

# The QLD STRATA MAGAZINE

FEBRUARY 2025



**Can an owner insure against a large water damage claims excess?**

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**Unreasonable pet protocols: Only exit via the stairwell**

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**A body corporate should look at various factual and historical matters before spending lot owners' money**

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# About Us

LookUpStrata is Australia's Top Property Blog Dedicated to Strata Living. The site has been providing reliable strata information to lot owners, strata managers and other strata professionals since 2013.

As well as publishing legislative articles to keep their audience up to date with changes to strata, this family owned business is known for their national Q&A service that provides useful responses to lot owners and members of the strata industry. They have created a national network of leading strata specialists across Australia who assist with 100s of the LookUpStrata audiences' queries every month.

Strata information is distributed freely to their dedicated audience of readers via regular Webinars, Magazines and Newsletters. The LookUpStrata audience also has free access to The LookUpStrata Directory, showcasing 100s of strata service professionals from across Australia. To take a look at the LookUpStrata Directory, flip to the end of this magazine.

## Meet the team



**Nikki Jovicic**  
Owner / Director

Nikki began building LookUpStrata back in 2012 and officially launched the company early 2013. With a background in Information Management, LookUpStrata has helped Nikki realise her mission of providing detailed, practical, and easy to understand strata information to all Australians.

Nikki shares her time between three companies, including Tower Body Corporate, a body corporate company in SEQ.

Nikki is also known for presenting regular strata webinars, where LookUpStrata hosts a strata expert to cover a specific topic and respond to audience questions.

Liza came on board in early 2020 to bring structure to LookUpStrata. She has a passion for processes, growth and education. This quickly resulted in the creation of The Strata Magazine released monthly in New South Wales and Queensland, and bi-monthly in Western Australia and Victoria. As of 2021, LookUpStrata now produce 33 state based online magazines a year.

Among other daily tasks, Liza is involved in scheduling and liaising with upcoming webinar presenters, sourcing responses to audience questions and assisting strata service professionals who are interested in growing their business.



**Liza Jovicic**  
Sales and Content Manager



Learn more here → <https://www.lookupstrata.com.au/about-us/>

You can contact us here → [administration@lookupstrata.com.au](mailto:administration@lookupstrata.com.au)

**Disclaimer:** The information contained in this magazine, including the response to submitted questions, is not legal advice and should not be relied upon as legal advice. You should seek independent advice before acting on the information contained in this magazine. Strata legislation is updated regularly. The information in this magazine is based on the legislation at the time of publishing.

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# Approvals for upgrading a storage cage



Q

**How do I get body corporate approval for a storage cage upgrade for increased security. What challenges may I face?**

I want to upgrade my exclusive use storage cage structure from steel wire **to a more secure diamond aluminium grill** at my expense. The storage cage is a stand-alone structure between two concrete pillars.

Do I need approval? If so, what is the approval process? What challenges may I face?

A

**The committee has to consider many factors when assessing an application like this.**

Changes to your lot like a storage cage upgrade usually require the approval of the committee or wider body corporate, depending on the cost.

Most schemes or body corporate managers will have an application form and approval process for this. You should contact them about the submission requirements. You could also **check your by-laws**, as some schemes have laws that define how to get body corporate approval.

You could submit the application with a **committee motion** if necessary. The committee is obliged to consider your motion within six weeks of receipt. Most schemes should be set up to make approvals quicker than this, but if you need it, that option is there.

Is there any reason to reject the approval? You already have a cage in place, so presuming that was approved, there doesn't seem to be an obvious reason to reject an application to improve the cage. However, there are always multiple factors to consider when approving a proposal. Perhaps the by-laws outline the type or size of cages that are permitted. Will the cage interfere with body corporate property, **access ways or utility services** like sprinklers? Will the new cage interfere with other owner's use of the building?

The committee has to consider all factors like this when assessing an application. As such, we recommend you **submit a detailed application** that considers the possibilities and tries to answer the potential questions in advance. Generally, committees respond well to applications that provide the information they need to properly consider the application. If that information is missing, the committee is within its rights to reject the application or ask you to resubmit.

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## Majority owner changes by-laws without body corporate approval

**Q** Our chairperson holds the majority vote. The committee changed parking by-laws without a meeting. What can we do?

We are building managers operating a **management rights letting business** at the complex. Our chairperson holds the majority vote, as they own 72% of units in the scheme.

The committee added a by-law regarding **visitor parking** without an EGM for body corporate approval.

The committee chairperson insists the by-law was voted on at a meeting. We were not invited to or had any input into this undocumented meeting.

This by-law will adversely effect the complex's management rights letting business and other owner's rental incomes. What can we do?

**A** Any victory may only be for the short term.

By-laws can only be changed by general meeting resolution for something like this. It is not a committee decision. That being said, if a single owner has 72% of the votes and votes in favour of it, it is hard to see how the change won't be given effect, so the victory may only be for the short term.

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# Can an owner insure against a large water damage claims excess?

Our strata insurance policy carries a claims excess of \$10,000 for water damage claims. Can an owner insure against this excess?





My unit is within a relatively large single tier strata complex. Because of the claims history, the strata insurance policy carries a claims excess of \$10,000 for water damage claims (including storm damage). This is an exceedingly high excess for a unit owner to face if they have to lodge a claim. Is insurance of the claims excess on a strata insurance policy available for an individual unit owner?

**A** **There are no excess buydown options in the strata space for claims like this.**

Unfortunately there are no excess buydown options in the strata space for claims such as this.

In this instance, the best thing you can do is proactive maintenance of your property to prevent insurance claims.

This includes roof maintenance, checking flexi hoses for signs of wear, maintaining shower recesses, and addressing any specific issues impacting water damage.

This should be encouraged across the entire complex to reduce claims history and put the owners in a better negotiating position to reduce the excess.

**Tyrone Shandiman | Strata Insurance Solutions**  
tshandiman@iaa.net.au

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# Are QR codes the best option for trade access?

## NATIONAL

How technology can transform the role of your caretaker/building manager



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**We use QR codes. Are there alternative access control systems for tradespeople attending a building?**

**Alternative access control systems are available.**

Alternative access control systems are available, each with benefits:

- **Digital key safes** allow building managers to track when a key safe is opened, eliminating the need for tradespeople to scan a QR code.
- **Digital fobs** can be issued to tradespeople electronically for limited periods and provide a record of entry and exit times.

- **Sign-in digital screens** can be placed at the front desk and are a simple way for tradespeople to sign in and out. This system can improve compliance.
- **Facial recognition** allows tradespeople to access the building without a physical access control device.

Digital key safes and digital fobs offer greater control over access times, while sign-in screens and facial recognition provide a convenient and user-friendly experience. Ultimately, the best access control systems will depend on the specific needs of the building and its occupants.

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# Why you might need more than an annual fire safety inspection

## NATIONAL

Building Defects - what early warning signs should you watch out for?



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# Q

Would fire safety defects be picked up in an annual fire safety inspection?

# A

If you suspect problems, it would be beneficial to get an additional inspection done.

I encourage additional experts to inspect the property. Your routine fire inspections generally won't cover things like hydrant clearances, obstructions, etc. These are items that fire safety inspectors potentially won't be looking for. If you suspect problems, it would be beneficial to get an additional inspection done.

**Bruce McKenzie | Sedgwick**

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# Where do I find a copy of the by-laws?

**Q** I just purchased a unit. How do I locate a copy of the by-laws? None of the committee members will give me a clear answer. They told me not to contact the body corporate because it costs us money.

**A** We suggest you call the manager to ask about the by-laws.

Firstly, congratulations on your purchase, and welcome to the weird and wonderful world of strata.



The comment about it **'costing money' to contact the strata manager** to get the by-laws is technically correct. Yet the strata manager will also usually be the keeper of body corporate records on behalf of the scheme. And frankly, it is not for other owners, who happen to be on the committee, to tell you what you should and should not be doing on such a fundamental issue (especially when they are no help themselves – if they could be more helpful, then it wouldn't cost...)

So, we suggest you call the manager to ask about the by-laws. There may be an owner's portal where you can access them and other relevant documents for free anyway. The document you actually want is your **Community Management Statement (CMS)**. It contains the by-laws and a range of other essential information.

Otherwise, you can get a copy from the **Titles Office**. A fee will apply for the transaction with the Titles Office, although you can at least be sure that whichever document the Titles Office provides is the correct, most up-to-date one. We know some people will just cut their losses and go directly to the Titles Office for this material.

This is general information only and not legal advice.

**Chris Irons | Strata Solve**  
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## Strata and Technology: Embracing Smart Building Solutions for the Future

The rise of smart technology is transforming the strata industry in 2025, offering new opportunities for improved building management, enhanced security, and energy efficiency. From smart lighting and temperature control to automated maintenance tracking and building access systems, the use of smart technology is becoming increasingly common in strata properties.

As strata properties increasingly adopt smarter building technologies, it's essential to recognise the importance of maintaining these systems and budgeting for their long-term capital replacement costs. Smart technologies, such as automated energy management, security systems, and climate controls, require ongoing maintenance to ensure they function effectively and continue to deliver cost-saving benefits. Additionally, these systems have a finite lifespan and may require significant capital investment for replacement or upgrades over time.

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- Building Maintenance Assessments
- Plant & Equipment / Asset Registers

# EV charging a live-wire issue for body corporate committees



**With the popularity of electric vehicles (EVs) showing no sign of slowing in Australia, body corporate committees need to prepare for some potentially difficult discussions about charging facilities in their schemes.**

Almost one in every 10 vehicles purchased in Australia in 2024 was electric, with forecasts of an almost doubling over the next two years as more and cheaper EV models arrive on the local market.

It is inevitable that committees will start fielding requests from lot owners to install charging infrastructure in scheme carparks.

## **What should a body corporate do?**

The first thing a body corporate committee needs to do is make sure its by-laws provide that committee approval is required before anyone can install any form of charger, or before anyone charges from existing sockets in the car park or elsewhere.

The committee needs to act reasonably in making its decision, but there are many questions that arise from this issue.

## **Fire safety**

A distinction needs to be made between charging EVs and charging lithium-ion batteries in devices such as e-scooters and e-bikes.

The Queensland Fire Department has no issues with the charging of electric vehicles, beyond the advice to use compliant chargers and power leads and to have interconnected smoke alarms installed.

The State Government has not intervened on this issue, and notes that EVs are far less likely to catch fire than internal combustion vehicles.

Body corporate insurers keep insuring buildings with EVs.

So, until any of that changes, it's probably safe to assume there's no greater fire risk from EVs than there is from a normal petrol car.

However, the same cannot be said for smaller battery-powered devices, where faulty or non-compliant chargers and batteries have sparked damaging fires in apartments in Brisbane and Sydney.

Managing their use in a strata scheme is a whole other conversation.

## **User pays**

Probably the central issue with EVs is the notion of user pays.

Most people would agree that it would be fundamentally unfair if someone was able to charge their car from common power unless the power was metered and the individual was billed for its use.

If a body corporate allows chargers to be installed, it must ensure that there's the ability for everyone in the scheme to access that same right in due course.

For example, if 15 chargers are installed and there are 45 car parks, it would be fundamentally unfair if, because of electrical safety or from a load perspective, the other people could not install chargers.

## **What a body corporate committee can do about EV charging**

This is an issue a body corporate needs to prepare for, even if they don't need to approve installations now or to look at retrofitting a building to include trunk infrastructure that allows charging to be made more easily.

From a committee perspective, if you haven't faced this issue already, it is going to be coming around the corner pretty quickly. As with all issues involving common property, it's important that a committee has a solid foundation of valid by-laws in place from which to progress any application about EV charging.

It's important to seek legal advice before making any ruling on an application from a lot owner about installing EV chargers to save possible litigation down the track.



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# Do your by-laws deal with EVs?

EV charging is a body corporate issue on the rise, and committees should prepare their schemes now.

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Assessment**





## Unreasonable pet protocols: Only exit via the stairwell

### **C** Can a body corporate force residents to use the fire stairs for pet exits?

We are new owners in a body corporate. The committee is establishing a pet protocol, which we think is unreasonable.

To avoid pets on common property areas, the committee asked owners to only exit the building with pets via the dangerous driveway ramp. They have changed the request to exit via the fire stairwell. Many residents are elderly, with small, aged pets. Many pets and adults are not capable of taking the stairs.

We have lived in many apartments and never encountered this pet protocol. Can a body corporate force residents to use the fire stairs for pet exits or is it against legislation to enforce this pet rule?

### **A** It seems you have a committee intent on not being as 'pet friendly' as they could. There are ways to deal with that.

It is important – nay, crucial – to clarify what we may mean by 'pet protocol'. If we mean it is a policy, aspirational approach, a 'vibe' or a '**house rule**', none of those things are generally enforceable.

That said, if we mean a so-called 'protocol' that is part of the by-laws registered with the Titles Office, that may be a different story and may indeed have enforceability.

For the purposes of this exercise, I am going to assume the 'protocol' in question is of the former, not the latter, variety.

While committees can impose conditions on keeping animals, **legislative changes from 1 May 2024** put parameters on those conditions. Refer to **s169B of the BCCM Act** and, in particular, subsections (4) and (6) for the details about how those conditions might (and might not) be imposed. The conditions must be reasonable. While the legislation gives some examples, it does not specifically say that your situation is unreasonable. It may well be. Equally, it may be that carrying the animal by stairs is reasonable in the very specific circumstances of your scheme. I am aware of previous adjudicators' orders that have looked at this very issue. Factors such as the physical ability of occupiers to use the stairs and the size of the animal they are carrying would be taken into account: there is a world of difference, for example, for someone to be asked to take their chihuahua from the 2nd floor and someone asked to take their great dane from the 10th floor.

Perhaps you may want to come back to us with a little more clarification, noting the points above, and we could potentially offer more insight based on that. At the moment it seems you have a committee intent on not being as 'pet friendly' as they could. In my experience, there are ways to deal with that.

This is general information only and not legal advice.

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# STRATA SOLVE

## UNTANGLING STRATA PROBLEMS

Strata Solve helps people untangle and resolve their strata issues. Sounds simple when you put it like that, doesn't it?

Director Chris Irons (pictured, with his strata-approved greyhound Ernest) has an unrivalled strata perspective. As Queensland's former Body Corporate Commissioner, Chris has seen and heard virtually every strata situation and nuance. He knows that while legislation provides a framework, there are many ambiguities to navigate through and in which pragmatism, common-sense and effective communication are vital.

As an independent strata consultant, Chris provides services which are all about empowering owners, committees, managers, caretakers, and others, to protect their strata interests. With a high-profile media and online presence, and as an accredited mediator, Chris is also able to carefully 'read the room' and craft the right narratives in even the most complex strata situation. Strata Solve is not a law firm. Chris instead thinks of steps you can take before you embark on lengthy, costly, and stressful legal proceedings. Regardless of the client, all people in strata have one thing in common: their substantial investment in the strata scheme. Strata Solve prioritises that investment in each tailored solution we provide.

**Get in touch to find out more.**



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## **Risks associated with lot owners maintaining common property lawns**

**A contractor maintains our body corporate's common property lawns. One owner insists on maintaining the lawn outside their unit. What risk does this place on the body corporate?**



We reside in a **standard format plan** body corporate that has lawned common property serviced by a body corporate-appointed lawn mowing contractor.

One lot owner has instructed the contractor to not maintain the lawn area in front of their unit. They mow/edge the common property lawn themselves up to three times per week using a noisy mower, edger and blower.

The by-laws do not address this issue, and I'm concerned about the outcome if an accident occurred. Our building insurance does not appear to address this. Is this a workplace health and safety issue? Should the body corporate insist the owner stop this practice?

**A The by-laws should be updated so the committee is empowered to take appropriate action to mitigate its risk.**

In addition to building insurance, a body corporate is required to obtain a separate policy for **public risk insurance** over the common property.

Otherwise, if the by-laws do not provide a right for the committee to regulate this conduct, the by-laws should be updated so the committee is empowered to take **appropriate action to mitigate its risk**. This should extend to both the mowing over the common property and instructing contractors of the body corporate.

In the meantime, the committee may wish to seek to rely on **Section 167** of the BCCMA which prevents owners and occupiers using the common property in a way that creates a hazard.

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tgarsden@mahoneys.com.au

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## A body corporate should look at various factual and historical matters before spending lot owners' money

Q

**Can the body corporate use body corporate funds to pay for structures in exclusive-use areas to protect against potential negligence from other lot owners? What is a body corporate's duty of care regarding falling objects?**

At our 9-storey complex, the five lots on the ground level have large, uncovered, exclusive-use courtyards. Some of the owners of these lots want the body corporate to pay for structures to be erected over their courtyards to protect them from anything that may fall from lot balconies above. The chairman favours this, claiming that body corporate's owe a duty of care regarding falling objects to those owners on the ground level. Do we have a duty of care to one owner arising from the negligence of another owner? Can the body corporate use our body corporate funds to pay for improvements in exclusive use areas?

A

**Historical matters should be looked at by a body corporate before it spends lot owners' money.**

It is a rare event where the expenditure of body corporate funds to benefit individual lot owners is appropriate and lawful. As may be expected, there are lots of Adjudicator's decisions about objects falling or being thrown into courtyards below. I have yet to see one, however, that actively supported the use of body corporate funds to make an improvement either to a courtyard owners' lot or exclusive use area to protect against falling objects.

If you can catch the culprit/s, there is no doubt that the deliberate or negligent tossing of objects off balconies above will constitute a nuisance below; *for example Brighton on Broadwater Breezes* [2018] QBCCMCmr 243. Accordingly, there is a 'self-help' option; set up a camera and see who the culprit is! Another self-help option is for the lot owner to erect a protective structure at their cost.

Installation of a partial roof or pergola is a recognised way of reducing the impact of the falling object nuisance (see *The Aurora Tower* [2023] QBCCMCmr 323), but it is not a silver bullet. Owners above can complain the pergola is causing them a nuisance; see *Deepwater Point Apartments* [2016] QBCCMCmr 478.

If the falling object risk is real, documented and substantial, and the body corporate refuses a courtyard owner's request to install a part roof or pergola, the body corporate is likely to be ordered to consent to the structure, and the part roof or pergola will not breach development approval or other regulatory constraints; see *Deepwater Point Apartments* [2011] QBCCMCmr 244.

At least one Adjudicator has expressed the opinion that, in light of the relevant facts of that particular case, even though there was a risk of serious injury or even death from falling objects, the body corporate concerned should not be compelled to erect a protective barrier; see *Beaches Surfers Paradise* [2010] QBCCMCmr 471 (18 October 2010). In the same decision however, the Adjudicator intimated that there may well be circumstances where it is objectively reasonable for a body corporate to expend its own funds to install a protective barrier or screen. The *Beaches* decision is a good read

because it exposes the wide variety of factual and historical matters that should be looked at by a body corporate before it spends lot owners' money to make an improvement to reduce the risk of a nuisance, which it is not necessarily obliged to restrain; for example, if there is no 'falling objects' by-law.

If I was the body corporate in this question, I would (a) put in place a very strong falling objects by-law, (b) get some camera monitoring going, (c) issue by-law breaches, and (d) prosecute, in the Magistrates court, any offenders. Then, after (say) a year, I'd assess the ongoing risk, based on the then current evidence of actual nuisance, before talking to the courtyard owners about whether they wanted to pay for their own part roofs or pergolas.

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# How regularly do we need to have fire damper inspections?

Q

**What does the Qld legislation say about fire damper inspections?**

We live in a 10-story, 20-year-old complex in Qld with 60 units. Our units' exhaust vents are ducted to the main risers. In the event of a fire, a fire damper closes at the junction with the riser to prevent fire from spreading into the riser or into an apartment.

We've been told that 20% of units must be inspected each year for the next five years to confirm the dampers work. If more than 10% of the sample is deficient, all dampers must be checked in the next 12 months.

We have never been inspected for this previously. Is this a new QLD law?

A

**Check with your building or strata management to confirm the inspection schedule and ensure that the required inspections are carried out in accordance with the standard.**

The situation you're describing is not a new law, but rather a combination of fire safety regulations, standards, and maintenance requirements that have been in place for some time. The key legislation here is AS 1851-2012, the Australian Standard for Routine Service of Fire Protection Systems and Equipment. This standard outlines the requirements for fire protection system inspection, testing, and maintenance, including fire dampers.

Under AS 1851-2012, fire dampers (such as those in the exhaust vent system of your complex) must be regularly inspected to ensure they remain functional in the event of a fire. This includes testing their operation and checking

for any deficiencies that might impair their performance. The standard requires that at least 20% of fire dampers in a building must be inspected every year, and this should continue over a 5-year period to cover all dampers in the building.

While the AS1851-2012 standard has been around for a number of years, it's possible that your building has not undertaken regular inspections of its fire dampers. Fire safety regulations have become increasingly stringent over time, especially after the Grenfell Tower fire in the UK and other similar incidents globally. This has increased the emphasis on ensuring that all fire protection systems, including dampers, are regularly checked and maintained.

MP6.1 (Mandatory Part) has called up AS1851 since its inception and therefore the requirements of the AS1851 are law. The obligation for regular inspections of fire dampers under AS 1851-2012 has been in place for years, though enforcement and awareness may have become more rigorous in recent times. If your building has never been inspected for fire dampers before, it may simply be that the complex is now coming into compliance with these long-standing regulations.

Check with your building or strata management to confirm the inspection schedule and ensure that the required inspections are carried out in accordance with the standard. If your building is part of a body corporate, it may be worth having a qualified fire safety consultant assess the situation and assist with ensuring compliance with both the standard and any local fire safety laws.

**Stefan Bauer | Fire Matters**  
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# Fire Safety Systems

Are they being overlooked in your building?

Fire safety compliance is vital in multi-occupancy dwellings, yet many body corporates overlook critical issues that put residents at risk.

Comfort items like air conditioning and lifts are often prioritised, while life-saving fire systems are neglected. This not only endangers lives but also exposes body corporates to legal penalties and financial liability.

## Fire safety should be non-negotiable

Building residents may assume their fire systems are in working order, but in reality, many buildings fall short. Residential dwellings experience the highest rates of fires and fatalities, yet few occupants are aware of the

fire safety installations in their buildings or emergency procedures. It's up to body corporates and strata managers to ensure fire safety compliance by addressing common failures and scheduling annual fire safety audits.

## Common compliance failures

- Outdated fire safety equipment certifications
- Missing or unclear evacuation diagrams
- Uninspected fire doors
- Inadequate record keeping.

## Annual fire safety audits

During annual fire safety audits, qualified third-party auditors provide unbiased reviews to ensure all systems meet regulatory standards. Coupled with regular inspections, fire drills and correct documentation, this proactive approach strengthens compliance, reduces liability risks and saves lives.

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## DON'T RISK IT!

If a retrospective investigation finds any aspect of your fire safety non-compliant, you risk voided insurance, hefty fines and even jail. That's why it's crucial to get an independent third-party consultant to audit your building.



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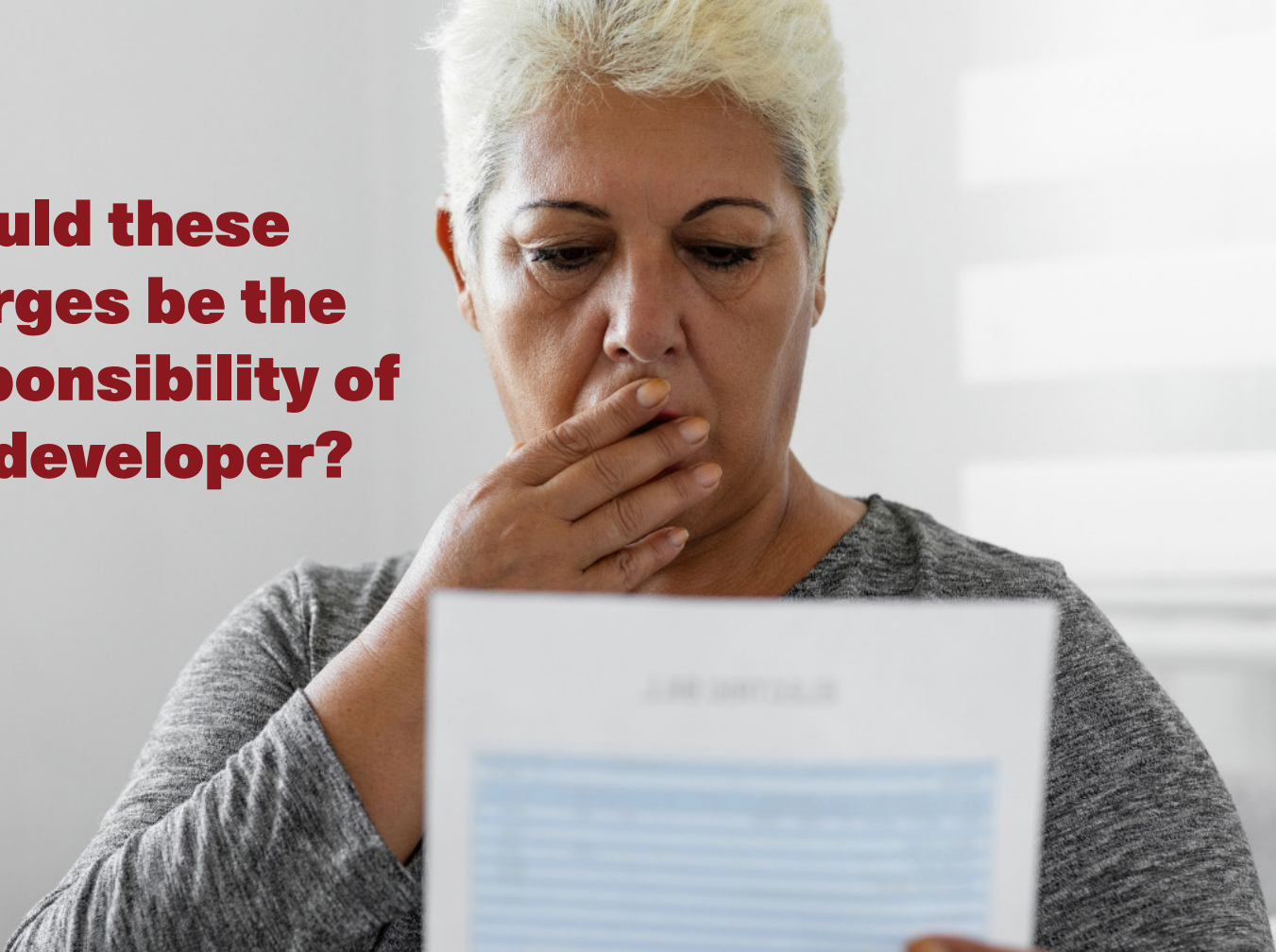
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# Should these charges be the responsibility of the developer?



**Q** We have been charged over \$4000 for water bills and pre-settlement cleaning during the construction phase of our new building.

Our strata committee was formed in October 2024 at the Annual General Meeting for our new building. Strata was set up in July 2024 by the developer when he held an extra ordinary general meeting. As treasurer, I noticed we've been charged over \$3000 for water from June to September. This would have been during the construction phase. We have also been billed \$1000 for Pre-settlement cleaning of common areas. Should these charges be the responsibility of the developer?

**A** The committee should write to the developer and ask for a reimbursement.

The committee should write to the developer and ask for a reimbursement, or payment, of those costs incurred prior to the registration of the scheme. If that is not complied with, the committee could consider obtaining legal advice for a more formal demand to be prepared (and advice around any other rights or entitlements the body corporate may have in the early stages of the scheme's creation).

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## When has the BC fulfilled its legal obligations to maintain and repair common property?



**An owner is unhappy with how the BC has handled their overflowing gutters. Has the BC fulfilled its legal obligations to maintain and repair common property?**

A lot owner in a 2-story townhouse complex under a **building format plan** in Brisbane has long complained about overflowing gutters during heavy rain.

The body corporate (BC) has twice upgraded to larger gutters, installed gutter guards, removed nearby trees, added an extra downpipe, and extended the stormwater drain to lead water away from this lot. The guttering and retrofits comply with all relevant standards. We clean the gutters annually.

Despite the BC's efforts, the owner is still unhappy, citing water splashing over the gutters and toward the front door during heavy rain. A plumber has quoted to replace the gutters and downpipes for both lots with the largest size available.

Has the BC done all it can to resolve the owner's complaints?

**The question is often whether the body corporate has made a reasonable decision.**

As rainfall becomes heavier, an increasing amount of gutters are unable to cope with the downpours. Do they all need to be upgraded?

Body corporates are required to maintain the common property in good condition, which it sounds like you are doing, but they are not necessarily **obliged to improve** it. If the overflow **causes a safety hazard**, that may be a reason to do so, but you don't indicate that is the case.

We can't definitively answer whether the body corporate has done what it can to resolve the complaints. In these situations, the question is often whether the body corporate has made a reasonable decision.

The standards of reasonability were recently highlighted in an adjudicator's order: **Baden Central [2024] QBCCMCmr 270 (24 July 2024)**. Here, the adjudicator asserted:

*There is a general requirement that a body corporate and its committee act reasonably when making a decision. There is considerable case law on reasonable decision-making in bodies corporate.*

The test for whether a decision is reasonable is objective. It is a question of fact, having regard to all the circumstances. Reasonable decision-making “...involves an evaluation of the known facts, circumstances and considerations that tend to have a rational bearing on the issue...” and “...requires that all relevant matters are taken into consideration and irrelevant ones are left out”. The person challenging a decision bears the onus of establishing that the body corporate failed to act reasonably.

To help guide you, the committee might ask itself whether it has met these standards in determining whether the works are required. Try to take all personal elements out of the decision and just think about the work and whether it is required or not. Will making the changes resolve the issue? Is it fairer for all lots to have the same work done? Would the owner still want to proceed if the BC had to raise a **special levy** to carry out the work on every lot?

Depending on your view, you might advise the owner that the common property is maintained in good condition and the BC will not upgrade their gutter. If the owner is unhappy, they can dispute the decision via the commissioner’s office. Committees, owners and body corporates shouldn’t be afraid of seeking or steering resolution through this pathway – it’s what the commissioner’s office is for. If the committee makes a good faith decision, an owner disputes it, and an adjudicator agrees with the owner, that’s OK. It’s not a black mark against the body corporate, just a direction as to what to do next.

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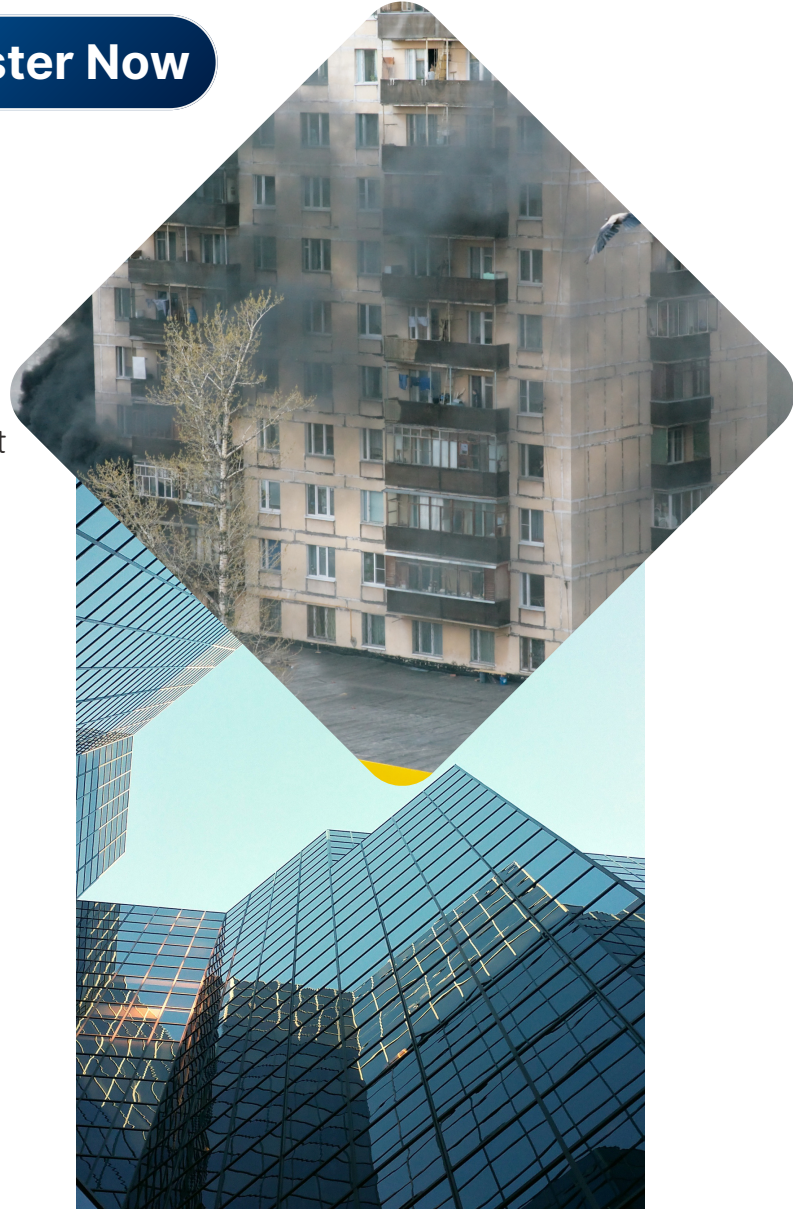
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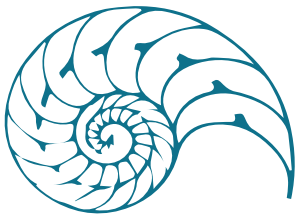
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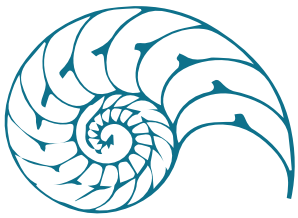
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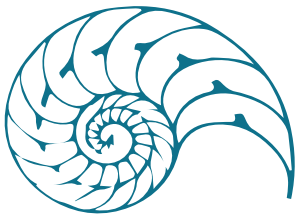
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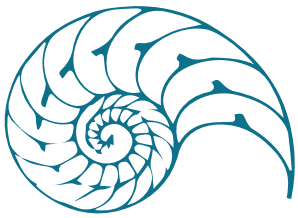
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# LookUpStrata D I R E C T O R Y

**LIST MY  
BUSINESS**

## SOFTWARE

### MIMOR

Connecting People – Creating Communities  
P: 1300 064 667  
W: <https://www.mimor.com.au/>  
E: [info@mimor.com.au](mailto:info@mimor.com.au)

### Stratabox

Building Confidence  
P: 1300 651 506  
W: <https://stratabox.com.au/>  
E: [contact@stratabox.com.au](mailto:contact@stratabox.com.au)

### Town Square

Productivity and Communications Platform for SMs.  
W: <https://townsquare.au/>  
E: [hello@townsquare.au](mailto:hello@townsquare.au)

### ResVu

Customer Service Software for Strata  
P: 0874778991  
W: <https://resvu.com.au/>  
E: [enquiries@resvu.com.au](mailto:enquiries@resvu.com.au)

### StrataMax

Streamlining strata  
P: 1800 656 368  
W: <https://www.stratamax.com/>  
E: [info@stratamax.com](mailto:info@stratamax.com)

### MYBOS

Building Management - Residential & FM Schemes  
P: 1300 912 386  
W: <https://www.mybos.com.au/>  
E: [sam@mybos.com.au](mailto:sam@mybos.com.au)

### Urbanise

Automate your workload to increase efficiency.  
P: 1300 832 852  
W: <https://www.urbanise.com/>  
E: [marketing@urbanise.com](mailto:marketing@urbanise.com)

### onsite.fm

Building Management Software  
P: 02 7227 8550  
W: <https://onsite.fm/>  
E: [hello@onsite.fm](mailto:hello@onsite.fm)



### Stratify

Only Complete Cloud Strata Software ecosystem  
P: 1300 414 155  
W: <https://stratifyconnect.com/>  
E: [sales@stratifyconnect.com](mailto:sales@stratifyconnect.com)



### eVoters

The online voting solution  
P: 61 28011 4797  
W: <https://www.evoters.com/>  
E: [support@evoters.com](mailto:support@evoters.com)

## EDUCATION & TRAINING



### LookUpStrata

Australia's #1 Strata Title Information Site.  
W: <https://www.lookupstrata.com.au/>  
E: [administration@lookupstrata.com.au](mailto:administration@lookupstrata.com.au)



### Strata Community Association

P: 02 9492 8200  
W: <https://www.strata.community/>  
E: [admin@strata.community](mailto:admin@strata.community)



### Owners Corporation Network

The Independent Voice of Strata Owners  
W: <https://ocn.org.au/>  
E: [enquiries@ocn.org.au](mailto:enquiries@ocn.org.au)



### Your Strata Property

Demystifying the legal complexities of apartments  
W: <https://www.yourstrataproperty.com.au/>  
E: [amanda@yourstrataproperty.com.au](mailto:amanda@yourstrataproperty.com.au)

## ACCOUNTANTS



### Tinworth & Co

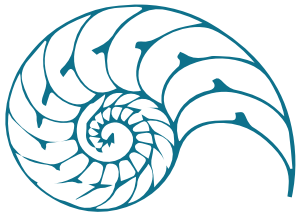
Chartered Accountant & Strata Auditors  
P: 0499 025 069  
W: <https://www.tinworthaccountants.com.au/>  
E: [caren.chen@tinworth.com](mailto:caren.chen@tinworth.com)



### Matthew Faulkner Accountancy

Strata Auditing specialists  
P: 0438 116 374  
W: <https://www.mattfaulkner.accountants/>  
E: [matt@mattfaulkner.accountant](mailto:matt@mattfaulkner.accountant)

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## ELECTRICAL

### Altogether Group

Power.Water.Data

P: 1300 803 803

W: <https://altogethergroup.com.au/>

E: [eaustin@altogethergroup.com.au](mailto:eaustin@altogethergroup.com.au)

### Energy On Pty Ltd

Providing utility network solutions

P: 1300 323 263

W: <https://www.energyon.com.au/>

E: [EnergyServices@EnergyOn.com.au](mailto:EnergyServices@EnergyOn.com.au)

### ENM Solutions

Providing Solutions for Embedded Networks

P: 1300 000 366

W: <https://www.enmsolutions.com.au/>

E: [info@ENMSolutions.com.au](mailto:info@ENMSolutions.com.au)

## FIRE SERVICES

### Fire Matters

Fire Safety Compliance

P: 07 3071 9088

W: <https://firematters.com.au/>

E: [sbauer@firematters.com.au](mailto:sbauer@firematters.com.au)

### Sunshine Coast Fire Compliance

Your building fire safety ~ our expertise

P: 0448 196 402

W: <https://www.scfc.net.au/>

E: [michelle@scfirecompliance.com.au](mailto:michelle@scfirecompliance.com.au)

## CLOTHES LINES

### Lifestyle Clotheslines

Clothesline and washing line supplier & installer

P: 1300 798 779

W: <https://www.lifestyleclotheslines.com.au/>

E: [admin@lifestyleclotheslines.com.au](mailto:admin@lifestyleclotheslines.com.au)

## PAINTING

### Higgins Coatings Pty Ltd

Specialist painters in the strata industry

W: <https://www.higgins.com.au/>

E: [info@higgins.com.au](mailto:info@higgins.com.au)

### Rochele

Prompt & Professional

P: 1300 808 164

W: <https://rochele.com.au/>

E: [jeremy@rochele.com.au](mailto:jeremy@rochele.com.au)

## STRATA LOAN PROFESSIONALS

### Lannock Strata Finance

Simplifying strata funding

P: 1300 851 585

W: <https://lannock.com.au/>

E: [strata@lannock.com.au](mailto:strata@lannock.com.au)

### StrataLoans

The Experts in Strata Finance

P: 1300 785 045

W: <https://www.strata-loans.com/>

E: [info@strata-loans.com](mailto:info@strata-loans.com)

## SAFETY & SECURITY

### Pacific Security Group

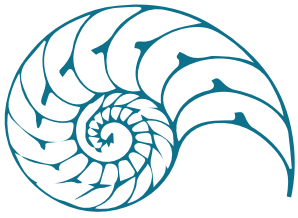
Experts in electronic security since 2005

P: 1300 859 141

W: <https://www.pacificsecurity.com.au/>

E: [operations@pacificsecurity.com.au](mailto:operations@pacificsecurity.com.au)

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### SUSTAINABILITY

#### Humenergy

People, Innovation and Value Sharing  
 P: 1300 322 622  
 W: <https://www.humenergy.com.au/>  
 E: [Info@humenergy.com.au](mailto:Info@humenergy.com.au)

#### Fair Water Meters

Fair water - fair bills  
 P: 1300324701  
 W: <https://fairwatermeters.com.au/>  
 E: [info@fairwatermeters.com.au](mailto:info@fairwatermeters.com.au)

### RECRUITMENT SERVICES



**sharonbennie – Property Recruitment**  
 Matching top talent with incredible businesses  
 P: 0413 381 381  
 W: <https://www.sharonbennie.com.au/>  
 E: [sb@sharonbennie.com.au](mailto:sb@sharonbennie.com.au)

#### Essential Recruitment Solutions



Specialising in Strata recruitment  
 P: 0448 319 770  
 W: <https://www.essentialrecruitmentsolutions.com.au/>  
 E: [maddison@essentialrecruitmentsolutions.com](mailto:maddison@essentialrecruitmentsolutions.com)

### CONSULTING

#### Strata Solve

Untangling strata problems  
 P: 0419 805 898  
 W: <https://stratasolve.com.au/>  
 E: [chris@stratasolve.com.au](mailto:chris@stratasolve.com.au)

### LIFTS & ELEVATORS



#### ABN Lift Consultants

A team of friendly, open minded professionals  
 P: 0468 659 100  
 W: <https://www.abnlift.com/>  
 E: [andrew@abnlift.com](mailto:andrew@abnlift.com)

### FACILITY MANAGEMENT

#### LUNA

Building and Facilities Manager  
 P: 1800 00 LUNA (5862)  
 W: <https://www.luna.management/>  
 E: [info@luna.management](mailto:info@luna.management)

#### Innovative Lift Consulting Pty Ltd

Australia's Vertical Transportation Consultants  
 P: 0417 784 245  
 W: <https://www.ilcpl.com.au/>  
 E: [bfulcher@ilcpl.com.au](mailto:bfulcher@ilcpl.com.au)

#### RFM Facility Management Pty Ltd

Strata and Specialist Cleaners  
 P: 1300 402 524  
 W: <https://www.rfmfacilitymanagement.com.au/>  
 E: [nathan@rfmfacilitymanagement.com.au](mailto:nathan@rfmfacilitymanagement.com.au)

#### The Lift Consultancy

Trusted Specialised Advice  
 P: 07 5509 0100  
 W: <https://theliftc.com/>  
 E: [sidb@theliftc.com](mailto:sidb@theliftc.com)

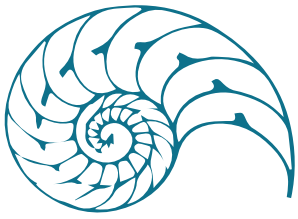
#### BME Group

Re-Defining the Standards of Building & Facilities  
 P: 02 8283 7531  
 W: <https://bmegroupbuildingmanagement.com.au/>  
 E: [lachlan.hunt@bmegroup.com.au](mailto:lachlan.hunt@bmegroup.com.au)

### DELIVERY & COLLECTION SERVICES

#### Groundfloor™

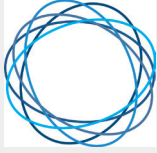
Australian parcel, mail, and refrigerated lockers  
 P: 03 9982 4462  
 W: <https://groundfloordelivery.com/>  
 E: [ask@groundfloordelivery.com](mailto:ask@groundfloordelivery.com)



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## ENERGY



**Arena Energy Consulting Pty Ltd**  
Independent Embedded Network Consulting Services  
P: 1300 987 147  
W: <https://www.arenaenergyconsulting.com.au/>  
E: [info@arenaenergyconsulting.com.au](mailto:info@arenaenergyconsulting.com.au)



**Embedded Network Arena**  
Independent Embedded Network Consulting Services  
P: 1300 987 147  
W: <https://embeddednetworkarena.com.au/>  
E: [info@embeddednetworkarena.com.au](mailto:info@embeddednetworkarena.com.au)

## PEST INSPECTION



**Control Pest Management – Brisbane**  
Pest Control Professionals  
P: 1300 357 246  
W: <https://controlpestmanagement.com.au/locations/brisbane-pest-control/>  
E: [ray@controlpestmanagement.com.au](mailto:ray@controlpestmanagement.com.au)

## ANTENNAS



**Install My Antenna**  
Professional TV Antenna Service For You Today  
P: 1300 800 123  
W: <https://www.installmyantenna.com.au/>  
E: [info@installmyantenna.com.au](mailto:info@installmyantenna.com.au)

## WINDOWS & DOORS



**Windowline Pty Ltd**  
Australia's strata replacement window & door specialists  
P: 02 8304 6400  
W: <https://windowline.com.au/>  
E: [info@windowline.com.au](mailto:info@windowline.com.au)



**Clear Edge Frameless Glass**  
Energy Efficient Balconies for Elevated Living  
W: <https://www.clearedgeglass.com.au/>  
E: [sales@clearedgeglass.com.au](mailto:sales@clearedgeglass.com.au)



**Total Entrance Solutions**  
The total solution for all entry requirements  
P: 1300 781 851  
W: <https://www.totalentrancesolutions.com/>  
E: [jason@totalentrancesolutions.com](mailto:jason@totalentrancesolutions.com)

## VALUERS



**Asset Strata Valuers**  
Leaders in Strata Property Valuations  
P: 1800 679 787  
W: <https://assetstratavaluers.com.au/>  
E: [workorders@assetstratavaluers.com.au](mailto:workorders@assetstratavaluers.com.au)



**Adelaide StrataVal**  
Strata & Community Insurance Valuations  
P: 08 71112956  
W: <https://www.strataval.com.au/>  
E: [valuations@strataval.com.au](mailto:valuations@strataval.com.au)



**Delphi Consultants & Valuers**  
Building Insurance Valuation Services  
P: 07 3852 6012  
W: <https://www.delphiproperty.com.au/insurance-valuation>  
E: [info@delphiproperty.com.au](mailto:info@delphiproperty.com.au)



**Ensure Group – Property Valuers**  
Insurance Valuation Experts  
P: 03 9088 2032  
W: <https://www.ensuregroup.com.au/>  
E: [valuations@ensuregroup.com.au](mailto:valuations@ensuregroup.com.au)



**Sovereign Valuations**  
Valuation Experts for Strata Insurance & Disputes  
P: 1300 710 000  
W: <https://www.sovereignvaluations.com.au/>  
E: [p.ferrier@sovereignvaluations.com.au](mailto:p.ferrier@sovereignvaluations.com.au)

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For the National Newsletter Media Kit

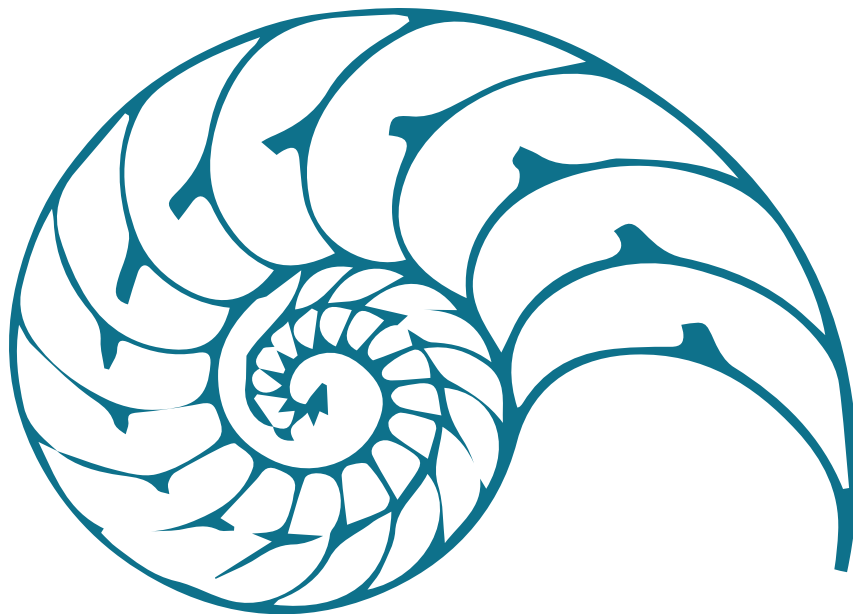
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