

Strata committee training

Your questions, answered

From the client webinar of 21 October 2026. We received 99 questions in the session; the duplicates are merged here, so one answer may cover several of the questions you saw in the chat.

The course and your certificate

Do we get a certificate of some sort saying we did the course?

Yes, and you have to download it from the website yourself. NSW Fair Trading issues a Certificate of Completion the moment you finish, on screen. It is not emailed to you and it does not come to us download it at the end of the course and then email it to stratahub@cngproperty.com.au. The Strata Hub does not tell us when you have finished, so until that certificate reaches us our records will still show you as outstanding.

Will the certificate be sent out to me automatically?

No. Nothing arrives in your inbox. You download it from the website at the end of the course. If you have already closed the window, log back in to the Strata Hub and the certificate is available again from your completed training so a closed tab is not a disaster.

Is it a 100% pass? Can I get anything wrong?

You cannot fail it. The quiz has unlimited attempts, and every answer right or wrong comes back with an explanation. You can keep going until each one is correct. It is built to teach, not to test.

Are the quiz questions after each of the six lessons, or only at the end?

They are built into the lessons as you go, as short scenario choices, rather than saved up as one exam at the end.

Is there any difference in the course depending on what role I hold on the committee?

No. There is one course and every member does the same one. The chairperson, secretary and treasurer roles are covered inside it, but there is no separate stream for office bearers.

Does the training have to be done in one go, or can it be done in sections?

In sections. Select Save and exit whenever you like and it picks up where you left off. All up it is about an hour, across six lessons of roughly ten minutes each.

If you cannot fail it, what is the point?

A fair question, and worth answering honestly. The point is not to screen people out it is that most committee members have never been told what the role actually involves, which is what the statutory review found. An hour that explains common property, the limits of the committee's authority, and what to do about a conflict of interest will prevent more problems than an exam would.

Can you send the link so I can copy and paste it?

There are two, and it is worth keeping them apart. To register for the Strata Hub: nsw.gov.au/housing-and-construction/strata/strata-hub then follow "How to register for Strata Hub". For the training itself and what it covers: nsw.gov.au/housing-and-construction/strata/serving-on-a-committee/strata-committee-training. The course is reached from inside your Strata Hub account once you are registered.

Can you email participants the step-by-step procedure registration, where to find the training, how to start?

Yes. The step-by-step instructions went out with the recording and the slides. Your strata manager can also walk you through it on the phone; it takes about five minutes.

Getting into the Strata Hub

How do I register, or reactivate an account I already have?

Start at the NSW Government Strata Hub page nsw.gov.au/housing-and-construction/strata/strata-hub and follow “How to register for Strata Hub”. The same steps cover reactivating an account. You accept the privacy notice, enter your details and submit, then activate the account from the link emailed to you, set a password, and choose how you want your sign-in security code sent: email, Google Authenticator or SMS. This is a NSW Government site, not a Jamesons one. If you already report for your scheme you already have an account —use that one rather than creating a second.

Why is there an extra security step now?

Since 30 September the Hub asks for a second verification when you log in, and may send you a code to confirm it is you. It is a new requirement on the Hub, not something specific to the training.

Probably my email is with the Strata Hub but I have never registered. Has our strata manager registered for me?

No. The account is personal to you and we cannot create it on your behalf. Your email may appear in the scheme’s reporting because the secretary listed it, but that is not the same as having your own login.

As a regular committee member, do I need to register for reporting?

No. The scheme’s annual return is the secretary’s job. Your Strata Hub account exists so that you can reach the training and collect your certificate.

How do I update my email address with the Strata Hub?

Through your account profile once you are logged in. If it will not save, Fair Trading on 13 32 20 can update it.

I have logged in what do I do from there to get the certificate?

Once you are in, the committee training sits inside the Hub. Select it and begin; you do not need to run a scheme search first. Work through the six lessons, and the certificate is issued on the final screen.

What if the training system falls over because of the volume of people?

If the Hub is unavailable, note the date and try again. The deadline comes from the legislation and nobody has power to extend it, so the answer is to do the course early rather than in the final week.

Your deadline

For AGMs after 1 October, do I have three months after the AGM to do the training?

Yes. Three months from the date you were elected, not three months from 1 October. If your AGM is later in the year, every date shifts across with it the gap is always three months.

If our AGM was before 1 October, are we caught?

Not for this term. You are not caught for your current term, however long you have served. The obligation starts the next time you are elected, which for most committees is your next AGM.

Our AGM was due at the end of July and we still have not had it.

Your three months run from the date you are actually elected, so the clock starts whenever that meeting is finally held. Separately, a late AGM is now a more expensive thing to have outstanding — penalties for missed AGMs went up when the new Act was signed. Speak to your strata manager about getting it convened.

Does the training count if I do it before I am elected or re-appointed?

Yes, and we would encourage it. Fair Trading says expressly that anyone can take the training at any time, including people thinking about nominating. The certificate carries forward to whenever you are elected, and the three-month clock never becomes a problem.

Do I need to do the course now, or wait until the next AGM?

Now. There is no advantage in waiting and one clear disadvantage — if you leave it until after the AGM you are then working to a deadline.

Can I do the training if I have been a committee member since May 2026?

Yes. You are not required to until you are next elected, but you can complete it today and have it behind you.

If the deadline is missed

What happens if I simply do not do it?

At the end of the three months you stop being a committee member. It happens automatically — nobody has to send you a notice first and there is no power to extend it. You will not be fined: Fair Trading has said it will not take action against a member. Losing the position is the whole consequence.

So it is only a temporary suspension until the member completes the training — is that correct?

No, and this is the point most often misunderstood. It is loss of office, not a suspension. The seat becomes vacant.

If a member loses their seat and then completes the course, are they automatically reinstated?

Completing the course makes them eligible again, but it does not put them back in the seat on its own. The committee can appoint them to the casual vacancy, or they can be elected at a general meeting. Being re-nominated does not buy another three months — the training has to actually be done.

Hypothetically, if a member completes it in month four, do they come back automatically or do we need an AGM to re-elect them?

You do not need to wait for an AGM. A casual vacancy can be filled by the committee until the next annual general meeting. Talk to your strata manager before the seat is filled, so the appointment is minuted properly.

What if most of our committee does not finish in time?

If enough seats are lost the committee cannot function, and decisions have to go to a general meeting of all owners — slower, and more expensive. Owners can fill the vacancies at that meeting.

If a member has lost their seat, does that change the number needed for a quorum or to pass a motion?

Someone who is no longer a member is not entitled to vote. Schedule 2 sets a quorum at at least half of those entitled to vote on the motion, calculated by reference to the number of members last determined by the owners corporation. How those two sit together where a seat has been vacated mid-term is a question we will confirm and come back to you on, because the answer changes how your committee should count its votes.

We will confirm this point and update the FAQ.

Who enforces this, and how?

Fair Trading administers the requirement, but there is no penalty aimed at an individual member. The practical enforcement is the loss of office itself, and the scheme's own records — which is why the certificate matters.

What happens if nobody wants to do the course and nobody wants to be on the committee? Do all decisions then go to an AGM?

Broadly, yes. An owners corporation must have a strata committee, but where there is nobody eligible to sit on it the functions fall back to the owners corporation itself, exercised at general meetings. It is a workable position and a poor one — every routine decision needs a meeting of all owners.

Do we expect the State Government to show leniency in the first year?

We would not plan on it. Fair Trading has said it will not take action against a member, but that is not the same as leniency on the deadline — loss of office is automatic and does not depend on anyone deciding to enforce it.

Whether it applies to you

I am on three strata committees. Do I do the training once, or three times?

Once. One certificate covers every committee you sit on. Send a copy to each scheme's strata manager so that each set of records is complete.

If I am on two different committees, how will the Strata Hub know?

It will not, and it does not need to. The certificate belongs to you, not to a scheme. Send the same certificate to each manager.

What if I am on more than one committee with different email addresses?

Use one Strata Hub account, under whichever email you check. The certificate it produces is valid for every scheme regardless of which address each manager has on file for you.

So whether or not I hold the position of secretary or treasurer, as a member I still have to complete the course?

Yes. Every committee member, office bearer or not.

Are there extra, specific responsibilities for the chairperson and secretary?

Yes, but not extra training. The chairperson chairs meetings, rules on procedure and declares the result of each vote. The secretary handles notices, agendas, minutes, the scheme's records and the Strata Hub annual return. The treasurer handles levies, accounts and the funds. All three do the same course.

Can two occupants of the same lot — husband and wife — both be on the committee?

Where both are owners on title, both are eligible and both can be elected. It does not give the lot two votes at a general meeting; that is unchanged.

Does this apply to committees of industrial or commercial properties?

Yes. The Act applies to all strata schemes regardless of what the lots are used for.

Our building is pre-1974, which has different rules. Has that been allowed for?

Older schemes are governed by the current Act, so the training requirement applies in the same way. Where the differences bite is in your by-laws and your common property boundaries, not in this obligation.

Do company title schemes require the certification?

No. A company title building is not a strata scheme, so the Strata Schemes Management Act — and this requirement — does not apply to it.

Is this also applicable if I am a community association committee member under the Community Land Management Act?

No. Fair Trading has confirmed the training applies to strata committees only, and not to association committees in community land schemes.

The Strata Hub does not recognise DP numbers for community schemes, so I could do the training but could not register. Can you comment?

That is consistent with the answer above rather than a fault at your end. The Hub is built for strata schemes, and the training requirement does not extend to community schemes, so there is nothing for you to register against.

This training is for strata. When is community scheme training going to happen?

There are no plans at this stage.

Is this just for NSW? I am on committees in multiple states.

NSW only. Other states have their own regimes and none of them recognises this certificate.

If an owner has two properties in different strata plans, is there any exemption?

No, that is not an exemption — but you still only do the course once, and the one certificate covers both schemes. The exemptions are: two-lot schemes, tenant representatives, a strata managing agent sitting on the committee, members of the Australian College of Strata Lawyers, and someone filling a casual vacancy for less than three months.

What if I am the only person on the committee?

The requirement is the same. A committee of one is still a committee, and if you lose your seat the owners corporation has to make the decisions at general meetings until it is filled.

I am on a committee managed by Jamesons, and I am also the sole owner of all the units in a separate four-lot scheme. Can I submit my certificate for that scheme too?

Yes — the same certificate, sent to whoever keeps the records for that scheme. Note that the two-lot exemption does not reach a four-lot scheme, so the obligation does apply there.

Is Jamesons required to do this training?

Where one of our people sits on a committee as the managing agent, they are exempt from this particular course. That is not a free pass: our licensed staff carry compulsory continuing professional development under the Property and Stock Agents Act, which is a separate and larger obligation.

Annual, or once and done**Is the course a one-off, or does it have to be done every year?**

Both answers you have heard are half right, which is why this came up so often. Fair Trading describes the training as annual, but you do not repeat this course. Once you have completed the introductory course you will not have to complete the same training

again in future years. Fair Trading will publish details of the additional training in 2027. So: one certificate now, and a new short module when it is released.

Does the certificate expire in 12 months?

Fair Trading has not put an expiry date on the certificate. It recommends that secretaries keep a copy for at least a year.

If I do the course now, do I need to redo it next year when I am re-elected?

Not this course. Being re-elected does not send you back to the start — it is the new material each year that you pick up, not a repeat.

When you say annual, is that from when the training is completed, a calendar year, or something else?

This is from the date of the AGM and when you have been elected to the strata committee.

Would we need to do this again as laws change?

That is the stated intention behind the annual structure new material covering what has changed, rather than the same course again.

If getting online is difficult

I do not have a computer.

A phone or tablet is fine. The lessons work on any device.

One of our committee members does not read English. How will he do his training?

Fair Trading publishes fact sheets on the requirement in Arabic, Simplified Chinese, Korean and Vietnamese. For help by phone in another language, call TIS National on 13 14 50 and ask the interpreter to call Fair Trading on 13 32 20. Fair Trading has not yet confirmed that the course itself will be available in languages other than English, so we would not promise that to your member.

Is there help available in person?

Any Service NSW centre will sit with you and help you complete it. Your strata manager can also do it with you over the phone in about five minutes.

Is there a contact for support if I am having Strata Hub login issues?

There is no dedicated Strata Hub helpline. NSW Fair Trading on 13 32 20, Monday to Friday 8.30am to 5pm, is the number to use.

Is this session recorded and available to watch again?

Yes. The recording, the slides and this FAQ all follow by email.

Our role, and what it costs you

Do I have to do this through Jamesons?

No. The obligation is personal to you and the course is free and public. What we do is make sure nobody loses a seat for want of a reminder.

What exactly will Jamesons do?

As your strata managing agent we take on the secretary's obligations for the scheme, so this sits with us. We write to you soon after your AGM with your exact deadline and how to reach the course, and we then remind you three more times the schedule is in the next answer. We keep the record with your scheme's papers: every member, every due date, every certificate and every exemption. And we tell the committee where it stands, including what it means if a seat is lost.

Will you remind me, or is it on me to remember?

We remind you, and we do it four times. As your strata managing agent we take on the secretary's obligations for the scheme, so the reminders come from us: soon after the AGM, asking you to get it done; again at six weeks from the AGM; again at eight weeks; and a final reminder at eleven weeks, which is about a fortnight before the three months are up. Fair Trading suggests a secretary send one reminder at the two-month mark. We think one is not enough for something that costs you your seat, so we send four. They stop as soon as your certificate reaches us.

The 2026 reforms — questions from the session

The 14-day requirement to convene a meeting — is that in force now, and does it mean simply scheduling a meeting?

Yes, it is in force now, and there are two different rules. For a general meeting requisitioned by owners holding at least a quarter of the unit entitlements, the secretary must convene the meeting within 14 days of receiving the request. That means issuing the notice that calls the meeting, not holding it within 14 days. Once the rest of the Act starts, the meeting will also have to be held within a period the new Regulation sets. For a strata committee meeting requested by at least a third of the committee, the meeting itself must be held within 14 days (28 days for a large scheme). In practice, send the request to us and we will issue the notice straight away.

Who pays for damages if an owner claims when the owners corporation fails to do repairs?

The owners corporation does, which in practice means the scheme's funds and potentially its insurance. The ability for an owner to claim damages where the owners corporation fails to maintain or repair common property is one of the changes that is already in force.

Is an owner able to claim damages where the committee arranged and organised maintenance, but the lot owner did not provide access?

Generally no, not for loss caused by their own refusal. The damages power covers loss caused by the owners corporation failing in its duty to maintain and repair common property. Where the owners corporation arranged the work and the owner would not give access, the delay is not of the owners corporation's making. The owners corporation also has a statutory right to enter a lot to carry out the work, and obstructing that entry is now an offence carrying a higher penalty. What matters is the record: keep the dated access requests, the notices and the contractor's notes, because that is the evidence if a claim is made.

When it comes to the new laws on repairs, is there a timeframe for how quickly a repair must take place?

No. Neither the Act nor the reforms set a fixed number of days. The duty to maintain and repair common property applies as soon as something is out of repair, and the courts have treated it as a strict duty, so the longer a repair is left the greater the exposure. Urgent items such as water ingress, safety hazards and fire systems need action straight away. Other work should be scheduled promptly and progressed steadily, with the reasons for any delay recorded (for example, quotes, access, insurer approval or funding).

Can you outline the new meeting rules?

Not in detail yet. The meeting rules that sit in Schedules 1 and 2 of the Act (notices, agendas, quorum, proxies, voting and minutes) will move into a new Strata Regulation. The Government has not released it. Until that part of the Act starts, the current rules continue unchanged. What has already changed is the deadlines: missing an AGM, or failing to act on a requisition or a request for a committee meeting within 14 days, now carries a penalty. We will brief committees once the Regulation is published.

Does a request for an EV charger have to be approved?

Not automatically on request. What changes, once that part of the Act starts, is that the committee must answer a request within three months or it is taken to have been approved. The detail of what a committee can reasonably require, and on what grounds a request can be refused, sits in the new Regulation, which has not been released.

We have no space for EV chargers and the building does not have the capacity to draw the power required.

Then the new pathway may not apply, or the committee may have a reasonable ground to object. The new process covers installing a charger on the owner's own lot, so an owner without a parking space on their lot is not covered by it. Where an owner does have a space, the committee can object on reasonable grounds, and a building that cannot supply the power is likely to be one of them. The objection must be in writing, with reasons, within three months, or the request is taken to be approved. The owner can ask NCAT to review an objection they think is unreasonable. The new Regulation will set out what counts as a reasonable objection, and the owner pays the cost of the installation.

The three-year cap on building management contracts when is that likely to be in force? The CLMA currently allows ten-year contracts.

There is no date yet. That change starts on proclamation, which is expected to come with the new Strata Regulation. When it does, a new building manager agreement will be capped at three years, and one made at the first AGM will end at the second AGM. The same change applies to facilities managers under the Community Land Management Act, where the current limit is ten years. We will tell committees once the start date is announced.

If the building management agreement has a ten-year term, will it lapse when the new legislation starts?

No. The transitional provisions say the new three-year cap does not apply to an agreement entered into before that part of the Act starts, so an existing ten-year agreement runs its course on its own terms. Any new agreement or reappointment made after the start date will be subject to the cap.

Still stuck? Call your Jamesons strata manager, or NSW Fair Trading on 13 32 20 (Monday to Friday, 8.30am to 5pm). Register at nsw.gov.au/housing-and-construction/strata/strata-hub, under “How to register for Strata Hub”. The training page is nsw.gov.au/housing-and-construction/strata/serving-on-a-committee/strata-committee-training. Your certificate goes to stratahub@cngproperty.com.au.

Jamesons Strata Management · Current at 22 October 2026. General information, not legal advice — speak to your strata manager about how any of this applies to your scheme. Section references are to the Strata Schemes Management Act 2015 (NSW).