

Request for Documents for Strata plan

From:

To: dianne.copping@netstrata.com.au

Cc: admin@netstrata.com.au

Date: Thursday, 18 April 2019, 3:20 pm AEST

Hi Dianne,

Lovely to meet you the other night. It's good to know my properties are being managed by GOOD HONEST people.

Further to the AGM dated 15th April 2019, i am requesting a copy of the strata roll and all tax invoices regarding the insurances put in place by Netstrata and/or Strata Insurance Services PTY LTD, including the breakdown of all related expenses.

Thank You

Re: Request for Documents for Strata plan

From:

To: dianne.copping@netstrata.com.au

Cc: sc@finance.nsw.gov.au

Date: Wednesday, 24 April 2019, 2:57 pm AEST

@ Dept Fair Trading, I have CC you on the email as Netstrata have refused and failed to provide me with any meeting notices, as well as the strata roll and insurance related documents. Please read below.

Dianne, you have failed to provide me with the documents requested, being the Strata roll, and ALL tax invoices relating to insurances that have been put in place for our scheme either by either Netstrata or Strata Insurance Services PTY LTD.

Are you refusing to provide these, as you do not wish to have the HUGE brokerage charged be exposed? You claimed at the AGM that our scheme has not been charged any brokerage yet we both know that is not true. Hence you refuse to provide the documents requested.

And is it for the same reason that your company has withheld ALL meeting notices, so as to keep me away?

Please see copied email below (or attached if it worked) from my real estate agent who manages my unit. It seems odd that they receive quarterly levy notices and minutes but no meeting notices. How do you explain that?

I have yet to come across a single staff member of Netstrata that has not blatantly lied, from the to the Licensee Stephen Brell.

Re: Request for Documents for Strata plan

From:

To: dianne.copping@netstrata.com.au

Date: Wednesday, 1 May 2019, 1:24 pm AEST

Dianne,

Obviously i didn't make myself clear.

I wish to arrange an inspection of the records and accounts of the Owners Corporation under Section 182 of the NSW Strata Schemes Management Act 2015.

When can this be done?

On Wednesday, 24 April 2019, 3:03:54 pm AEST, Dianne Copping <dianne.copping@netstrata.com.au> wrote:

Dear ,

Please see AGM Minutes attached, this should have been with your levy sent to

Regards,



Dianne Copping | Strata Manager
Netstrata Office: (02) 8567 6400 **Direct:** (02) 8567 6415

After Hours Emergency: 1300 663 760
www.netstrata.com.au



RE: Request for Documents for Strata plan

From: Dianne Copping (dianne.copping@netstrata.com.au)

To:

Date: Wednesday, 1 May 2019, 5:01 pm AEST

Hi

Please contact Reception- 8567 6415 to arrange a strata inspection of the records.

Regards,



Dianne Copping | Strata Manager
Netstrata Office: (02) 8567 6400 Direct: (02) 8567 6415

After Hours Emergency: 1300 663 760

www.netstrata.com.au

Re: NSW Fair Trading - Reference Number

From:

To: sc@finance.nsw.gov.au

Date: Tuesday, 2 July 2019, 6:25 pm AEST

Hi Stephen,

Apologies for the delay in getting back to you, but i was on holidays for a few weeks.

You contacted the managing agent who confirmed no notices were received by them, so i don't understand how you could say that it is inconclusive. Did Netstrata provide evidence to the contrary?

Last year when I attended Netstrata's office, the receptionist claimed that ALL notices were being sent to the managing agent. And when speaking to my managing agent he was of the view correspondence was being sent via email and not post.

I have a few questions regarding to the strata manager Dianne Copping and her conduct at the AGM. She stated that Our scheme isn't charged any brokerage, yet I have invoices from Strata Insurance Services (SIS) showing otherwise (NOTE: this is disclosed in the meeting notice. She also claimed that she knew nothing about them as they are a different company, yet the AGM Meeting notice stated it outright. It is also plastered across their front door as one of the companies under their license. What can be done about this?

in addition, when i collected the 'strata roll' (attached), i later found out that they withheld all the owners details. they only provided mine. Can you request them to email me a copy. Would i be required to pay another fee considering they (purposely) provided me with the wrong thing?

Regards,

my mobile no. is

On Friday, 10 May 2019, 3:13:03 pm AEST, <sc@finance.nsw.gov.au> wrote:

Dear Mr

I refer to your correspondence regarding the management of SP by Netstrata (the Agency).

A Fair Trading Officer contacted the Agency who provided a response regarding the allegations raised in your correspondence. From in the information received, Fair Trading was unable to conclusively determine whether copies of notices/agendas for annual general meetings were sent to you. If you believe the owners corporation are not meeting their obligations under the Strata Schemes Management Act 2015 in sending out required documents, you have the option to apply for mediation through Fair Trading's Mediation Services Unit. Information including the application form can be found at:

<https://www.fairtrading.nsw.gov.au/housing-and-property/strata-and-community-living/strata-schemes/resolving-disputes-and-mediation>

Yours sincerely

Stephen Ivancic

NSW Fair Trading | Department of Finance, Services and Innovation
Phone: 13 32 20 (8.30am to 5pm, Mon - Fri)
www.fairtrading.nsw.gov.au
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Strata search .jpg
361.7kB



False Strata Roll.pdf
404.8kB



12.2.16 .pdf
959.7kB



26.2.19 .pdf
890.9kB



Appointment of Strata Insurance Services.pdf
632.5kB



NETSTRATA

EST 1996

Sydney | Newcastle | Wollongong

TAX INVOICE

A.B.N 31 064 030 324

Date: 3-5-19

Bill To: _____

STRATA PLAN: _____ LOT: _____

QTY	CODE	DESCRIPTION	PRICE	TOTAL PAID (Inc GST)
1		Strata Search	each	\$ 34.10
			each	\$

Total Paid \$ 34.10
(Inc GST)

Sydney: PO Box 265, Hurstville NSW 1481

www.netstrata.com.au

Head Office: 298 Railway Parade

Tel: 1300 NETSTRATA

CARLTON NSW 2218

Wollongong: PO Box 268, Wollongong NSW 2520

Fax: 1300 644 402

Network Strata Services Pty Limited (A.C.N. 064 030 324) trading as 'Netstrata'

Strata Plan

S/Plan
Building Address
Suburb

Units 76 Lots 76
State NSW Post Code
ABN
GST Yes
Manager Dianne Copping

Original Proprietor:

Address:

Registered: 17/02/09

AGM Date: 12/04/20

Revaluation Date: 01/11/19

Services Date:

Financial Year: 01/03/19 - 28/02/20

1st Levy Due: 16/05/19

2nd Levy Due: 01/08/19

3rd Levy Due: 01/11/19

4th Levy Due: 01/02/20

Unit of Entitlement Breakdown by Lot

Lot	Unit	Name	Entitlement Units
1	1		133
2	2		133
3	3		133
4	4		133
5	5		133
6	6		130
7	7		195
8	8		200
9	9		193
10	10		127
11	11		130
12	12		133
13	13		163
14	14		133
15	15		129
16	16		265
17	17		253
18	18		183
19	19		133

Report Date: 2nd May 2019

S/Plan
Building Address
Suburb

Units 76
State NSW
ABN
GST Yes
Manager Dianne Copping

Lots 76
Post Code

Unit of Entitlement Breakdown by Lot

Lot	Unit	Name	Entitlement Units
20	20		125
21	21		90
22	22		90
23	23		124
24	24		128
25	25		87
26	26		97
27	27		128
28	28		146
29	29		152
30	30		146
31	31		114
32	32		96
33	33		90
34	34		125
35	35		128
36	36		87
37	37		87
38	38		117
39	39		146
40	40		154
41	41		146
42	42		125
43	43		90
44	44		90
45	45		125
46	46		117
47	47		87

Report Date: 2nd May 2019

S/Plan
Building Address
Suburb

Units 76
State NSW
ABN
GST Yes
Manager Dianne Copping

Lots 76
Post Code

Unit of Entitlement Breakdown by Lot

Lot	Unit	Name	Entitlement Units
48	48		87
49	49		117
50	50		146
51	51		157
52	52		146
53	53		125
54	54		89
55	55		97
56	56		125
57	57		117
58	58		97
59	59		97
60	60		128
61	61		146
62	62		157
63	63		146
64	60		266
65	Shop 64		106
66	Shop 66		108
67	Shop 66A		106
68	Shop 70		104
69	Shop 70A		108
70	Shop 72		108
71	Shop 72A		106
72	Shop 76		104
73	Shop 76A		108
74	Shop 78		108
75	Shop 78A		106

Report Date: 2nd May 2019

S/Plan
Building Address
Suburb

Units 76 **Lots** 76
State NSW **Post Code**
ABN
GST Yes
Manager Dianne Copping

Unit of Entitlement Breakdown by Lot

Lot	Unit	Name	Entitlement Units
76	76		316
Aggregate Unit Entitlement			10000
Building Aggregate			10000

S/Plan
Building Address
Suburb

Units 76 Lots 76
State NSW Post Code
ABN
GST Yes
Manager Dianne Copping

Lot: 43 Unit: 43
Unit Entitlement: 90 / 10000
Owner Name:

Date of Dealing:

Levy Address:

Notice Address:

Postal Address:

Tenant Name:

Managing Agent:

Agent Address:

Owner History

24/03/15 Owner - Investor

Date	Fund	Details	Debit	Credit	Balance
03/05/18	Administrative	Opening Balance		828.40	828.40
01/06/18	Administrative	Levy 1/5/2018-31/7/2018	619.75		208.65
01/06/18	Capital Works	Levy 1/5/2018-31/7/2018	208.65		0.00
01/06/18	Administrative	BPay Payment: DEFT Bpay 0000030707	208.65		(208.65)
01/06/18	Capital Works	BPay Payment: DEFT Bpay 0000030707		208.65	0.00
16/07/18	Administrative	BPay Payment: DEFT Bpay 0000030707		619.75	619.75
16/07/18	Capital Works	BPay Payment: DEFT Bpay 0000030707		208.65	828.40
01/08/18	Administrative	Levy 1/8/2018-31/10/2018	619.75		208.65
01/08/18	Capital Works	Levy 1/8/2018-31/10/2018	208.65		0.00
01/11/18	Administrative	Levy 1/11/2018-31/1/2019	619.75		(619.75)
01/11/18	Capital Works	Levy 1/11/2018-31/1/2019	208.65		(828.40)
01/11/18	Administrative	Interest On Levy Arrears	12.56		(840.96)
01/11/18	Capital Works	Interest On Levy Arrears	4.23		(845.19)
14/01/19	Administrative	BPay Payment: DEFT Bpay 0000030707		1,252.06	406.87
14/01/19	Capital Works	BPay Payment: DEFT Bpay 0000030707		208.65	615.52
14/01/19	Capital Works	BPay Payment: DEFT Bpay 0000030707		4.23	619.75
14/01/19	Capital Works	BPay Payment: DEFT Bpay 0000030707		202.75	822.50
01/02/19	Administrative	Levy 1/2/2019-30/4/2019	619.75		202.75
01/02/19	Capital Works	Levy 1/2/2019-30/4/2019	208.65		(5.90)
18/02/19	Administrative	BPay Payment: DEFT Bpay 0000030707		822.50	816.60
18/02/19	Capital Works	BPay Payment: DEFT Bpay 0000030707		5.90	822.50
			3,539.04	4,361.54	822.50
				Interest Due:	\$0.00
				Total Due:	\$0.00

	Administration Fund	Capital Works Fund	TOTAL
ASSETS			
Cash at Bank	(75,954.79)	364,894.04	288,939.25
Levies Receivable	58,109.42	18,435.22	76,544.64
Total Assets	(17,845.37)	383,329.26	365,483.89
LIABILITIES			
GST Liabilities	4,657.63	(11,021.44)	(6,363.81)
Accounts Payable	15,471.27	0.00	15,471.27
Total Liabilities	20,128.90	(11,021.44)	9,107.46
Net Assets	(37,974.27)	394,350.70	356,376.43
OWNERS FUNDS			
Opening Balance	(16,970.35)	375,358.26	358,387.91
Surplus / Deficit for the period	(21,003.92)	18,992.44	(2,011.48)
Closing Balance	(37,974.27)	394,350.70	356,376.43
Total Owners Funds	(37,974.27)	394,350.70	356,376.43

Administrative Fund

	Actual	Budget	Actual	Budget
	01/03/19 - 02/05/19	01/03/19 - 29/02/20	01/03/18 - 28/02/19	01/03/18 - 28/02/19

Income
Debt Collection Recoveries

Debt Collection Recoveries-Reversal	\$0.00	\$0.00	(\$36.28)	\$0.00
Debt Collection Recoveries	\$491.00	\$0.00	\$845.94	\$0.00

Expenses Recoveries

Owner Expense Recoveries	\$2,325.00	\$0.00	\$1,310.00	\$0.00
Expense Recoveries (GST)	\$900.00	\$0.00	\$400.00	\$0.00
Expense Recoveries	\$0.00	\$0.00	\$681.26	\$0.00

Insurance Claim Income

Insurance Claim Income	\$0.00	\$0.00	\$2,903.64	\$0.00
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Interest

Interest On Levy Arrears	\$334.61	\$0.00	\$692.87	\$0.00
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Levy Income

Contributions - General	\$71,329.33	\$287,081.57	\$250,396.72	\$252,163.43
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Total Income

\$75,379.94	\$287,081.57	\$257,194.15	\$252,163.43
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Expenses
Accounting, Taxation & Banking

Bank Fees	\$10.15	\$100.00	\$48.75	\$150.00
DEFT Process Fees	\$23.18	\$0.00	\$184.28	\$0.00
Audit Report	\$300.00	\$600.00	\$300.00	\$0.00
BAS & Tax Administration	\$377.07	\$2,500.00	\$2,251.99	\$2,700.00
PAYG Installments	\$0.00	\$2,500.00	\$0.00	\$3,300.00

Air Conditioning

Air Conditioning Maintenance	\$360.00	\$0.00	\$2,425.50	\$0.00
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Building General

General Maintenance	\$0.00	\$3,500.00	\$2,464.50	\$4,000.00
Garage Security Gate / Shutter	\$0.00	\$2,000.00	\$4,161.27	\$1,800.00
Locks & Doors	\$62.73	\$1,500.00	\$1,094.10	\$2,500.00

Cleaning

Cleaning	\$0.00	\$0.00	\$4,653.75	\$0.00
Cleaning - General	\$4,389.00	\$26,500.00	\$23,865.27	\$26,000.00

Electrical

Electrical Repairs	\$60.00	\$2,000.00	\$3,860.10	\$2,000.00
Light Globes	\$0.00	\$0.00	\$255.00	\$0.00

Electricity

Electricity Consumption	\$4,720.34	\$35,000.00	\$33,724.32	\$37,500.00
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Fire Control

Fire Services	\$423.97	\$10,000.00	\$8,639.06	\$13,000.00
Fire Compliance Administration	\$0.00	\$0.00	\$3.64	\$0.00

Garden & Grounds

Gardening	\$0.00	\$4,000.00	\$2,427.00	\$4,000.00
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Administrative Fund

	Actual	Budget	Actual	Budget
	01/03/19 - 02/05/19	01/03/19 - 29/02/20	01/03/18 - 28/02/19	01/03/18 - 28/02/19

Insurance

Insurance Premium	\$0.00	\$45,000.00	\$39,278.71	\$37,000.00
Insurance Claims	\$0.00	\$0.00	\$2,478.18	\$0.00
Insurance Valuation Report	\$0.00	\$0.00	\$270.00	\$0.00

Legal & Professional Services

Legal Fees	\$9,837.70	\$15,000.00	\$326.40	\$0.00
Building Warranty	\$4,400.00	\$0.00	\$2,880.00	\$0.00
W.H.& S. Report	\$0.00	\$800.00	\$0.00	\$1,500.00

Lift Repairs

Lift Maintenance	\$12,039.96	\$42,000.00	\$47,302.85	\$41,000.00
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Pest Control

Pest Control - General	\$230.00	\$1,500.00	\$970.00	\$1,500.00
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Plumbing

Plumbing - General	\$43,155.73	\$3,500.00	\$9,582.37	\$3,500.00
Detention Pit & Pump Maintenance	\$0.00	\$1,500.00	\$10,704.45	\$1,350.00
Hot Water System Maintenance	\$0.00	\$500.00	\$285.00	\$3,000.00

Resident Manager / Caretaker

Building Manager/Caretaker	\$1,483.20	\$9,600.00	\$8,028.00	\$9,600.00
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Rubbish Removal

Routine Waste / Bin Collection	\$2,704.50	\$15,000.00	\$14,635.82	\$15,000.00
Waste Removal	\$0.00	\$0.00	\$681.82	\$0.00

Security & Intercom

Swipe Cards / Fobs Purchase	\$0.00	\$0.00	\$923.15	\$0.00
Intercom Repairs / Replacement	\$406.23	\$0.00	\$0.00	\$0.00

Strata/Building Administration

Debt Collection Fees	\$491.00	\$0.00	\$725.94	\$0.00
Inspection Fees	\$110.00	\$600.00	\$669.09	\$500.00
Land Titles & By-Law Registration	\$3,181.82	\$1,500.00	\$1,621.10	\$1,000.00
Management Services	\$3,402.88	\$13,611.57	\$12,963.40	\$12,963.43
Owner Refund	\$0.00	\$0.00	\$154.00	\$0.00
Printing, Postage & Stationery	\$1,112.95	\$5,500.00	\$6,786.44	\$4,000.00
Strata Administration	\$1,276.23	\$3,500.00	\$3,356.01	\$3,500.00
Legislative Compliance	\$1,070.91	\$0.00	\$1,070.91	\$0.00
Previous Year Deficit	\$0.00	\$16,970.00	\$0.00	\$0.00

Telephone

Lift Phone & Phone Charges	\$754.31	\$4,000.00	\$4,174.15	\$3,800.00
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Water

Water Consumption	\$0.00	\$16,800.00	\$15,049.28	\$16,000.00
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Total Expenses	\$96,383.86	\$287,081.57	\$275,275.60	\$252,163.43
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Surplus / Deficit	(\$21,003.92)	\$0.00	(\$18,081.45)	\$0.00
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Capital Works Fund	Actual 01/03/19 - 02/05/19	Budget 01/03/19 - 29/02/20	Actual 01/03/18 - 28/02/19	Budget 01/03/18 - 28/02/19
Income				
Interest				
Interest On Levy Arrears	\$128.61	\$0.00	\$257.20	\$0.00
Levy Income				
Contributions - Capital Works Fund	\$18,863.83	\$75,454.55	\$84,300.28	\$84,300.00
Total Income	\$18,992.44	\$75,454.55	\$84,557.48	\$84,300.00
Expenses				
Building General				
General Maintenance	\$0.00	\$0.00	\$13,889.36	\$0.00
Capital Works Fund Maintenance	\$0.00	\$75,454.55	\$0.00	\$84,300.00
Electrical				
Electrical Repairs	\$0.00	\$0.00	\$3,100.00	\$0.00
Fire Control				
Fire Services	\$0.00	\$0.00	\$12,844.00	\$0.00
Plumbing				
Plumbing - General	\$0.00	\$0.00	\$45,943.18	\$0.00
Waterproofing	\$0.00	\$0.00	\$14,500.00	\$0.00
Total Expenses	\$0.00	\$75,454.55	\$90,276.54	\$84,300.00
Surplus / Deficit	\$18,992.44	\$0.00	(\$5,719.06)	\$0.00

ADMINISTRATIVE FUND OTHER INCOME

Date	Ref.	Payee	Details	Amt.	Bal.
Debt Collection Recoveries					
15/03/19	lot 58		lot 58-Arrears Notice Fee - Levy Notice on	\$31.82	\$31.82
15/03/19	lot 74		lot 74-Arrears Notice Fee - Levy Notice on	\$31.82	\$63.64
15/03/19	lot 16		lot 16-Arrears Notice Fee - Levy Notice on	\$31.82	\$95.46
01/04/19	lot 54		lot 54-Legal Debt Recoveries - Inv#5507	\$395.54	\$491.00
			Total Debt Collection Recoveries	\$491.00	
Expense Recoveries (GST)					
26/03/19	lot 25		lot 25-Purchase Key/Swipe Tag - Purchase o	\$700.00	\$700.00
01/05/19	lot 40		lot 40-Purchase Key/Swipe Tag - Purchase o	\$200.00	\$900.00
			Total Expense Recoveries (GST)	\$900.00	
Interest On Levy Arrears					
14/03/19	lot 1		lot 1-BPay Payment: DEFT Bpay 0000030665	\$17.31	\$17.31
01/04/19	lot 76		lot 76-BPay Payment: DEFT Bpay 0000030740	\$20.46	\$37.77
01/04/19	lot 76		lot 76-BPay Payment: DEFT Bpay 0000030740	\$90.02	\$127.79
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$52.22	\$180.01
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$41.98	\$221.99
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$26.53	\$248.52
26/04/19	lot 74		lot 74-BPay Payment: DEFT Bpay 0000030738	\$35.86	\$284.38
26/04/19	lot 74		lot 74-BPay Payment: DEFT Bpay 0000030738	\$17.11	\$301.49
01/05/19	lot 58		lot 58-Cheque - CHQ: DEFT Chq 0000030722	\$33.12	\$334.61
			Total Interest On Levy Arrears	\$334.61	
Owner Expense Recoveries					
26/03/19	lot 69		lot 69-Misc. Charge - (25% Cont) Payment o	\$775.00	\$775.00
26/03/19	lot 70		lot 70-Misc. Charge - (25% Cont) Payment o	\$775.00	\$1,550.00
26/03/19	lot 71		lot 71-Misc. Charge - (25% Cont) Payment o	\$775.00	\$2,325.00
			Total Owner Expense Recoveries	\$2,325.00	
			Total Administrative Other Income	\$4,050.61	

ADMINISTRATIVE FUND EXPENSES

Date	Ref.	Payee	Details	Amt.	Bal.
Air Conditioning Maintenance					
15/03/19	507307		Fan Controls On DB Set To Off Mode, Set Fan Controls On Auto For Fire Test - 13/03/19	\$180.00	\$180.00
20/03/19	507922		Carpark Exhaust Fan Had Been Isolated, Reset The Switch - 18/03/19	\$180.00	\$360.00

Report Date: 2nd May 2019

		Total Air Conditioning Maintenance	\$360.00	
Audit Report				
01/05/19	517632	NETSTRATA	Audit Preparation	\$300.00
			Total Audit Report	\$300.00
Bank Fees				
29/03/19			Service Charge: Service Charge Fee	\$6.15
30/04/19			Service Charge: Service Charge Fee	\$4.00
			Total Bank Fees	\$10.15
BAS & Tax Administration				
01/05/19	517632	NETSTRATA	BAS Administration - 01/02/19 - 30/04/19	\$377.07
			Total BAS & Tax Administration	\$377.07
Building Manager/Caretaker				
05/03/19	504695		Caretaker - 25/02/19	\$741.60
04/04/19	511799		Caretaker Fee - 29/03/19	\$741.60
			Total Building Manager/Caretaker	\$1,483.20
Building Warranty				
12/03/19	506537		Deposit Claim - 11/03/19	\$1,100.00
12/04/19	513906		Final Claim - 04/04/19 - 06/04/19 & 07/04/19	\$3,300.00
			Total Building Warranty	\$4,400.00
Cleaning - General				
05/03/19	504695		Cleaning - 25/02/19	\$1,924.00
05/03/19	504695		Cleaning Bin - 25/02/19	\$30.00
04/04/19	511799		Cleaning - 29/03/19	\$2,405.00
04/04/19	511799		Monthly Bin Sanitiser - 29/03/19	\$30.00
			Total Cleaning - General	\$4,389.00
Debt Collection Fees				
02/04/19	510801		U45-Legal Fees Levy Recovery - March 2019	\$395.54
01/05/19	517632		Levy Notice on 15/05/2019*	\$95.46
			Total Debt Collection Fees	\$491.00
DEFT Process Fees				

29/03/19	DEFT Process Fee	\$9.91	\$9.91
30/04/19	DEFT Process Fee	\$13.27	\$23.18
	Total DEFT Process Fees	\$23.18	
Electrical Repairs			
04/04/19 511799	Install 4 Fluors & Starters - 29/03/19	\$60.00	\$60.00
	Total Electrical Repairs	\$60.00	
Electricity Consumption			
03/04/19 511238	Electricity Consumption - 06/02/19 - 08/03/19	\$2,446.12	\$2,446.12
15/04/19 514081	Electricity Consumption - 09/03/19 - 07/04/19	\$2,274.22	\$4,720.34
	Total Electricity Consumption	\$4,720.34	
Fire Services			
16/04/19 514314	Supply 1 Panel Log Book - 15/04/19	\$50.00	\$50.00
01/05/19 517632 NETSTRATA	Fire Compliance - 01/02/19 - 30/04/19*	\$373.97	\$423.97
	Total Fire Services	\$423.97	
Inspection Fees			
05/03/19 504568 COUNCIL -	AFSS Fire safety Inspection Fees	\$110.00	\$110.00
	Total Inspection Fees	\$110.00	
Intercom Repairs / Replacement			
06/03/19 504922	U40 Intercom Not Ring, Install 1 Handset Speaker - 05/03/19	\$406.23	\$406.23
	Total Intercom Repairs / Replacement	\$406.23	
Land Titles & By-Law Registration			
01/05/19 517632 NETSTRATA	By-Law # Recovery of Admin Cost, Recovery of Stationary Expenses, Payment of Insurance Excesses, Installation of Aeropac Systems By-Law	\$3,181.82	\$3,181.82
	Total Land Titles & By-Law Registration	\$3,181.82	
Legal Fees			
11/03/19 505716	Legal Fees Levy Recovery - 28/02/19	\$395.30	\$395.30
12/04/19 513717	Legal Fees Advice & Negotiate Crane License Property - 31/03/19	\$3,926.40	\$4,321.70
12/04/19 513905	Legal Fees Advice & Negotiate Crane License - 01/04/19	\$2,722.00	\$7,043.70
01/05/19 516505	Advice & Negotiate Crane License Property 31/12/18	\$2,794.00	\$9,837.70
	Total Legal Fees	\$9,837.70	

Legislative Compliance

01/05/19 517632	NETSTRATA	Pre-AGM Survey & Preparation	\$1,070.91	\$1,070.91
Total Legislative Compliance			\$1,070.91	

Lift Maintenance

01/03/19 502031		Lift Maintenance - 01/04/19 - 30/06/19	\$12,039.96	\$12,039.96
Total Lift Maintenance			\$12,039.96	

Lift Phone & Phone Charges

06/03/19 504844		Lift Phone & Phone Charges - 01/02/19 - 28/02/19	\$330.29	\$330.29
05/04/19 511765		Lift Phone & Phone Charges - 01/03/19 - 31/03/19	\$344.69	\$674.98
01/05/19 517632	NETSTRATA	Phone Charges - 01/02/19 - 30/04/19*	\$79.33	\$754.31
Total Lift Phone & Phone Charges			\$754.31	

Locks & Doors

20/03/19 508059		Supply Nova Cut Key - 15/03/19	\$40.00	\$40.00
03/04/19 511262		Supply Nova Cut Key - 27/03/19	\$22.73	\$62.73
Total Locks & Doors			\$62.73	

Management Services

01/05/19 517632	NETSTRATA	Managment Services - 01/05/19 - 31/07/19	\$3,402.88	\$3,402.88
Total Management Services			\$3,402.88	

Pest Control - General

05/04/19 511830		Inspection & Refill Rodent Bait Stations - 02/04/19	\$230.00	\$230.00
Total Pest Control - General			\$230.00	

Plumbing - General

06/03/19 505318		Remainder Of Works - 05/03/19	\$39,772.73	\$39,772.73
11/03/19 506261		U16 Checked Stormwater Drains, Repaired Sewer Riser Within Cabinetry - 09/03/19	\$1,290.00	\$41,062.73
18/03/19 507576		Clear Blocked 4 Stormwater Drains, Cut Out & Repaired Section Of Pipe - 15/03/19	\$560.00	\$41,622.73
28/03/19 509699		AH/Callout Water Leak On Site, This Must Sealed When Dry, Water Contained For Now - 25/03/19	\$703.00	\$42,325.73
12/04/19 513728		U62 Balcony Seal Works - 11/04/19	\$830.00	\$43,155.73
Total Plumbing - General			\$43,155.73	

Printing, Postage & Stationery

01/05/19 517632	NETSTRATA	Printing & Postage - 01/02/19 - 30/04/19*	\$1,112.95	\$1,112.95
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		Total Printing, Postage & Stationery	\$1,112.95	
Routine Waste / Bin Collection				
05/03/19	504695	Routine Waste / Bin Collection - 25/02/19	\$1,202.00	\$1,202.00
04/04/19	511799	Routine Waste / Bin Collection - 29/03/19	\$1,502.50	\$2,704.50
		Total Routine Waste / Bin Collection	\$2,704.50	
Strata Administration				
01/05/19	517632	NETSTRATA	Crane license update and Westconnex engage lawyer, cost disclosures to SC*	\$1,276.23 \$1,276.23
		Total Strata Administration	\$1,276.23	
		Total Administrative Expenses	\$96,383.86	

CAPITAL WORKS FUND OTHER INCOME

Date	Ref.	Payee	Details	Amt.	Bal.
Interest On Levy Arrears					
14/03/19	lot 1		lot 1-BPay Payment: DEFT Bpay 0000030665	\$5.83	\$5.83
01/04/19	lot 76		lot 76-BPay Payment: DEFT Bpay 0000030740	\$16.86	\$22.69
01/04/19	lot 76		lot 76-BPay Payment: DEFT Bpay 0000030740	\$30.31	\$53.00
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$17.58	\$70.58
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$14.13	\$84.71
08/04/19	lot 54		lot 54-Cheque - CHQ: DEFT Chq 0000030718	\$8.93	\$93.64
26/04/19	lot 74		lot 74-BPay Payment: DEFT Bpay 0000030738	\$12.07	\$105.71
26/04/19	lot 74		lot 74-BPay Payment: DEFT Bpay 0000030738	\$5.76	\$111.47
01/05/19	lot 75		lot 75-DEFT I/Tfr: DEFT I/CCd VI 000003073	\$5.99	\$117.46
01/05/19	lot 58		lot 58-Cheque - CHQ: DEFT Chq 0000030722	\$11.15	\$128.61
		Total Interest On Levy Arrears		\$128.61	
		Total Capital Works Other Income		\$128.61	

Strata Plan

Lot	Unit	Owners	UOE	Opening Balance	Admin Levy	Capital Works Levy	Other Levy	Charges	Total	Discount	Paid	Closing Balance	Interest Paid
1	1		133	1,224.20	1,043.55	276.00	0.00	0.00	2,543.75	0.00	1,224.06	1,319.69	23.14
2	2		133	3,520.49	1,043.55	276.00	0.00	0.00	4,840.04	0.00	0.00	4,840.04	0.00
3	3		133	1,224.20	1,043.55	276.00	0.00	0.00	2,543.75	0.00	1,224.20	1,319.55	0.00
4	4		133	0.00	1,043.55	276.00	0.00	0.00	1,319.55	0.00	0.00	1,319.55	0.00
5	5		133	0.00	1,043.55	276.00	0.00	0.00	1,319.55	0.00	0.00	1,319.55	0.00
6	6		130	0.00	1,020.00	269.75	0.00	0.00	1,289.75	0.00	1,289.75	0.00	0.00
7	7		195	0.00	1,530.00	404.65	0.00	0.00	1,934.65	0.00	1,794.80	139.85	0.00
8	8		200	0.00	1,569.25	415.00	0.00	0.00	1,984.25	0.00	0.00	1,984.25	0.00
9	9		193	0.00	1,514.35	400.50	0.00	0.00	1,914.85	0.00	1,776.45	138.40	0.00
10	10		127	19.95	996.50	263.55	0.00	0.00	1,280.00	0.00	1,260.05	19.95	0.00
11	11		130	26.65 cr	1,020.00	269.75	0.00	0.00	1,263.10	0.00	0.00	1,263.10	0.00
12	12		133	665.00 cr	1,043.55	276.00	0.00	0.00	654.55	0.00	420.00	234.55	0.00
13	13		163	1,502.76	1,278.95	338.25	0.00	0.00	3,119.96	0.00	1,502.76	1,617.20	0.00
14	14		133	0.00	1,043.55	276.00	0.00	0.00	1,319.55	0.00	0.00	1,319.55	0.00
15	15		129	0.00	1,012.20	267.70	0.00	0.00	1,279.90	0.00	1,279.90	0.00	0.00
16	16		265	2,488.56	2,079.25	549.90	0.00	35.00	5,152.71	0.00	2,488.00	2,664.71	0.00
17	17		253	0.00	1,985.10	525.00	0.00	0.00	2,510.10	0.00	0.00	2,510.10	0.00
18	18		183	0.00	1,435.85	379.75	0.00	0.00	1,815.60	0.00	0.00	1,815.60	0.00
19	19		133	0.00	1,043.55	276.00	0.00	0.00	1,319.55	0.00	0.00	1,319.55	0.00
20	20		125	0.00	980.80	259.40	0.00	0.00	1,240.20	0.00	0.00	1,240.20	0.00
21	21		90	0.00	706.15	186.75	0.00	0.00	892.90	0.00	0.00	892.90	0.00
22	22		90	828.40	706.15	186.75	0.00	0.00	1,721.30	0.00	828.40	892.90	0.00
23	23		124	0.00	972.95	257.30	0.00	0.00	1,230.25	0.00	1,141.30	88.95	0.00
24	24		128	0.00	1,004.30	265.60	0.00	0.00	1,269.90	0.00	0.00	1,269.90	0.00
25	25		87	0.00	682.65	180.55	0.00	770.00	1,633.20	0.00	770.00	863.20	0.00
26	26		97	0.00	761.10	201.30	0.00	0.00	962.40	0.00	0.00	962.40	0.00
27	27		128	0.00	1,004.30	265.60	0.00	0.00	1,269.90	0.00	0.00	1,269.90	0.00
28	28		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	0.00	1,448.50	0.00
29	29		152	0.95 cr	1,192.65	315.40	0.00	0.00	1,507.10	0.00	0.00	1,507.10	0.00
30	30		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	0.00	1,448.50	0.00
31	31		114	1,049.30	894.50	236.55	0.00	0.00	2,180.35	0.00	1,049.30	1,131.05	0.00
32	32		96	0.00	753.25	199.20	0.00	0.00	952.45	0.00	952.45	0.00	0.00
33	33		90	25.42	706.15	186.75	0.00	0.00	918.32	0.00	831.15	87.17	0.00
34	34		125	450.75 cr	980.80	259.40	0.00	0.00	789.45	0.00	0.00	789.45	0.00
35	35		128	0.00	1,004.30	265.60	0.00	0.00	1,269.90	0.00	1,269.90	0.00	0.00
36	36		87	0.00	682.65	180.55	0.00	0.00	863.20	0.00	0.00	863.20	0.00
37	37		87	0.00	682.65	180.55	0.00	0.00	863.20	0.00	0.00	863.20	0.00
38	38		117	1,076.90	918.00	242.80	0.00	0.00	2,237.70	0.00	1,076.90	1,160.80	0.00
39	39		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	0.00	1,448.50	0.00
40	40		154	0.00	1,208.30	319.55	0.00	220.00	1,747.85	0.00	0.00	1,747.85	0.00
41	41		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	0.00	1,448.50	0.00

Lot	Unit	Owners	UOE	Opening Balance	Admin Levy	Capital Works Levy	Other Levy	Charges	Total	Discount	Paid	Closing Balance	Interest Paid
42	42		125	0.00	980.75	259.40	0.00	0.00	1,240.15	0.00	1,240.15	0.00	0.00
43	43		90	822.50 cr	706.15	186.75	0.00	0.00	70.40	0.00	0.00	70.40	0.00
44	44		90	0.00	706.15	186.75	0.00	0.00	892.90	0.00	0.00	892.90	0.00
45	45		125	0.00	980.75	259.35	0.00	0.00	1,240.10	0.00	1,240.10	0.00	0.00
46	46		117	0.00	918.00	242.75	0.00	0.00	1,160.75	0.00	1,160.75	0.00	0.00
47	47		87	800.75	682.60	180.50	0.00	0.00	1,663.85	0.00	800.75	863.10	0.00
48	48		87	800.75	682.60	180.50	0.00	0.00	1,663.85	0.00	800.75	863.10	0.00
49	49		117	0.00	918.00	242.75	0.00	0.00	1,160.75	0.00	0.00	1,160.75	0.00
50	50		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	1,448.50	0.00	0.00
51	51		157	540.62 cr	1,231.85	325.75	0.00	0.00	1,016.98	0.00	0.00	1,016.98	0.00
52	52		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	0.00	1,448.50	0.00
53	53		125	0.00	980.75	259.35	0.00	0.00	1,240.10	0.00	1,240.10	0.00	0.00
54	54		89	3,567.31	698.30	184.65	0.00	435.09	4,885.35	0.00	2,910.69	1,974.66	161.37
55	55		97	0.00	761.10	201.25	0.00	0.00	962.35	0.00	0.00	962.35	0.00
56	56		125	0.00	980.75	259.35	0.00	0.00	1,240.10	0.00	0.00	1,240.10	0.00
57	57		117	0.00	918.00	242.75	0.00	0.00	1,160.75	0.00	0.00	1,160.75	0.00
58	58		97	1,785.50	761.10	201.25	0.00	35.00	2,782.85	0.00	1,697.97	1,084.88	44.27
59	59		97	0.00	761.10	201.25	0.00	0.00	962.35	0.00	962.35	0.00	0.00
60	60		128	0.00	1,004.30	265.60	0.00	0.00	1,269.90	0.00	0.00	1,269.90	0.00
61	61		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	805.00	643.50	0.00
62	62		157	0.00	1,231.85	325.75	0.00	0.00	1,557.60	0.00	0.00	1,557.60	0.00
63	63		146	0.00	1,145.55	302.95	0.00	0.00	1,448.50	0.00	1,448.50	0.00	0.00
64	60		266	0.00	2,087.10	551.95	0.00	0.00	2,639.05	0.00	0.00	2,639.05	0.00
65	Shop 64		106	0.00	831.70	219.95	0.00	0.00	1,051.65	0.00	0.00	1,051.65	0.00
66	Shop 66		108	0.00	847.40	224.10	0.00	0.00	1,071.50	0.00	0.00	1,071.50	0.00
67	Shop 66A		106	0.00	831.70	219.95	0.00	0.00	1,051.65	0.00	0.00	1,051.65	0.00
68	Shop 70		104	957.20	816.00	215.80	0.00	0.00	1,989.00	0.00	957.20	1,031.80	0.00
69	Shop 70A		108	852.50 cr	847.40	224.10	0.00	852.50	1,071.50	0.00	1,071.50	0.00	0.00
70	Shop 72		108	0.00	847.40	224.10	0.00	852.50	1,924.00	0.00	852.50	1,071.50	0.00
71	Shop 72A		106	0.00	831.70	219.95	0.00	852.50	1,904.15	0.00	852.50	1,051.65	0.00
72	Shop 76		104	0.00	816.00	215.80	0.00	0.00	1,031.80	0.00	0.00	1,031.80	0.00
73	Shop 76A		108	0.00	847.40	224.10	0.00	0.00	1,071.50	0.00	1,071.50	0.00	0.00
74	Shop 78		108	2,020.61	847.40	224.10	0.00	35.00	3,127.11	0.00	3,121.68	5.43	70.80
75	Shop 78A		106	361.05	831.70	219.95	0.00	0.00	1,412.70	0.00	894.01	518.69	5.99
76	76		316	5,817.00	2,479.40	655.70	0.00	0.00	8,952.10	0.00	5,711.01	3,241.09	157.65
			10000	25,711.38	78,462.30	20,750.25	0.00	4,087.59	129,011.52	0.00	52,466.88	76,544.64	463.22

	Admin	Capital Works	Total
Levies In Arrears	58,109.42	18,435.22	76,544.64
Levies Paid In Advance	0.00	0.00	0.00

Strata Role

From:

To: dianne.copping@netstrata.com.au; admin@netstrata.com.au

Cc: sc@finance.nsw.gov.au

Date: Tuesday, 30 July 2019, 6:36 pm AEST

Hi Dianne,

I have CC the Dept Fair Trading so that they are aware of what is going on.

You may recall at the last AGM I asked you whether our scheme was charged any brokerage and you categorically denied that any brokerage was charged to our scheme. As such I requested the tax invoices (attached) and the strata role (attached) so that I can notify the owners of the truth. I paid the fee (attached) and attended your office. I obtained some of the invoices, however the document the secretary from your office provided omits any contact details other than mine. How is that?

I therefore am requesting you email me a copy so that I may advise the owners corporation of the insurance scam you guys are operating.

Thanks in advance.



Strata search .jpg
361.7kB



False Strata Roll.pdf
404.8kB



12.2.16 .pdf
959.7kB



26.2.19 pdf
890.9kB



Appointment of Strata Insurance Services.pdf
632.5kB

14 August 2019

Dear Sir,

RE: Providing Misleading Information to Netstrata Clients

We have been contacted by several of our strata clients advising that they have received unsolicited messages from you via the consumer rating website Product Review.

The information we have received indicates that you are providing our owners with misleading and deceptive information that we consider libellous.

This letter is being sent to you as a courtesy to advise that we are aware that you are engaging in this behaviour and a request that it cease immediately.

As evidenced by your own correspondence, our office discloses the commercial relationship with our insurance broking arm in accordance with section 60 of the Strata Schemes Management Act 2015. The information contained in the section 60 report is entirely accurate, Network Strata Services Pty Ltd does not receive any brokerage for the services provided, nor does Strata Insurance Services Pty Limited receive a commission from insurers for arranging insurance cover, a fee for service model is applied. In the case of your scheme at , due to the claims history of the scheme numerous insurers refused to provide cover, these difficulties lead to the brokerage charged, being around 35% of the base premium.

As a comparison we attach a Tax Invoice provided by another insurance broker provided for one of our client schemes. Here you will note the brokerage charged is greater than 70% of the base premium, as such to your statement your scheme is 'being ripped off' and the inference that we are somehow engaging in deceptive conduct this is completely misleading and libellous.

With regard to your comments regarding being provided a copy of the strata roll, nowhere in the Strata Schemes Management Act 2015 is there an obligation to provide an owner with a copy of the Strata Roll. A proper reading of the act indicates that the roll must be made available for inspection.

We have already been provided with sufficient evidence of your behaviour. In the event we continue to receive advice that you have been providing misleading and deceptive information to any person, we will have no choice but to initiate legal action against you.

Yours faithfully,
NETSTRATA


Brad Wood
Management Services Director | Direct Dial: 8567 6425 | Email: brad.wood@netstrata.com.au

Network Strata Services Pty Ltd | A.C.N. 064 030 324 | All correspondence: PO Box 265, Hurstville BC NSW 1481

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