



Applying for conciliation



A guide to completing the application form



This guide will support you to fill out the application form for conciliation.

Please read this guide carefully before filling out the form.

Each numbered section of this guide matches the same section in the form.

You can find the application for conciliation on the Queensland Government website.

www.qld.gov.au/law/housing-and-neighbours/body-corporate/disputes/conciliation-application



You might be able to apply for conciliation if you are having a dispute that you can't solve yourself with:

- your body corporate
- the owner or occupier of a unit – a unit is also called a lot
- the original owner – for example, the developer
- your body corporate manager
- a past body corporate manager
- a committee member.



You can apply for conciliation if your dispute is covered under the *Body Corporate and Community Management Act 1997* (the Act).

You can find the Act on the Queensland Government website.

www.legislation.qld.gov.au/view/html/inforce/current/act-1997-028%20

Provide accurate information



The Commissioner might ask you to provide more information.

The information you provide must be correct.

We will give a copy of your application and any attachments to the other people involved.

Section 1 – Body corporate/scheme information

Different laws apply under different regulation modules. It's important to know which regulation module applies to your body corporate.

If you don't know which regulation module applies, you can contact Titles Queensland on **07 3497 3479**.



Please don't use a PO Box address or your body corporate manager's address.

If the dispute is between 2 bodies corporate who are part of a layered arrangement, include the name and details of the principal body corporate.

You can learn about what a layered arrangement is on the Queensland Government website.

www.qld.gov.au/law/housing-and-neighbours/body-corporate/legislation-and-bccm/layered-schemes/what-is-a-layered-scheme

Example of section 1 completed

Section 1 – Body corporate/scheme information

If you don't know the registered name or the community management statement (CMS) number, regulation type and number, you can contact Titles Queensland.

Name of your body corporate scheme	Body Corporate for Ocean View Apartments
CMS number	15975
Number of lots	50
Street address of your scheme	20 Ocean View Road
Area or suburb	Coolangatta
State	Queensland
Postcode	4225
Regulation module – if you know it <i>There are 5 types: Standard, Accommodation, Commercial, Small Schemes, Specified Two-lot Schemes.</i>	Standard Module

Section 2 – Secretary’s information



You must include contact details for your body corporate’s secretary, in case we need to contact them.

You can contact your body corporate and ask for their secretary’s contact details.

Example of section 2 completed

Section 2 – Secretary’s information

Include the name of your body corporate secretary and a way to contact them. If your body corporate doesn’t have a secretary, please write ‘nil’ in this section.

Name of your body corporate secretary	Laura Smith
Email	lsmith@fakeemail.com
Mobile phone	0400 000 000
Other phone	Nil
Address	6/20 Pretend Road
Area or suburb	Coolangatta
State	Queensland
Postcode	4225

Section 3 – Body corporate manager’s information



You need to include contact details for your body corporate manager, in case we need to contact them.

You can find contact details for your body corporate manager in meetings from your body corporate’s records or minutes from meetings.

You can also contact a member of your body corporate and ask for the body corporate manager’s contact details.

Example of section 3 completed

Section 3 – Body corporate manager’s information

Include the name of your body corporate manager and a way to contact them. If your body corporate doesn’t have a manager, please write ‘nil’ in this section.

Name of your body corporate manager	Dave Brown
Company name	Boxy BCM
Email	dave@boxybcm.com.au
Mobile phone	0400 000 000
Other phone	(07) 0000 0000
Address	GPO Box 000
Area or suburb	Brisbane
State	Queensland
Postcode	4001

Section 4 – Who are the applicant and respondent?



There are rules about who can be an applicant and a respondent in a dispute.



We can't progress your application if you don't follow these rules.

We will only look at disputes between certain applicants and respondents.



When you complete this section, tick the boxes next to the applicant and respondent in your dispute.

You must tick the box next to an applicant and respondent in the same option. For example, option 1.

You can tick more than one box for the applicant and respondent.

For example, if the applicant or respondent is the owner and occupier of a unit, you can tick both boxes.

Example of section 4 completed correctly

Option 1



Who is the applicant?

☒ the body corporate

Who is the respondent?

☒ the owner(s) of lot **6**

☐ the occupier(s) of lot

☐ a committee member

☐ the body corporate manager

☐ a caretaking service contractor

☐ a letting agent

☐ a service contractor

☐ a former body corporate manager

☐ the original owner (for example,
the developer)

Example of section 4 completed correctly

Option 2



Who is the applicant?

☒ the owner(s) of lot **4**

☐ the occupier(s) of lot

Who is the respondent?

☐ the body corporate

☒ the owner(s) of lot **10**

☐ the occupier(s) of lot

Example of section 4 completed incorrectly

Option 1

Who is the applicant?

☐ the body corporate

Who is the respondent?

☐ the owner(s) of lot

☐ the occupier(s) of lot

☒ a committee member

☐ the body corporate manager

☐ a caretaking service contractor

☐ a letting agent

☐ a service contractor

☐ a former body corporate manager

☐ the original owner (for example, the developer)

Option 2

Who is the applicant?

☒ the owner(s) of lot

☐ the occupier(s) of lot

Who is the respondent?

☐ the body corporate

☐ the owner(s) of lot

☐ the occupier(s) of lot

Example of section 4 completed incorrectly



Option 3

Who is the applicant?

Who is the respondent?

☐ a committee member

☐ the body corporate

☐ the committee

Option 4

Who is the applicant?

Who is the respondent?

☐ the committee

☒ a committee member

Option 5

Who is the applicant?

Who is the respondent?

☐ the body corporate manager

☐ a caretaking service contractor

☒ a letting agent

☐ a service contractor

☐ a former body corporate manager

☐ the original owner (for example,
the developer)

☐ the body corporate

Section 5 – Applicant, respondent and other affected people

Sections 5(a) and 5(b)



If either the applicant or respondent is the owner or occupier of a unit, include:

- their contact details
- the number of the unit they are the owner or occupier of.



If you are applying as the body corporate or committee, you need to write the name of the body corporate or committee in a certain way.

For example:

- the body corporate for Seaview
- the body corporate committee for Seaview.



If you are applying for someone else, you need to:

- include their contact details
- attach evidence that shows you are allowed to complete this form for them.

For example, if you are applying for the body corporate, you need to attach minutes from the meeting where it gave you permission.

Example of sections 5(a) and 5(b) completed

Section 5 – Applicant, respondent and other affected people

Section 5(a)

Applicant's contact details

If you are applying on behalf of the body corporate, give its details. For example, 'The body corporate for Seaview'.

If you are applying as the owner or occupier, give your details here.

If you are the owner, the details must match Titles Queensland records. For example, the name of the owner should match how it appears on the title search.

Name	Jamie Sinclair
Email <i>This is the way we prefer to contact you.</i>	jamies@fakeemail.com
Mobile phone	0400 000 000
Other phone	Nil
Postal address	4/8 Pretend Drive
Area or suburb	Coolangatta
State	Queensland
Postcode	4225

Section 5(b)

Respondent's contact details

The applicant must fill out this section.

Give the details of the other person or party in your dispute. If the respondent is an owner, their details must match Titles Queensland records. For example, the name of the owner should match how it appears on the title search.

If the other party is a group or business, give the group's name. For example, 'The body corporate for Seaview'.

Name	Body Corporate for Ocean View Apartments
Email	dave@boxybcm.com.au
Mobile phone	0400 000 000
Other phone	(07) 0000 0000
Postal address	c/ Boxy BCM – GPO Box 000
Area or suburb	Brisbane
State	Queensland
Postcode	4001

Section 5(c)



If anyone else might be affected by the result of your application, the conciliator might ask them to take part in conciliation if they think they might be able to solve the dispute.

Example of section 5(c) completed

Section 5(c)

Affected persons

Will the outcome of this dispute affect anyone else? *For example, a caretaking service contractor or another lot owner or occupier.*

☐ No

☒ Yes – *Give the name and contact details below or attach a separate page with the heading 'Section 5(c)'. If it affects all owners and occupiers, write 'all owners' below.*

Lot 8 – Alex Thompson
8 Pretend Drive,
Coolangatta QLD 4225
0400 000 000

Section 6 – Outcome(s) sought



We can only deal with disputes that are covered by the Act.



You must clearly explain what action you want the respondent to take.

Everyone involved in the dispute must be able to understand the outcome.

If you want more than one outcome, you need to number each outcome.

Example of section 6 completed

Section 6 – Outcomes sought

What outcome do you want?

Explain what action you want to happen to solve the dispute.

Please number the outcomes if there is more than one.

If you need more space, attach a separate page with the heading '6. Outcomes sought'.

1. I want the body corporate committee to repair damage in my unit. The damage was caused by a water leak from the common property roof.
2. I also want the body corporate to repair the cause of the water leak on the common property roof.

Section 7 – Self-resolution



Sections 184–186 of the Act explains what steps you must take if the respondent isn't following your body corporate's by-laws.

You can find information about these steps on the Queensland Government website.

<https://www.qld.gov.au/law/housing-and-neighbours/body-corporate/by-laws/enforcing/enforcing-by-laws>

Example of section 7 completed

Section 7 – Self resolution

What have you done to try to solve your dispute?

Explain what you have done to try to solve the dispute yourself. This is called self resolution.

If you want more than one outcome, please give details of self resolution for each one.

Please attach and refer to documents to support your case. For example:

- meeting minutes
- emails
- [BCCM Form 1](#)
- [BCCM Form 10](#)
- [BCCM Form 11](#).

Over the last 6 months, I have emailed the body corporate committee and body corporate manager many times, asking them to organise someone to repair the common property roof and damage to my unit. I emailed them on 20/06, 15/07, 05/08, 10/09, 01/10, and 15/10.

I submitted a motion on 01/10 to the body corporate committee. They have not responded to this motion.

I have attached all the emails I sent to the body corporate committee and the body corporate manager (attachments 1–6). I have also attached the motion I submitted (attachment 7), regarding the investigation and repairs to the water leak on common property.

Section 8 – Background to your dispute

Example of section 8 completed

Section 8 – Background to your dispute

Why are you making this application? For each of the outcomes you want, please explain:

- a brief history of the dispute
- why you think you should get each of the outcomes. For example, tell us which sections of the Act are not being followed or which by-law applies to your dispute.

Please attach and refer to documents to support your case. For example:

- quotes
- photographs
- plans or sketches of the lot
- reports from qualified people.

If you need more space, attach a separate page with the heading '8. Background'.

The body corporate must maintain the common property under the Standard Module, Section 180, which states:

"The body corporate must maintain common property in good condition, including, to the extent that common property is structural in nature, in a structurally sound condition."

The body corporate committee has not done this and now my unit has water damage. The cost of the repairs for this damage is within the committee's spending limit.

I first noticed the water damage in June 2024. I emailed the body corporate straight away and asked them to organise a professional to work out what was causing the leak. In September 2024, the body corporate organised a professional to complete a leak report. The report showed that the issue was within the common property. The body corporate has not completed any repairs to the common property.

During this time, my unit has had further water damage, particularly in the roofing and window area in the main bedroom. I have tried to contact the body corporate many times to ask for my unit to be repaired, but they have not responded. I also submitted a motion in October, which they have not responded to.

I am now seeking conciliation to resolve this ongoing issue.

Authority to submit the form



If you are submitting the form for someone else, you need to show you have permission from them.

For example, minutes from a meeting or a letter where the person gave you permission.

Disputes that can't be worked out through conciliation



The Commissioner might not accept your application if they think it can't be worked out through conciliation.

For example, if the outcome you are applying for is about a decision made by the body corporate which needed a 'resolution without dissent'. This is when everyone must agree on the decision.

If this happens, you can fill out an application for an [order by an adjudicator](#).

Application fees



You need to pay a fee to submit your application.

We can only process your application if you pay the fee.

We don't refund this fee.

Visit our website for [current application fees](#).

You can apply to not pay the fee if you can't afford it.

Checklist to complete this form

- ☐ I have organised to pay for the fee for the application
- ☐ I have completed all relevant sections of the form
- ☐ I have tried [self resolution](#)
- ☐ I have attached all relevant evidence
- ☐ I have attached all additional pages as separated documents and labelled them
- ☐ I have ticked the box under 'Authority to submit the form' that shows I am allowed to complete and submit the form for someone else
- ☐ I have read the privacy statement

Support and more information

Help with the form



We can help explain questions about the form. But we can't help with legal advice or tell you what to write.

If you have questions about parts of the form, you can contact our Information and Community Education Unit.

You can call them.

1800 060 119

You can write to them online.

www.qld.gov.au/bodycorporatequestion



You can visit our website to find more general information to help you solve your dispute.

www.qld.gov.au/law/housing-and-neighbours/body-corporate/bccm

How we use your information



We follow the rules of the Act when we collect information in the application form. We do this to solve disputes under the Act and to provide information to the community. We will share the information in the form and attachments with other people involved in the dispute.

You can read more in our [privacy statement](#).

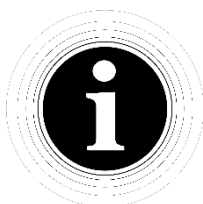
Disclaimer



The laws we refer to in this guide are complex.
You should not rely on this document for legal advice.
You should get legal advice if you're not sure how these laws apply to your dispute.



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