



WHAT TO DO FIRST WHEN WATER ENTERS A STRATA LOT

Make safe, capture facts, control water and find the source

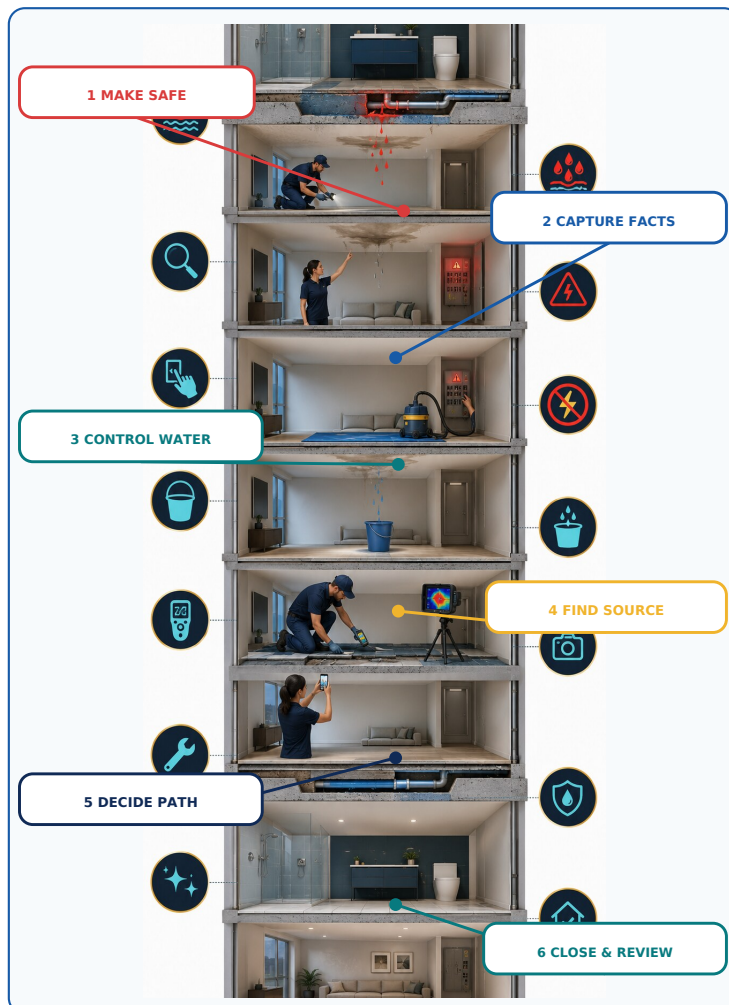
FIRST PRIORITY: MAKE SAFE

- ✓ Keep people away from electrical or falling-material hazards
- ✓ Arrange reasonable emergency attendance
- ✓ Use temporary measures to control further damage
- ✓ Record what was done and who authorised it

SAFETY FIRST
LIABILITY LATER

FOLLOW THE WATER - NOT ASSUMPTIONS

THE SOURCE, FAILED ELEMENT AND BOUNDARIES MUST BE ESTABLISHED



WHO PAYS?

- ✗ Do not blame the apartment above
- ✗ Do not decide from the stain location
- ✗ Do not promise recovery before evidence
- ✗ Do not delay make-safe action while arguing responsibility

CAPTURE THE FACTS

- ✓ Time and exact location
- ✓ Photos and video
- ✓ Weather and recent work
- ✓ Affected rooms and property
- ✓ Access notes and reports
- ✓ Next update time

QUICK QUESTIONS

Does the stain show the source?

Not always. Water can travel.

Should the manager choose liability?

No. Gather evidence and check the legal boundaries.

When is the matter closed?

After repair, records, damage and monitoring are addressed.

WHAT A CONTROLLED UPDATE SOUNDS LIKE

We have arranged make-safe attendance. The source is still being investigated. We will update you when the inspection findings and next authorised step are confirmed.

SAY WHAT IS KNOWN - WHAT IS UNKNOWN - WHAT HAPPENS NEXT

KEEP THE FILE

- ✓ Photos and videos
- ✓ Access notes
- ✓ Reports and quotes
- ✓ Authority and decisions
- ✓ Completion evidence
- ✓ Review date

REMEMBER THIS

MAKE SAFE + **FACTS** + **SOURCE** + **AUTHORITY** = **CONTROL**

The immediate response and the final responsibility decision are connected - but they are not the same step.



STRATA IQ ACADEMY

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CONNECTED LEARNING: Water Ingress & Defects

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Educational overview only. Check current law, registered plans, by-laws, approvals and specialist advice for the actual matter.
Sources: NSW Government - Strata repairs and maintenance; Strata building repairs health check; SSMA 2015 (NSW), s106.