

Office of the Commissioner
for Body Corporate and
Community Management

Public Education Seminar Series 2017

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What you will get from today:

- Background – terms
- Commissioner's Office 101
- Property Law Review – now and proposed changes
- Best practice recommendations
- Questions, questions, questions

How not to dry your washing



Firstly - terminology

- Act
- Body corporate
- Body corporate manager
- Committee
- Occupier
- Onsite manager (service contractor / letting agent)
- Owner
- Regulation Module

Commissioner's Office – what we do, what we don't do

(What we) DO	(What we) DON'T DO
<p>Information Service:</p> <ul style="list-style-type: none">- General legislative provisions- Phone and written (online enquiry)- Website and online services- Engagement (seminars)- Search of adjudicators' orders	<ul style="list-style-type: none">- Rulings- Interpretation- Advocacy- Complaints-handling- BUGT Act information
<p>Dispute Resolution Service:</p> <ul style="list-style-type: none">- Conciliation- Adjudication- Case management- Inspection and copies	<ul style="list-style-type: none">- Complex (contractual) disputes- Investigations (other than adjudicator investigative functions)- Enforcement- Proactive compliance activities- Licensing- Policy and legislation

Property Law Review: now and where to?

- Towing
- Pets
- Smoking
- Fines for by-law breaches
- Termination of schemes

Property Law Review: now and where to?



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Property Law Review: now and where to?



Best practice – being pragmatic

- Compromise, but also recognise the statutory standard - reasonable interference
- Never hit “REPLY ALL”
- 24 hour rule
- Talk (no really, talk)
- Don't be immediately aggressive

Best practice – being pragmatic

- Use factual and non-emotive correspondence
- Get involved in your community
- Bring solutions not just complaints
- Remember: you can actually tow and you can actually remove pets – with the right order

To finish – resources and contacts

- Commissioner's Office: 1800 060 119 and www.qld.gov.au/bodycorporate
- Adjudicator's orders: www.austlii.edu.au
- Hynes Legal – 07 3193 0500 – frank.higginson@hyneslegal.com.au
-  **Smart Strata:** www.smartstrata.com