

## Commissioner Foreword



Welcome to the final edition of Common Ground for 2022.

As we bring the year to a close, we reflect on the impacts of events throughout the year and how resilient Queenslanders are. I'm sure many of you are hoping for a drier start to the new year. Our office has welcomed many new team members to help deliver our services as a result of reforms to the *Residential Tenancies and Rooming Accommodation Act 2008*, the *Building Units and Group Titles Act 1980* (BUGT Act) and the *Mixed Use Development Act 1993* (MUD Act).

In this edition we focus a little more on the rental law reforms. New laws about minimum housing standards, for all rental properties in Queensland, will commence in September 2023. Our article discusses how the new laws will impact bodies corporate, investors and occupiers. While these reforms do not commence until 2023 for new tenancies, we believe it is important for bodies corporate to start thinking about their responsibilities now due to the time it can take for bodies corporate to make decisions.

Also included in this edition is an article about maintenance of utility infrastructure. The article provides real life scenarios which show determining maintenance responsibilities with utility infrastructure is not always straightforward.

Thank you to those that have completed our survey about our dispute resolution application forms. If you haven't already provided feedback on your experience with our dispute resolution applications, you still have time. Feedback closes on 31 December 2022. [Click here to access the survey.](#)

We are also seeking feedback about this e-newsletter, Common Ground. We are interested in finding out about the topics you would like to see covered in our articles and what suggestions you have to improve the information we provide in this format. [Click here to access the survey.](#)

Reforms to the BUGT and MUD Acts commenced on 1 December 2022. The reforms improve protection for people living in these complex developments. The Information and Community Education Unit of our office is now able to provide information about the governance of those bodies corporate regulated by the:

- *Building Units and Group Titles Act 1980*,
- *Mixed Use Development Act 1993*,
- *Sanctuary Cove Resorts Act 1985*, or
- *Integrated Resorts Development Act 1987*.

If you have any enquiries, you can call our information service on 1800 060 119 or lodge an online enquiry at [www.qld.gov.au/bodycorporatequestion](http://www.qld.gov.au/bodycorporatequestion). We appreciate your patience as the team familiarises themselves with the legislation and creates content for our website.

Our office is closed from 4pm Friday 23 December 2022 and will re-open Tuesday 3 January 2023. If you have an urgent enquiry please email [bccm@justice.qld.gov.au](mailto:bccm@justice.qld.gov.au). All non-urgent enquiries will be responded to once we re-open.

The team and I wish you a Merry Christmas and a happy and healthy new year.

**Jane Wilson**  
**Commissioner for Body Corporate and Community Management**



## Minimum housing standards

The *Housing Legislation Amendment Act 2021* which came into effect on October 20, 2021, has introduced changes to the *Residential Tenancies and Rooming Accommodation Act 2008*. The changes are being introduced in stages to facilitate a smooth transition and give the sector sufficient time to prepare.

This article focuses on changes in relation to [minimum housing standards \(MHS\)](#) and their impact on those who live, work, and invest in community titles schemes in Queensland. The MHS is set to commence on September 1, 2023, for any new tenancy agreements. For all existing tenancy agreements, the changes will commence on September 1, 2024.

The MHS has been implemented to ensure that all Queensland rental properties meet basic safety, security, and functionality standards. Although the body corporate legislation has not been amended, we anticipate that these reforms will still impact bodies corporate.

Although the MHS reforms will not commence for some time, we recommend that property managers and owners begin taking steps as soon as possible towards fulfilling their obligations. Prompt action is even more important if an owner is depending on the body corporate to do the maintenance required to meet the MHS for their rental property. For instance, if the cost of the work is more than the [committee's spending limit](#), the owner may need to [submit a motion](#) to an annual general meeting (AGM) of their body corporate for a decision. If an owner misses the deadline for submitting their motions to the AGM, more time and effort may be involved in trying to get an [extraordinary general meeting](#) called to vote on the motions.

### Overlapping responsibilities

From the outset, it should be stressed that body corporate maintenance obligations have not changed. However, bodies corporate may expect an increase in the number of maintenance requests they receive, as several of the obligations placed on owners of rental properties under the new MHS overlap with existing body corporate obligations.

We will highlight a few of the key overlapping responsibilities, with a focus on schemes registered under a [building format plan of subdivision \(BFP\)](#). The amendments are likely to have minimal impact on schemes registered under a [standard format plan of subdivision \(SFP\)](#), as bodies corporate have substantially less responsibility for maintenance under this plan type.


#### *Weatherproof and structurally sound*

Owners are required to ensure their rental property is 'weatherproof' under the MHS. This means that the roofing and windows should prevent water from entering when it rains. In BFP schemes, the body corporate is normally responsible for maintaining the roofing membrane, as well as windows and doors, and their fittings if they are in a boundary wall separating the lot from common property.

The rental property must also be 'structurally sound' under the MHS. Under a BFP, the body corporate is already required to maintain the essential structural elements of the building in a structurally sound condition.

#### *Locks on windows and doors*

Under the MHS, the rental property must have functioning locks on all external windows and doors that are accessible from the outside (without using a ladder), to secure the property against unauthorised entry.



As previously mentioned, under a BFP, the body corporate is normally responsible for maintaining windows, doors, and their ‘associated fittings’, if they are in a boundary wall between the lot and common property. This means, in specified situations, an owner may approach the body corporate about existing locks or latches on windows or doors that have not been maintained. However, if the locks or latches are [owner improvements](#) – for instance, an upgrade or a change made by an owner – it is usually the owner’s responsibility to maintain their own improvements.

### *Damp and mould*

The owner must, under the MHS, ensure that the rental property is free of damp and mould, unless the tenant has caused the damp or mould.

While an owner is normally responsible for maintenance inside the property under a BFP, if there is damp and mould on internal walls and ceiling that has been caused by the body corporate not maintaining the common property in good condition, responsibility for the damp and mould may rest with the body corporate.

### *Reasonable functionality*

Under the MHS, the property must have adequate plumbing and drainage for the relevant number of occupiers and be connected to a water supply service or other infrastructure that supplies suitable drinking water (both hot and cold). The toilet must also be connected to a sewer, septic system, or other waste disposal system.

These requirements may overlap with the body corporate’s obligation to maintain certain [utility infrastructure](#) such as pipes or drains. Utility infrastructure that is not within the boundaries of an owner’s lot is generally maintained by the body corporate (unless the utility infrastructure falls within certain exceptions). This means the body corporate may be responsible for maintaining existing connections located outside the boundaries of the rental property – provided they are not owner improvements that the owner is responsible for.

You can read more about [utility infrastructure maintenance](#) for community titles schemes on our website.


## **Information for owners of rental properties**

There is a further obligation on owners under the MHS to ensure that there are privacy coverings for windows in all rooms where there is a reasonable expectation of privacy. Examples of ‘privacy coverings’ include blinds, curtains, tinting and glass frosting.

Changes to the appearance of a lot are normally regulated by the scheme’s by-laws. As by-laws change from body corporate to body corporate, we advise owners to check their body corporate’s by-laws before making any alterations to their rental property, as they may need to seek approval or comply with other requirements about appearance.

## **Information for bodies corporate**

As we have highlighted already, the body corporate does not have any extra obligations with regards to MHS. Nonetheless, it is advisable that bodies corporate carry out their maintenance responsibilities in a timely manner where practicable. Being proactive is likely to reduce the potential for the body corporate being inundated with requests from owners. Bodies corporate should give themselves enough time to carry out necessary work and to raise funds if the expenses have not been budgeted for.



In addition to maintenance obligations, the legislation also requires the body corporate to act reasonably in anything it does.

Owners and bodies corporate should be working together to comply with the MHS and existing maintenance obligations under the relevant body corporate legislation, thereby avoiding unnecessary disputes. The bottom line for owners and bodies corporate is that the faster you act, the more time there is to negotiate any speedbumps that may pop up unexpectedly along the way.



## Decision-making timeframes for bodies corporate

Timeframes are an integral part of most legislation – not just body corporate legislation – as they clarify obligations and remove the doubt that has the potential to create unnecessary conflict.

For instance, under the *Residential Tenancies and Rooming Accommodation Act 2008*, a property owner must respond within 14 days from the date a tenant sends a request to keep a pet in their rental property. If there is no response, the property owner is assumed to have approved the request.

We often hear from owners and occupiers who feel that their body corporate has not responded to requests in a timely manner. It should be noted from the outset that this article is not intended to be an exhaustive list of every timeframe in body corporate legislation.

Instead, we have highlighted a few of the main ones and divided them into three distinct categories:

- standard timeframes for committee decisions
- instances where the committee may need to decide issues within a shorter period
- general meeting decisions.

### Timeframes for committee decisions on owner motions

While owners had been able to submit motions to the committee, there was no definitive timeframe for any committee response before the regulation changed in March 2021. The term ‘stonewalling’ had been used regularly by our clients when they believed their committee was unresponsive.

There is now a six-week ‘decision period’ within which a committee must make a decision (commencing the day after an owner’s motion had been submitted). There is, however, some flexibility afforded to committees. If extra time is required, the committee must give written notice to the owner within the initial decision period stating:

- why they need more time; and
- a reasonable period of no more than six weeks after the ‘decision period’ within which they must decide.

If the committee does not decide within the six-week ‘decision period’, or – where a committee has given notice to an owner requiring extra time – within 12 weeks after the day the motion was submitted, the motion will be deemed to have been declined.



## Requests from tenants for a committee decision

While there is no express provision in the legislation, it is largely understood that a tenant can submit a request for the committee's consideration. For instance, a tenant may apply to keep a dog or park a vehicle on an area of common property where there is an appropriate by-law. However, there is still uncertainty around what would be considered a reasonable timeframe for tenants to expect a decision from the committee.

Although the decision period for owner motions does not strictly extend to tenants, it might be used by tenants as a guide on what is a reasonable timeframe for committee decisions on their requests.

## Instances where the committee may be required to decide within a shorter period

It is important to bear in mind that the six-week 'decision period' does not apply to all committee decisions. As you will see in the following examples, there are shorter timeframes, specified in the legislation, for the committee to decide within.

### *Voting outside a committee meeting*

Where the committee is making a decision without holding a meeting – namely, voting outside a committee meeting (VOC) or a 'flying minute' – committee members must return their votes within 21 days after the notice has been given. If no decision is reached by the committee within this timeframe, the motion is not passed.

To clarify, this does not mean that the committee must wait the full 21 days for all members to return their votes before a decision can be made.

Rather, a motion for a VOC is taken to be decided if:

- the majority of all members who are entitled to vote – agree; or
- the majority of all members who are entitled to vote – do not agree; or
- one-half indicate that they do not agree with the motion (as at best there would be a tied vote, which still means the motion is lost).

Therefore, a decision can be made for a VOC well before the 21-day timeframe expires.

### *Issuing a by-law contravention notice*

Where an owner or occupier gives their body corporate an approved notice (BCCM Form 1), advising them of a potential by-law breach, the committee has 14 days to issue a contravention notice. If the committee does not advise the owner or occupier who made the complaint (the complainant) that a contravention notice has been issued within this timeframe, it is open to the complainant to lodge a dispute application about the by-law breach through this office after sufficient self-resolution has been attempted.

### *Transferring an engagement*

Body corporate approval is required if someone is seeking to transfer their engagement as a body corporate manager or service contractor or an authorisation as a letting agent. The committee has 30 days, after receiving the information reasonably necessary to make the decision, to decide on the transfer application. Importantly, the committee cannot unreasonably withhold approval for the transfer.

## General meeting decisions

While there are some timeframes in place for the making of committee decisions, there are no similar provisions or timeframes when it comes to making general meeting decisions. Accordingly, if an issue requires a general





meeting resolution, an owner or occupier may wait much longer for a decision.

Some decisions that must wait for a general meeting include owner improvements to the common property exceeding the value of \$3000 and most requests for maintenance that exceed the committee's spending limit. Read more about [committee spending limits](#) on our website.

A body corporate is only required to hold one general meeting per year, called an annual general meeting. The committee can call extraordinary general meetings by passing a committee resolution.

Alternatively, if the committee refuses to call an extraordinary general meeting, an owner can ask other owners to sign a notice requesting an extraordinary general meeting be called to consider their motion. The notice must be signed by at least 25 per cent of lot owners or their representatives. Read more about [requesting extraordinary general meetings](#) on our website.

This means, if you are unable to obtain enough signatures from other owners to compel the committee to call an extraordinary general meeting, you may find yourself waiting quite some time for a decision.

If an owner submits a motion for consideration by the body corporate that requires a decision at a general meeting, the body corporate must put it on the agenda of the next general meeting. This meeting may well be the annual general meeting if no others are called throughout the year.

### **Requests from tenants for a general meeting decision**

If you are a tenant in need of a body corporate decision at a general meeting, you may have to ask your landlord to submit the motion on your behalf because general meeting motions can only be submitted by owners or the committee.

Alternatively, you can write directly to the committee and ask them to submit your motion for consideration at the next general meeting. If you are unable to get a response to your request, you may consider the dispute options available to you under the tenancy legislation or the body corporate legislation, depending on the party your dispute is against.

### **Notice for committee meetings and general meetings**

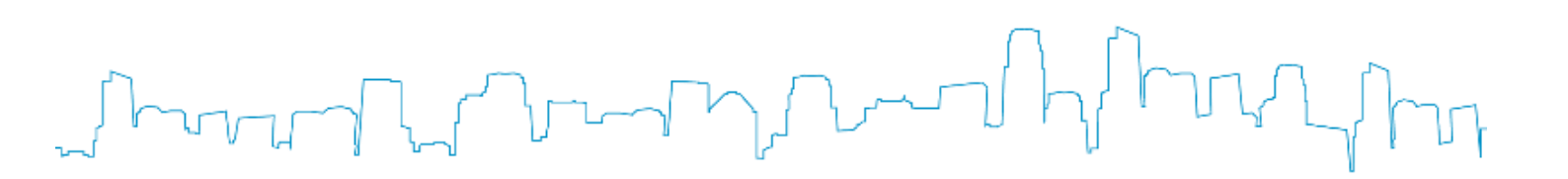
Notice must be given to all owners for committee and general meetings.

The legislation requires written notice of a committee meeting to be given to all committee members and owners at least seven days before the meeting, or a reduced period of two days if all voting members have agreed in writing.

For a general meeting, written notice must be given to all owners at least 21 days before the meeting.

It is helpful to know about body corporate decision-making timeframes to ensure that you not only manage your expectations but also allow you to time your requests – if at all possible – so they can be considered by the body corporate in a timely way.

Having clear timeframes means that residents are not left waiting indefinitely for committee decisions and it reduces the likelihood of unrealistic expectations being placed on the body corporate.





## Utility infrastructure

We often receive questions from owners, occupiers and committees about who is responsible for the maintenance of utility infrastructure within community titles schemes. Working out this responsibility is not always simple as the circumstances of a specific scheme may change the answer.

This article highlights some common scenarios that bodies corporate experience in relation to the maintenance responsibilities of utility infrastructure. It provides general information only. Lot owners or bodies corporate should seek their own advice from appropriately qualified people, as each situation is different.

### What is utility infrastructure?

It is important to understand what utility infrastructure is when making decisions about responsibility for maintenance. Utility infrastructure can include the pipes, cables, wires, sewers, drains, plant and equipment which supply a utility service to the lots or the common property in a community titles scheme. Utility infrastructure can also mean a device for measuring the reticulation or supply of a utility service.

Adjudicators have stated that lifts are types of utility infrastructure.

### How do you know if the utility infrastructure is common property or an owner's responsibility?

[Section 20](#) of the *Body Corporate and Community Management Act 1997* (BCCM Act), provides that all utility infrastructure in a community titles scheme is common property except for utility infrastructure that:

- supplies a utility service to only one lot; **and**
- is within the boundaries of the lot; **and**
- is not within a boundary structure for the lot.

Note that **all three of these points** must be met for the utility infrastructure to be an owner's responsibility, not just one of them.

There are exceptions to this general rule. If a utility infrastructure device has been installed on the common property by a lot owner for their benefit, and it services only their lot, that owner is usually responsible for the ongoing maintenance and/or replacement. These exceptions can be found in [section 180\(4\)](#) of the *Body Corporate and Community Management (Standard Module) Regulation 2020* (the Standard Module) and would be considered the owner's responsibility to maintain.

Another exception involves water meters installed in bodies corporate established after 1 January 2008, which are not part of common property. Meters that measure water supplied to a community titles scheme will usually remain the property of the provider supplying the water. You can read more on our website about [utility infrastructure maintenance](#).

Some scenarios are set out below to help you understand what actions owners and committees can take to determine responsibility for, and resolve, maintenance issues.

### Water damage inside a lot

Water damage can come from various sources such as leaking roofs, leaking pipes, failure of a waterproofing membrane, drummy or old tiles. The source of the water leak needs to be determined before responsibility for the leak, and any resultant damage, can be ascertained.



## Scenario

An owner or occupier of a lot has noticed water stains appearing on the ceiling of their bathroom. They suspect that there is a leaking pipe creating the damage. Not knowing where the leaking pipe is located creates some uncertainty about the responsibility of the repair.

### *Determining responsibility for the water leak*

In the first instance, an owner may wish to get their own plumber's report to check that there is nothing inside their lot causing the water damage. For example, there may be some form of utility infrastructure above a false ceiling that belongs to that owner and may influence where the responsibility falls.

If an owner reasonably believes that the leak is coming from the lot above theirs, they can:

- Access the body corporate records to get a copy of the body corporate roll to determine the contact details of the lot owner above them; and
- Directly contact the lot owner above and ask them to fix the leak. The owner may wish to explain the damage occurring to their lot and provide a reasonable timeframe for the other owner to fix the leak and any resultant damage.

If the lot owner above does not cooperate, the owner may consider submitting a motion to the committee to authorise an inspection of the lot above. The body corporate has the [power to enter a lot](#) to investigate a maintenance issue such as a water leak, to ascertain if the leak could be a body corporate responsibility to fix ([section 163](#), BCCM Act).

Alternatively, if the owner reasonably believes the leak is the responsibility of the body corporate, they may submit a committee motion requesting that the body corporate repair the leak. This committee must act reasonably in considering any such request (sections [94](#) & [100](#), BCCM Act).

It is important that all parties act swiftly in relation to water leaks. A water leak that doesn't get repaired could cause higher water bills for all owners, damage to common property or another owner's lot, or issues with insurance cover.

### *Insurance*

Once responsibility for the water leak is ascertained, the relevant parties can consider whether the resultant damage from the leak is covered by the body corporate or owner's insurance policy.


While the body corporate's [building insurance](#) will not cover the maintenance of utility infrastructure the policy may cover the water damage and repair. If it is found that the leak is from another owner's utility infrastructure, the body corporate can vote to make that owner liable for the insurance excess, even if the damage is to another lot or common property. Alternatively, if the leak is from a body corporate pipe, the committee can vote for the body corporate to take on the liability for the excess ([section 203](#), Standard Module).

If water damage also occurs to an owner's contents, such as carpet or furniture, the owner may have to make a claim on their own contents insurance policy.

### *Liability for damage*

If the water damage repair is not covered by an insurance policy, or costs less than the excess to repair, then it becomes a question of maintenance. An owner or occupier must maintain their lot in good condition, including





utility infrastructure that is not common property or fixtures and fittings installed for the owner's benefit. Likewise, the body corporate must maintain common property utility infrastructure in good condition.

If there has been a contravention of the Act or the by-laws causing damage to property, the affected party with the damaged property can seek that the party responsible for the leaking utility infrastructure carry out the repairs or reimburse them for the repairs if they have already been completed ([section 281](#), BCCM Act).

### **Gutter maintenance in a standard format plan**

The responsibility for gutter maintenance in community titles schemes that are registered under a standard format plan of subdivision is not always straightforward.

#### *Scenario*

An owner who lives in a group of two-storey townhouses joined with a common wall wants all the scheme's gutters painted and maintained. The lower roofs have a shared gutter running across the front and back of the two townhouses. The upper roof has gutters front and back of the pitched roof. These upper-level gutters are not shared and are located within the boundaries of the lot.

#### *Responsibility for the gutters*

The shared guttering on the lower roofs is the responsibility of the body corporate because it services more than one lot.

Owners are responsible for the maintenance of utility infrastructure that is within the boundaries of their lots, services just them and is not located within a boundary structure. This means that the gutter on the upper levels in the scenario is the responsibility of each individual lot owner.

#### *Owner actions*

The owner might ask the contractor providing them with a quote to separate it for the shared gutter and the gutter on their side of the boundary that is not shared. They can then submit a motion to the committee or annual general meeting (AGM) for the body corporate to maintain the shared gutters on their lot.

#### *Body corporate actions*

The body corporate committee can also obtain a quote for the shared gutters of all lots that are common property and need maintaining. Getting all the work done at once may be more cost effective for all the owners. If the cost is above the committee spending limit a motion would need to be considered at a general meeting.

The body corporate may consider obtaining further quotes for all the guttering that is the owners' responsibility and offer the maintenance to each owner as a [supply of services](#). If an owner agrees to use the service to have the gutters maintained, individual owners who agree to use the service can pay the body corporate the costs to carry out the work on their behalf ([section 210](#), Standard Module).

The body corporate can only supply a service to an owner or occupier if it has an agreement with the owner or occupier. It is not enough for the body corporate to have passed a general meeting resolution agreeing to provide the service.

### **Maintenance of a tap located in an exclusive use yard**

The maintenance of utility infrastructure located in an exclusive use area is relatively straightforward in comparison to other scenarios.



## Scenario

An owner with a courtyard, subject to an exclusive use by-law, reports to the body corporate that the tap in the courtyard is dripping and needs a new washer. The owner believes the body corporate is most likely responsible for replacing it.

## Owner actions

[Section 177](#) of the BCCM Act states that an exclusive use by-law cannot give exclusive use rights over utility infrastructure that is common property. Therefore, the tap and washer are common property and remain the body corporate's responsibility to maintain unless the current or previous owner has installed the tap as an improvement.

In this instance, the owner can obtain a quote and [submit a motion](#) for the committee to approve the maintenance and expenditure. They can attach an explanation about section 177 and how it applies to their situation.

## Body corporate actions

If an owner requests that the body corporate maintain the tap within the exclusive use area, the body corporate may wish to check the improvements register to make sure the owner is not responsible. If the owner did install the tap, they will be responsible for its maintenance unless the body corporate agreed to be responsible for it when the approval was given.

## Installing extra storm water drains inside the boundaries of a lot

With the high level of storms that occur in Queensland there are many questions about inadequate drainage.

## Scenario

An owner wants to install extra storm water drains inside the boundaries of their lot. The storm water mains, in this scenario, run through each of the owners' lots and service all the lots - it is part of common property.

## Owner actions

An owner can get a quote to add extra drainage within the boundaries of their lot that attaches to the stormwater mains. Even though it is inside their lot, they are making an [improvement to common property](#) by attaching the new pipe to the common property pipe. Therefore, they must submit their drainage request to the body corporate committee or all owners at a general meeting, depending on the cost.


## Body corporate actions

If the cost is under the minor improvement limit of \$3000 installed value, the committee can authorise the improvement. If the cost is more than \$3000, the body corporate must authorise the improvement by ordinary resolution at a general meeting ([section 187](#), Standard Module). The scheme's by-laws may also regulate what changes an owner can make within their lot. The body corporate cannot unreasonably refuse the request.

## Installing extra storm water drains inside an exclusive use area

## Scenario

An owner has a lot in a building format plan scheme with an exclusive use yard. The owner would like to install extra drainage in their exclusive use area. The owner is aware that the current drainage in their exclusive use area is the body corporate's responsibility to maintain.



Any additional drainage would be an [improvement to an exclusive use area](#) by the owner. Before undertaking any of the work, the owner should first check the wording of their exclusive use by-law. The by-laws may give the owner authority to make stated improvements in the exclusive use area.

If the by-law is silent, and the cost of the improvement is less than \$3000, the committee can authorise the improvement. However, if the by-law is silent, and the cost of the improvement is more than \$3000, it must be authorised by an ordinary resolution of the body corporate ([section 193](#), Standard Module).

In most cases, owners are responsible for future maintenance of their improvements to either the common property, their own lots or to an exclusive use area.

### **Cleaning ventilation ducts within a building format plan**

There is sometimes confusion within community titles schemes about responsibility for the maintenance of exhaust ventilation systems within buildings. If the vents are not maintained regularly, they may cause a fire or health risk, so it is important that regular inspections are conducted. Ducting often weaves throughout a building and up to the roof and usually the only evidence of the ducting for owners is the presence of ventilation outlets within their unit in places such as toilets, bathrooms and laundry areas.

#### *Scenario*

An owner of a lot has noticed an accumulation of dust dropping from a vent located inside the ceiling. The vent is attached to a ventilation system that interconnects throughout the whole building. When they remove the cover, they can barely see through the vent because the build-up of dust is so thick.

#### *Owner actions*

An owner may want to notify the body corporate to advise that the ventilation system needs maintenance due to the high risk of a fire. Generally, ventilation systems are located outside the boundaries of a lot and accordingly are the body corporate's responsibility to maintain. The owner should not alter the location of the exhaust ventilation systems outlets without professional advice or body corporate approval.

#### *Body corporate actions*

The body corporate may want to obtain quotes to have the ventilation system cleaned. If the costs of the quotes are more than the committee spending limit, the motion would need to be considered at a general meeting of the body corporate. The body corporate might consider checking with other owners to ascertain if they are experiencing the same issues and have the whole system cleaned at the same time.

The body corporate needs to consider any fire risks associated with blocked ventilation systems as any damage to the lot caused by the body corporate not fulfilling its maintenance obligations under the Act may result in further liability to the body corporate and possible fines under other legislation due to not having adequate safety measures in place.

This article provides information about some of the common issues that can arise in relation to utility infrastructure. Having enough information to understand responsibilities for maintenance and ownership of the utility infrastructure means that the owners and committees will be able to make decisions, rectify damage without too much delay and ensure that the repair of utility infrastructure occurs as required.



## Dispute resolution application forms feedback survey

We are seeking feedback in relation to our application forms. Anyone who has completed one of our application forms is encouraged to complete the survey.

[Dispute resolution application forms feedback survey](#)

**This survey closes on 31 December 2022.**



## Common Ground subscriber survey

Let us know which topics you would like to see addressed in future editions of *Common Ground* and how frequently you would like to receive them. You can also provide general feedback about how we can improve our newsletter.

[BCCM Common Ground subscriber survey](#)



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### Body Corporate and Community Management

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