



FOR STRATA MANAGERS AND BUILDING MANAGERS

Strata Resource Pack

EVERYTHING YOU NEED TO ADD KELLY'S TO A CONTRACTOR RECORD,
AND TO SEE THE REPORTING STANDARD BEFORE YOU ENGAGE.

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- 01** CAPABILITY AND COMPLIANCE
 - 02** SAMPLE JOB REPORT
 - 03** WHO PAYS FOR THIS LEAK?

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NORTHERN BEACHES, SYDNEY

0423 123 842 · KELLYSPLUMBINGANDDRAINAGE.COM



Capability and compliance

KELLY'S PLUMBING & DRAINAGE | CONTRACTOR RECORD

Everything a strata firm needs to add Kelly's to a contractor record. If your panel or vetting platform requires anything further, ask and it will be sent the same day.

BUSINESS AND LICENSING

Registered entity	C E Kelly, trading as Kelly's Plumbing & Drainage
ABN	13 457 447 588
NSW contractor licence	346268C
Licence check	verify.licence.nsw.gov.au
Licence classes held	Plumbing, drainage and gasfitting
Trading since	2011
Postal address	PO Box 519, Dee Why NSW 2099

INSURANCE

Insurer and policy	Allianz Australia, policy 109XN29600COM
Certificate of currency	Current to 6 January 2027
Public and products liability	\$20,000,000 each
Care, custody and control	\$250,000
Workers compensation	Sole trader, no policy required
Sole trader declaration	signed exemption declaration, to supply

VETTING AND PLATFORMS

PICA CommunitySelect	Registered
Ebiz Trades Monitor	to confirm
Cm3	to confirm

WORK HEALTH AND SAFETY

SWMS	site specific, provided before high risk work
WHS documentation	policy, SDS register, plant register

SERVICE AND CONTACTS

Area	Northern Beaches, Manly to Palm Beach
Emergency availability	24 hours
Contact	Chris Kelly, 0423 123 842
Email	chris@kellysplumbinganddrainage.com

What Kelly's is set up to do for strata

Diagnose before quoting, so the committee is approving a cause rather than a symptom. Report with photographs and a clear common property versus lot property position. Seek approval before any scope change, and invoice against the approved scope.



Sample job report

WHAT A KELLY'S REPORT LOOKS LIKE

This is a real Northern Beaches job, anonymised. It is included so you can see the reporting standard before engaging, rather than after.

JOB SUMMARY

Property	Strata scheme, Dee Why
Reported issue	Recurring sewer blockage, previous patch repairs
Attended	Emergency callout, weekend
Report reference	sample, details anonymised

1. WHAT WAS REPORTED

An emergency call to a strata property. The building had recurring sewer blockages, with sewage overflowing into a first floor apartment.

2. WHAT WAS FOUND

The blockage was cleared to stop the overflow, then a CCTV inspection was carried out rather than leaving the site on a cleared drain. The sewer had been relined previously, and roots had entered through a defect at a junction where that reline was not finished correctly. A second defect was found on a branch line, not visible from the main line.

3. OPTIONS PRESENTED

- Clear only. Restores flow. Does not address the cause, and the blockage will recur.
- Repair the known junction defect. Addresses the highest priority defect but leaves the branch defect in place.
- Repair both defects together while the area is open, and install additional access points so future sections can be relined without further excavation.

4. WHAT WAS DONE, AND WHY

The third option was approved. The defective joint was replaced and reinstated, additional upstream access installed, and the branch defect repaired in the same visit because the area was already open. The sewer was then relined with the relevant junctions reinstated.

Why this matters to a committee

The building had become a series of separate patches. Addressing the known defects together, while access was already open, left the owners corporation with a complete position rather than a sequence of part repairs, each with its own mobilisation cost.



Who pays for this leak?

A PLUMBER'S VIEW, NOT LEGAL ADVICE

Usually asked while a resident is upset and the water is still running. This sets out how a plumber establishes where a leak originates, which has to be answered before anyone can work out who pays.

The distinction this turns on

Responsibility usually follows the source of the leak, not the damage it causes. Water travels. The apartment with the stain is very often not the apartment with the problem, which is why diagnosis comes before any allocation of cost.

THE QUESTIONS A PLUMBER SHOULD ANSWER FOR YOU

- Where is the water actually escaping, established by inspection rather than inferred from where the damage appears.
- Is the failed component part of the common property infrastructure, or is it within a lot and serving only that lot.
- If it cannot be established without opening up, what is the smallest investigation that would settle it, and what will that cost.

WHY THE ANSWER MATTERS MORE THAN IT USED TO

The 2025 NSW strata reforms extended the period for damages claims under the duty to repair common property from two years to six. Establishing and documenting a leak source at the time now matters more than it did.

WHAT KELLY'S PROVIDES

- A written finding that states where the leak originates and what evidence supports that.
- A clear position on whether the failed component is common property or within a lot, with the reasoning shown.
- Photographs a committee can read without a plumbing background, and a recommendation proportionate to the fault.

What this sheet is not

This explains how leak sources are established. It is not legal advice and does not determine liability. Where responsibility is contested, the owners corporation should take its own advice.