

WHAT CAN I DO?

I am a **managing agent** of a property within a building that may have combustible cladding

Property owners have a responsibility to ensure that the properties they offer for rent are safe to occupy. Managing agents manage individual properties within a building (such as a unit) and not the entire building.

As the agent of a property owner, managing agents act on their behalf. Your responsibilities as a managing agent are governed by the contractual arrangements you have with the owner and exist regardless of whether the building is a residential or a commercial property.



STEP 1 - Raise this issue with your client

- If you are a managing agent for a property, the tenant or lessee may contact you about whether the building has combustible cladding. You may also be asked about the steps the property owner is taking to manage the cladding.
- Managing agents will generally have a duty to raise pertinent issues with their clients including issues relating to safety. You should advise the owner of any concerns or questions raised by tenants or lessees. The property owner can then raise this issue directly with the owners corporation or the strata manager who manages the entire property.



STEP 2 - Get clear instructions

- Obtain clear instructions from the owner as to how you should respond to any inquiries.
- The assessment of fire safety risk is complex and many property owners are still finding out about combustible cladding and may not know whether their building has combustible cladding - so it is important that you say only as directed by the owner.



STEP 3 - Direct concerned tenants to fire safety resources

- Help tenants to be aware of the practical steps they can take to be fire safe. This protects both your clients and their tenants.
- The website has lots of fire safety tips and guidance. Feel free to direct tenants to this website.



STEP 4 - Ensure fire alarms are working

- Property owners are responsible for fitting smoke alarms in rented properties. Check that the properties have functional fire alarms. You may also need to remind tenants that they are responsible for replacing batteries on alarms.



STEP 5 - Keep up the communication

- Remember, you are the conduit between the property owners and tenants and may be the first person contacted by both. Property owners need to understand tenant's concerns so that they can factor this into their decision making. Tenants need to be reassured that they can take steps to ensure their own safety.

More Information?

The ACT Government is currently working on providing assistance to owners whose buildings have combustible cladding. Keep regularly checking this website for updates or sign up to receive updates. The Real Estate Institute of the ACT may also be able to assist on any specific questions regarding your role as managing agent.

www.act.gov.au/majorprojectscanberra/our-projects/act-cladding-rectification-program