



StrataDocs Website: Questions and Answers

What exactly is StrataDocs?

The StrataDocs website is an online library developed by the Victoria Real Estate Board to assist Property Managers and REALTORS® in the efficient storage and retrieval of strata documents necessary to facilitate the sale of strata property in a timely and cost efficient manner. It has been operated by the Victoria Board since 2007 and now has many of the major Strata Management Companies in that Board area participating. The service is highly rated by Victoria REALTORS®.

Who is it for?

- **Property Managers** - To upload, categorize and verify all relevant strata documents
- **Member REALTORS®** - To locate the strata, and when authorized by the Seller to select documents, buy documents, optionally order Form B and monitor client access
- **Clients of REALTORS®** - To read ordered documents and view the strata features page

What can be stored in StrataDocs?

- minutes from monthly strata council meetings
- minutes from special strata general meetings
- minutes from annual strata general meetings
- financial documents
- rules and regulations
- bylaws
- building/envelope warranty
- miscellaneous documents

Why StrataDocs?

In 2008, the Victoria Real Estate Board offered the website to other Boards in BC with the ability to locally brand it for a very minimal investment. The concept appealed to the OMREB Board leadership who began to look seriously at implementing the website here. Other commitments such as the changes in the MLS® software and lockbox system prevented the Board from moving forward until 2010.

In 2010, the Board held meetings with local Strata Management Companies and Members to discuss the viability of offering the service. After three Strata Companies in Kelowna expressed interest in being involved, in May of 2011 the Board of Directors formally approved the implementation of the website as service to Members that OMREB can facilitate in a very cost effective manner for Members.

It has taken a year to implement, customize and test the website and Member billing, and for our partner Strata Management Companies to load data.

The goal of the service is to assist Members in conveniently accessing strata documents online.

How does it work administratively, how much Board staff time is required and does the Board assume liability for the storage of the documents.

The Board owns and operates the website which allows Strata Management Companies under contract with the Board to upload and download the documents.

If a Strata Company decides to participate, they sign an agreement with the Board to become an information provider and upload their documents to the website. The legal agreement between the Board and the Strata Management Company clearly lays out terms of responsibility as well as an indemnity clause to hold the Board, its affiliates, directors, officers, employees, agents and Members harmless from any claims, actions, losses and liabilities related to the content posted.

Strata Management Administration uploads the information and maintains their information on behalf of the strata complexes that they manage. There is no OMREB Staff time spent on maintaining documents. The OMREB IT Manager is responsible for maintaining the website and the OMREB Executive Director is responsible for ensuring contracts are executed between the Strata Management companies that participate and the OMREB. Training for the process to upload documents can be managed via online tutorials.

The OMREB hosts and maintains the website on a server that it already has in place for testing the MATRIX MLS® software platform. Monthly, the OMREB also pays the Strata Management Companies for the documents ordered by its Members, and then bills Members on their monthly invoice for the documents they have ordered.

Annual costs for OMREB are estimated to be \$2,500 for hosting and ongoing program development, should any be required.

Will OMREB add an administration fee when Members are billed?

No, the OMREB will cover the annual operating costs of the StrataDocs website within the monthly fee structure.

Why can't the documents be free to Members or at a reduced cost?

In order to have Strata Management Companies participate and for them to maintain the documents, they do need a continued revenue stream. If they realize a cost benefit in the longer term, it is hoped that the costs for retrieving the documents will be reduced by them; however, the terms of the agreement with them are that they can set their own fees. There is a limit to those fees at law.

Why can't Members post the documents to the MATRIX® documents?

The concern of the Strata Management Companies who are held accountable by the Real Estate Council and the Strata Property Management Act, is that only those who are authorized to obtain the documents have access to the documents.

Members can share links to the documents to Buyer's Agents but cannot post them publicly.

Please note that Members can post the Strata Plan and Bylaws that they obtain from BC Online which is a much more economical way to retrieve these documents as they can be obtained for a flat fee. OMREB has posted a how to document in the HELP section of MATRIX® under **OMREB Provided Help Documents - "Guide to Searching for Strata Plans on BC Online"**.