Who Do I Contact? (StrataMax, Your Strata Manager, or StrataPay)

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Different questions are handled by different people. This page helps you find the right contact the first time, so your request isn't delayed by being passed between teams.

Contact Your Strata Manager / Body Corporate Manager For:

- Changes to your contact details on the Strata Roll (postal address, email for correspondence, phone).
- Levy balances, arrears, payment plans, disputed charges and interest.
- Which documents and reports are available on the portal for your building.
- Maintenance and repairs (for example plumbing, balconies, common property), bins and building facilities.
- Insurance certificates, certificates of currency, and body corporate certificates.
- Meetings, motions, voting entitlements and committee matters.
- Changes of ownership, tenancy updates, and notification of sale.
- Your StrataMax ID if you can't locate your Welcome Letter or levy notice.

Finding your manager's contact details

You can find and contact your strata or body corporate manager in a few ways:

- **In the Portal, on the My Info tab:** your manager's details appear under My Strata Manager (depending on your region this may read Body Corporate Manager, Owners Corporation Manager, OA Manager or Community Manager).
- **In the Portal, on the Contact Us tab:** send an enquiry from inside the Portal and it is directed to the right person for you: your strata manager, building manager, or the relevant team at their office.
- **On your levy notice and correspondence:** your manager's contact details also appear here, which helps if you can't log in to the Portal.

For a tour of these tabs, see *Navigating the StrataMax Portal*.

Use This Help Site / StrataMax Portal Support For:

- Trouble logging in to the portal (after working through *StrataMax Portal Login Troubleshooting*).
- Creating your portal account and linking properties.
- Portal account email changes, account deletion requests, and co-owner access.
- Error messages or pages not loading on the portal, VoteMax or Invoice Hub.

Contact StrataPay For:

- Setting up, changing or cancelling StrataPay direct debits.
- Payment processing questions — visit *www.stratapay.com* or use the contact details on your levy notice.

Why We Redirect Some Requests

StrataMax provides the software your strata manager uses, but does not hold authority over your building's records, money, or maintenance. Requests about those matters can only be actioned by your body corporate (Strata) manager, which is why support will refer them on. Going to your strata manager first is always faster for those requests.

Frequently Asked Questions

I need my address updated on the body corporate records.
Contact your strata manager — they maintain the Strata Roll. Updating your portal profile does not change the Roll.

I have a maintenance issue (plumbing, balcony, bins, etc.).
Contact your strata manager or building manager. Maintenance cannot be actioned through this portal or by StrataMax.

I need an insurance certificate or certificate of currency.
Contact your strata manager. Some certificates may also be available in the portal's documents area if your manager has published them.

I can't log in, who do I contact?
Start with *StrataMax Portal Login Troubleshooting* and use the chat assistant (the message bubble at the bottom-right of any page) to resolve common problems. If you're still stuck, use the Contact Us link at the top of this page. If you have lost access to the email on your account and need it changed, let us know: it is an internal change that usually takes 1 to 2 business days.

Who handles my direct debit?
StrataPay. Use the contact details on your levy notice or visit *www.stratapay.com*.