



StrataDocs System Overview

The purpose of the StrataDocs program is to facilitate the timely purchase of the strata documents required by REALTORS[®] clients in the purchase and sale of strata property.

Traditionally, this has been a slow process due to the amount of paper the property manager or strata council must gather together, copy and then provide to a REALTOR[®]. Recognizing an opportunity to both speed up this process and improve the accuracy of the documents being provided, the Victoria Real Estate Board spearheaded the development of a web-based document repository called StrataDocs. StrataDocs allows property managers to accumulate their strata documents as they are created. REALTORS[®] can instantly locate and purchase these documents and make them immediately available to their clients. Prospective buyers are thus able to immediately inform themselves about matters pertaining to the strata and in turn make their offers to purchase more quickly.

StrataDocs also facilitates the ordering by REALTORS[®] of the Form B Information Certificate from the Property Managers.

Property Manager Functions on StrataDocs

The property manager continues to own and maintain the documents on StrataDocs. The property manager may add, change or remove any documents at any time.

To load and maintain a strata property's documents on StrataDocs, the property manager will:

- add a strata property record (strata plan number, name, address)
- describe the strata, its features and policies
- upload documents (Microsoft Word, Microsoft Excel, PDF) either
 - one at a time
 - in bulk
- categorize documents (if uploaded in bulk)
- check each document and stamp it with an electronic "seal of approval" to make it available for sale
- view/manage/maintain the document inventory

REALTOR[®] Functions on StrataDocs

Only active, VREB member REALTORS[®] may use StrataDocs. A REALTOR[®] who requires a strata complex's documents to assist a client will:

- login to StrataDocs with her personal VREB credentials
- search for the strata complex by name, address or plan number
- select the documents she requires from those made available by the property manager
- complete the document purchase
- optionally order a Form B information certificate at the same time as the document purchase or later on its own
- optionally email access to purchased documents to a cooperating REALTOR[®]

**StrataDocs Background Functions**

- With every document and Form B order, StrataDocs immediately emails the property manager all details of the order.
- At the start of every month, StrataDocs generates a payment to the property manager for all document and Form B orders from the previous month. Payment is accompanied by a detailed statement of all orders, broken down and subtotaled by strata complex.
- StrataDocs tracks the life of every document order placed by REALTORS® and switches off access to ordered documents after 60 days.
- StrataDocs tracks the addition of new documents by property managers and notifies REALTORS® with active orders that new documents are available to purchase.

StrataDocs Frequently Asked Questions

Who can purchase documents and order Form Bs?

Only active REALTOR® members of the Victoria Real Estate Board have access to the StrataDocs system.

What security is in place?

The StrataDocs software is an Internet based application that requires a REALTOR® to log-in using their personal ID and password. StrataDocs communicates with the Board's MLS® system to verify authentication details.

How are fees calculated?

Property Managers decide the fee per page that will be charged to REALTORS®. Using a shopping-cart approach, REALTORS® define which documents they wish to purchase and add them to their cart. Once they have all the documents they wish to purchase, they are presented with a total amount owing which they must agree to pay *before* being provided access to the documents. The StrataDocs system tracks the number of pages for each document available for purchase and calculates the total value for all documents / pages that a REALTOR® elects to buy.

Can the REALTOR® access the documents prior to purchase?

No, the order must be completed and the REALTOR® must agree to pay prior to being given access to the documents.

Who collects the money?

The Board takes care of collecting owed monies from REALTORS®.

How are property managers paid and how often?

The Board pays property managers at the start of each month for orders placed during the previous month. A complete statement is also provided, detailing all document and Form B orders per strata complex.

What about unpaid orders?

The Board takes responsibility for collecting monies owed by REALTORS®.

How long has the system been in use?

Live use began in November 2007.

**Can documents be saved or re-used by members?**

Any document, either hard copy or in electronic form, can be archived but our stated intention is that documents are purchased for a specific listing or sale. Subsequent listings or sales for other units in a building require the purchase of additional documents to ensure that clients are provided with a completely up-to-date set.

Can documents be tampered with?

Each document in the StrataDocs library is stored as a secured PDF. When a document is ordered, the date and time of order and the name or the ordering REALTOR® is added to every page of the document as a watermark and in the margins.

Who uploads documents?

It is the responsibility of the property manager to upload and maintain documents for their strata properties.

What training/support is available?

The VREB provides the training resources to property managers to help them fully understand how the system works and to assist them in starting to load their strata property documents. The VREB supports all property manager and REALTOR® users.

How are Property managers sure that documents are complete?

The system requires that uploaded documents be verified by the property manager. This electronic "seal of approval" is what StrataDocs uses to make the document available for purchase by REALTORS®.

Who created the StrataDocs program?

The Victoria Real Estate Board developed the StrataDocs system and is its owner.

Are there fees that a property manager must pay to the Board?

At this time, the Board pays all maintenance and hosting fees to maintain the StrataDocs system.

How does a property management firm join the StrataDocs Program?

There are four easy steps for the property management firm:

1. Contact the Victoria Real Estate Board at info@vreb.org and request a StrataDocs Online Website Agreement.
2. Sign the StrataDocs Online Website Agreement.
3. Return the Agreement to the VREB.
4. VREB technical staff will contact you and arrange a suitable time for your staff to be trained on how to use the StrataDocs system.

What is the StrataDocs Online Website Agreement?

Prior to the property management firm joining the StrataDocs program, the property management firm and the Board sign this agreement. It outlines the responsibilities, ownership and responsibilities of both parties.

Where can I get more information?

Contact the Victoria Real Estate Board to request more information or to schedule an information session: 250.385.7766 or info@vreb.org