



Residential strata properties

Frequently asked questions

The following information should not replace Public Health instructions provided directly to the managers, caretakers, residents or owners of strata properties.

The information below applies to managers (including strata managers, caretakers, concierge etc) residents and owners of residential strata properties to mitigate the risk of COVID-19 transmission. As strata properties vary considerably in scope – size, layout, and types of facilities – the responses to these frequently asked questions provides general advice.

Do strata properties present an increased risk of COVID-19 for residents who live there or, visitors, contractors or others who visit them?

Apartment buildings and other shared living spaces, which form strata properties, may present a greater COVID-19 threat due to close living and shared communal areas and facilities.

Managers, residents, owners and visitors can implement strategies that can help mitigate the risk.

What public health measures can be introduced at a strata property to reduce the risk of COVID-19 transmission?

There are a range of measures which strata managers and/or residents can implement at their properties to mitigate the risk of COVID-19 transmission. These include:

- regular cleaning of high-touch surfaces such as door handles, rubbish bin handles and lift buttons
- placing hand sanitiser in high traffic areas around the facility for residents and their visitors to use regularly to perform [hand hygiene](#).
- providing cleaning and disinfection equipment in gyms and encouraging residents to wipe down the equipment before and after they use it
- opening windows to indoor shared facilities to improve ventilation and airflow
- limiting lift capacity and program lifts to go to an unoccupied level with the doors open when not in use, if possible
- reminding staff who work at strata properties to stay home if they are unwell
- encouraging residents to avoid communal areas if they are unwell.
- encouraging physical distancing in communal areas
- placing hand hygiene posters and the cough etiquette poster either around the property or on notice boards.

What would be considered reasonable steps for one strata property will not necessarily be the same in others.

In the event of a lockdown or similar restrictions, are residents permitted to access common property/shared facilities?

Access to common property during a lockdown or similar restrictions will depend on the Directions at the time.

Are residents, contractors and visitors required to wear masks while accessing common property/shared facilities when mask use is required in the community?

The requirement to wear masks while on common property/shared facilities depends on the Directions at the time.

Strata facilities should follow implement the public health measures listed previously to mitigate the risks of COVID-19 transmission.

Can strata properties restrict access to shared facilities/common property to vaccinated persons only?

As there is currently no public health direction that prevents unvaccinated people from accessing shared facilities/common property on strata properties, shared facilities/common property should not be restricted to vaccinated people only.

Strata facilities should follow implement the public health measures listed previously to mitigate the risks of COVID-19 transmission.

How can strata meetings be conducted in a COVID safe way?

COVID safe strategies can be implemented to mitigate the risk of COVID-19 transmission at strata meetings. These strategies include:

- ensuring meetings take place in well ventilated spaces, where people can physically distance
- making hand sanitiser available to attendees
- offering an online attendance option
- reminding those who are unwell to not attend the meeting in person
- requiring mask use for attendees (either mandated or voluntary).

Do contractors working in strata properties need to be vaccinated?

Contractors may need to be vaccinated when working in a strata property, depending on their role.

For example, if the strata property is undergoing building or construction works such that it is considered a building or construction site, contractors would need to be vaccinated.

Information on the [mandatory vaccination policy](#) is available on the Department of Health website.

Are strata properties required to maintain a contact register of visitors, contractors and/or delivery people?

Strata properties are not required to maintain a contact register.

Premises which are required to maintain contact registers are determined based on health advice and include venues and premises where there is no other way to trace contacts in the event of an outbreak.

While critical to the COVID-19 response, contact registers are just one part of the State's approach to contact tracing.

Businesses which sit within mixed-use strata properties, and have public access, may need to maintain a contact register. Refer to the WA Government website for more information on [contact register requirements](#).

Are residents required to notify neighbours or managers when they are in quarantine or isolation?

Residents are not required to notify neighbours or managers when they are in quarantine or isolation. As a courtesy they may wish to do so, however people's personal information should always be treated with privacy and respect.

Are residents who are in quarantine or isolation allowed to access shared facilities and/or common property?

Residents who are in [quarantine](#) at an apartment or other similar accommodation must remain inside their apartment unless:

- in an emergency (e.g. it is necessary to leave for safety reasons due to fire, it is necessary to seek urgent medical treatment)
- maintenance is required where there are no alternative options in accordance with a relevant officer of the WA Police Force or WA Health directions or instructions (e.g. collecting a food/medicine delivery to the strata facility, to dispose of rubbish within your strata facility)
- directed or instructed by a relevant officer of the WA Police Force or WA Health (e.g. for reasons permitted such as to attend a COVID-19 clinic for testing).

The resident should make the following alternative arrangements for maintenance while they are in quarantine or isolation.

- have someone who lives in the apartment that is not in quarantine manage deliveries and/or rubbish disposal
- have the concierge, manager or someone else within the strata facility assist with deliveries to the resident's door and/or rubbish disposal
- request that deliveries be made to the resident's door, if possible
- ask that a family member or friend assist with deliveries and/or rubbish disposal.

Note: transactions for alternative options for maintenance should occur without any contact or interaction (e.g. have the rubbish waiting outside (bagged and tied) when the friend/family member arrive and/or only opening the door to collect the delivery once the friend/family member has departed) and hand hygiene should be performed by the person in quarantine or isolation and the person assisting with deliveries/waste disposal before and after maintenance activity occurs.

Residents must always wear a [mask](#) when opening their door to receive a delivery or when going outside their apartment for a permitted reason. Residents should minimise their contact with surfaces and objects as they transit through the strata facility when going outside their apartment for a permitted reason. Residents should use stairs (rather than lifts) where possible, and not enter a lift while someone else is in there.

Residents who are in quarantine in a strata facility must not go into gyms, pools or entertaining spaces etc. If residents need to pass through those facilities when leaving their apartment for a

permitted reason, they must not remain in those facilities any longer than needed to complete the permitted reason for leaving the apartment.

Are residents who are in quarantine or isolation allowed to use their balcony, courtyard, patio or veranda?

Residents who are in quarantine or isolation at an apartment or other similar accommodation must remain inside their apartment.

Residents who are in quarantine or isolation at a strata property which is not an apartment, for example a detached townhouse, can use their outdoor space/s, if permitted to do so by a relevant officer of the WA Police Force or WA Health. A resident must comply with their requirement to stay away from others.

Does anything need to happen to remove the risk of COVID-19 at my strata property if there has been a COVID-19 case there?

Public Health will advise relevant persons if COVID-19 is still a risk at a strata property.

Based on what we know about COVID-19 transmission, people who have been in close contact with a COVID-19 case are at highest risk of becoming infected.

Effective cleaning and disinfection will kill the virus on surfaces. Attention should be paid to shared spaces, restrooms, change rooms, lift buttons, gym equipment, horizontal surfaces such as tables, chairs and other frequently touched surfaces.

The Department of Health has released an [Infection prevention and control advice for environmental cleaning of a site following COVID-19 exposure](#) guide.

Where can I find more information?

More information is available by calling 13 COVID (13 26843) or online:

- <https://ww2.health.wa.gov.au/>
- <https://www.healthywa.wa.gov.au/>
- <https://www.wa.gov.au/>

Last updated 22 February 2022 SHICC PI V1

This document can be made available in alternative formats on request for a person with disability.

© Department of Health 2020

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

health.wa.gov.au