



Fair  
Trading

PO Box 972  
Parramatta NSW 2124  
Tel: 02 9895 0111 TTY: 1300 723 404  
ABN 81 913 830 179  
www.fairtrading.nsw.gov.au

Our reference: FTMIN18/242

██████████  
email: ██████████

Dear ██████████

Thank you for your correspondence dated 29 April 2018 outlining your concerns with the management of your strata scheme and the conduct of the strata managing agent, ██████████.

Fair Trading will conduct an assessment of your matter to determine whether the strata managing agent has complied with the *Property Stock and Business Agents Act 2002* and *Property Stock and Business Agents Regulation 2014*.

Part of the assessment process involves gathering evidence from all parties involved and evaluating that evidence against the legal requirements.

I understand that a Fair Trading officer contacted you on 2 May 2018 and informed you of the above.

More generally I should let you know that NSW Fair Trading does not have the authority under the *Strata Schemes Management Act 2015* (the Act) to intervene in the management or decisions of a strata scheme.

The strata laws provide that the owners corporation has the ultimate decision making power in any strata scheme including addressing concerns about strata committees or strata managing agents. However, the decisions made by an owners corporation will not always satisfy all lot owners and for this reason the strata laws provide for dispute resolution through mediation with Fair Trading. If mediation is unsuccessful in resolving a dispute, an application can be made to the NSW Civil and Administrative Tribunal.

Once the assessment of this matter is complete, I have asked the Director, Market Relations to write to you about the outcome.

In the interim, should you require any further information, I encourage you to contact Jeremy Foo of Fair Trading on (02) 9895 2758.

Yours sincerely

**Rose Webb**  
Commissioner

11 May 2018