

# Buying or Selling a Property — What Happens to Portal Access

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This article explains what happens to StrataMax Portal access when a property is bought or sold, and how new owners get connected.

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## I've Just Bought a Property

After settlement, your details are recorded on the Strata Roll by the strata manager, usually based on the notification from your conveyancer or solicitor. Once that happens:

- Look out for a Welcome Letter from the body corporate manager. It includes your StrataMax ID, which can be used to link your property — see [What is a StrataMax ID and Password?](#)
- Create a StrataMax Portal account using the email address you gave your conveyancer or strata manager — see [Creating a StrataMax Portal Account](#). If your email is recorded on the Roll, your property will be available to link automatically.
- If your property doesn't appear, you can link it using your StrataMax ID — it is also the first 8 digits of the StrataPay reference number on your levy notice. See [Adding Properties](#).

It can take some time after settlement for the change of ownership to be processed by the strata manager, and up to 24 hours after your email is recorded for the property to become linkable. If your property still isn't available after that, contact your strata manager to confirm your details have been recorded.

## I've Sold My Property

- Once the change of ownership is processed, your access to that property's reports and documents ends — the property is linked to the ownership records on the Strata Roll.
- You can tidy up your account by removing the property from 'My Properties' — see [Removing a Property](#).
- If it was your only property and you no longer need the account, you can request deletion — see [Deleting Your Portal Account or Unlinking a Property](#).

## Levies Around Settlement Time

Questions about levy adjustments at settlement, final balances, or who is responsible for a levy period are handled between your conveyancer and the strata manager. The portal will continue to show the information recorded by the strata manager, so if something looks wrong shortly after settlement, allow a few days for processing before contacting your strata manager.

# Frequently Asked Questions

## **I just bought a property — how do I get portal access?**

Create a portal account with the email address you provided at settlement. If the strata manager has recorded it on the Roll, the property will be available to link. Otherwise use the StrataMax ID from your Welcome Letter or levy notice.

## **I haven't received a Welcome Letter. What do I do?**

Contact your strata manager to confirm the change of ownership has been processed and your contact details are recorded. They can also provide your StrataMax ID.

## **I sold my property — when does my portal access end?**

When the strata manager processes the change of ownership. After that, the property's documents and reports are no longer available to you.

## **Why is the property I bought not listed on the portal at all?**

The building may be managed by a strata manager who doesn't use StrataMax, or the change of ownership may not have been processed yet. Contact the strata manager listed on your settlement documents.

## **The previous owner is still receiving the levy notices.**

The Strata Roll hasn't been updated yet. Your conveyancer should have sent a notification of sale; contact your strata manager to confirm they have received and processed it.