



Owners Portal

Frequently Asked Questions

The Strata Choice Committee and Owners Portal powered by SMATA provides complete transparency and the ability to seamlessly manage multiple aspects of your building affairs in one place.

The portal will facilitate collaboration between all stakeholders; Strata Managers, Building Managers, Service Providers, Owners and Committee members.

Who is SMATA?

SMATA is our technology partner powering our cloud-based owners portal solution. With SMATA, we can integrate management, communication, and accounting functions to create intelligent strata software.

Who will have access to the Owners Portal?

Both Committee members and owners will have access to this portal.

How do I access the Owners Portal?

Clients will receive an email invitation to activate their account via smata.com. If clients wish to update their email, a roll update form must be completed ([Update my details - Strata Choice](#)).

I didn't receive an email invitation. Can I register myself?

Owners cannot register for the Owners Portal but may update their email via a roll update form ([Update my details - Strata Choice](#)). Once your roll update has been processed, you will receive an email invitation to join the Owners Portal.

What if I don't have an email address and therefore can't get access to the Owners Portal?

To access the owners portal, you will require an email address. A roll update form must be completed to update your details and add an email address ([Update my details - Strata Choice](#)).

What features will be available on the Owners Portal?

- Document library, which will give owners access to their levy notice and any invoices
- Building noticeboard
- Invoice management
- Access to financial reports
- Requesting maintenance jobs

What can I do in the Owners Portal?

You will be able to:

- Approve invoices (nominated Committee Member)
- Access documents and levy notices
- Generate financial reports (Committee Members only)
- Log maintenance requests
- Interact with other stakeholders in the building

Where can I find more information about this?

See our website: [Strata Choice Owners Portal](#).

What is happening to the old committee portal? Will the committee still have access to this?

The Owners Portal is replacing our old committee portal. Committee members will no longer be able to access the old committee portal.

Where do I go for support?

Clients can send all Owners Portal queries to ownersportal@stratachoice.com.au.

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