks after the termination of the contract
- act as a proxy holder for any voter in the strata corporation
- hold a hearing on behalf of the strata council

Under the Standard Bylaws (which can be [amended](#)), a strata manager cannot:

- determine if a person has contravened a bylaw or rule
- determine if a person should be fined or determine the amount of a fine for the contravention of the bylaws or rules
- determine if a person should be denied access to a recreational facility
- spend strata corporation money for a specific expenditure without a strata council resolution authorizing the specific expenditure or
- spend strata corporation money for general expenditures without a delegation of a general spending authority by a strata council resolution. The resolution must set out the maximum sums that can be spent, the purposes for which money can be spent and any conditions that have to be met before money can be spent.

Sections and strata property managers

It is important to note that a strata corporation and a [section](#) are distinct bodies and the section will have its own executive in addition to being part of the strata corporation.

A section's interests may differ from other sections' interests and the interests of the strata corporation. In April 2013, the Real Estate Council of BC (RECBC) issued information bulletins clarifying the responsibilities of strata management companies managing sections to acknowledge and protect these different interests. (Please note: as of August 1, 2021 RECBC is now part of the BC Financial Services Authority).