

Comparison of Responsibility of Management Duties

On-Site Management vs Off-Site Management vs Self-Management

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	On-Site Management	Off-Site Management	Self-Management
Resides	On-site 24 hours/day.	Off-site. No one in attendance for emergencies.	Body Corp may appoint an owner/occupier. Not required to be on-site or contactable at all times.
Financial interest	Manager owns & runs the business.	No financial interest. Paid for contracted services rendered.	Interest in reducing Body Corporate fees.
Maintenance & care of property	Daily routine 7 days/week.	By contractor or when required.	Inspect, arrange & supervise contractor.
Pool maintenance	Cleaned, tested & recorded daily. Several times daily when high usage during summer.	As contracted, usually a maximum of once per day, less often during off-season.	Arrange contract, inspect & ensure all work is completed to required standards.
Pick up general rubbish around complex	Daily each time the Manager conducts normal activities.	By a contractor only during times on-site.	Provide regular inspections to maintain cleanliness of property.
Gardening	Usually a regular daily activity to constantly maintain standards.	As per contracted duties.	Arrange contract, inspect & ensure all work is completed to required standards.
Lawns & edges	Minimum weekly activity.	As contracted, usually 26 to 35 times per year.	Arrange contract, inspect & ensure all work is completed to required standards.
Master keys	Maintained, secured & usage recorded on-site. Keys do not leave property.	Keys taken off-site, no security of possession.	Kept under the control of B/C representative, may be an owner/occupier, may live off-site.
Arranging maintenance contracts	On-site & available at all times to deal with contractors.	By appointment with contractors so as to fit in with other activities.	By appointment with contractor at a mutually suitable time for both B/C representative and contractor.
Supervising contractors	On-site at all times to inspect & supervise progress of work, check completed work & authorise payment.	By appointment and when notified by the contractor and on completion of work.	By appointment and when notified by the contractor and on completion of the work.
Conditional reports on building & appurtenances	At all times aware of condition of complex, on-site to provide preventative measures.	When on-site to conduct other activities or when contracted to carry out relevant inspections.	When notified of a problem by an occupier or tenant.
Disposal of rubbish	On-site to sort & level material build up as required, place bins out for collection & return immediately after.	Checked when on-site for other activities. Placed out for collection by arrangement & returned whenever someone is on-site.	Task undertaken voluntarily by an owner/occupier or by arrangement with a contractor.
Common area cleaning	Daily ongoing duty.	By an outside contractor sometimes daily, often only weekly.	By an outside contractor, supervised & checked by a B/C representative.
Barbecue & associated amenities	Cleaned after each use.	By outside contractor by arrangement.	By outside contractor, supervised by B/C representative.

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Monitor the operation of all pumps	24 hours/day.	When on-site or when notified by an occupier or tenant of a malfunction.	By an owner/occupier or when notified there is a problem.
Firefighting equipment	Alarms monitored 24 hours/day, equipment tested & inspected regularly.	When notified of a problem or by an outside contractor.	By an owner/occupier or when notified of a problem.
Drainage & stormwater run-off	On-site to ensure drains are clear and to monitor during heavy rain.	Maintained by an outside contractor, no one on-site during heavy rain periods to monitor or prevent water damage if a problem occurs.	By an owner/occupier or when notified when or after there has been a problem or damage.
Minor repairs	Carried out by On-Site Manager as required. No labour cost involved, part of remuneration.	By an outside contractor as required. Usually attracts a service call fee.	By an owner/occupier or an outside contractor as arranged & supervised by the B/C representative.
Common area & security lighting	Inspected nightly, bulbs replaced immediately for safety and security reasons.	By an outside contractor. Only repaired when reported or when regular testing is carried out.	By an owner/occupier or by contractor when malfunction is reported. Arranged & supervised by B/C representative.
Time switches	Monitored & adjusted regularly for security and power savings.	Usually adjusted seasonally by a contractor.	By arrangement with a contractor.
Tenant register	Compiled & held on-site.	Held off-site by outside managing agent.	Not maintained.
Car parking	Monitored 24 hours/day.	Not monitored.	Not monitored.
Security	Monitored 24 hours/day.	Not monitored. May engage security patrols at B/C expense.	Not monitored. May engage security patrols.
Disturbances	On-site to control situation. Usually after hours.	No one in attendance. Call security when notified. Off-site Manager usually not available after hours.	Owner/occupier. Not always available or able to handle situation. Call security at B/C cost.
Visitors	On-site to monitor, help & give directions.	Not able to help.	Owner/occupier if available otherwise no assistance.
By-laws	Monitored 24 hours/day.	Not able to monitor on a regular basis.	Owner/occupier. Otherwise not monitored.
Lift breakdowns	Immediately available to action a response.	Relies on lift contractor to respond.	Owner/occupier or wait for response from lift contractor.
Electronic entry/exit gates/doors	On-site to render assistance if malfunctioning.	Not able to assist. Call contractor or security.	Owner/occupier, contractor or security.
Incident & accident register	Maintained and updated as incidents occur or are reported for the protection of the B/C against future claims.	Not maintained.	Not maintained.
Mail	Cleared, sorted and redirected daily.	Cleared when contractor on-site.	Owner/occupier or when contractor is on site.

	On-Site Management	Off-Site Management	Self-Management
Tenancy breaches	On-site to monitor and report.	Not able to monitor.	Owner/occupier or not monitored.
Reports	Regular reports on the operation and maintenance of complex available for committee meetings.	Usually only when requested.	Not provided or when an inspection is carried out by the Committee.
Emergencies	On-site to handle all situations at any time.	Only when notified of a problem. Usually a delay in responding.	Handled by an owner/occupier or B/C representative
Workplace health & safety	Ongoing regular inspections & maintenance to protect B/C against claims.	Usually only when notified of a problem. Engage a contractor.	Usually only when notified of a problem. Engage a contractor.

Contractors required for Off-Site Management or Self-Management

Below is a list of some of the Contractors that would need to be engaged by a Body Corporate/Owners Corporation to carry out the duties that would normally be performed by a Resident Manager:

Off-Site Manager/Body Corp Rep:	To arrange and supervise contractors, obtain quotes, check completed work, authorise accounts for payment, provide reports for Body Corporate Committee, liaise with Body Corporate.
Pool Maintenance Contractor:	For daily cleaning, testing, recording and adjusting of chemicals seven days per week.
Gardening Contractor:	For all maintenance of gardens, lawns, shrubs, hedges and watering, fertilising, mulching and removal of rubbish.
Cleaning Contractor:	To clean all common property areas daily both internally and externally.
Maintenance Contractor:	To carry out minor repairs and maintenance of the common property of such nature as to not require the services of a skilled tradesman.
Security Services:	To oversee the general security of the property, maintain order, be on call for emergencies, break and enters or disturbances.