

## APPLICATION FOR UNPAID / OUTSTANDING LEVY CONSIDERATION

Please complete this form and return it to our office by emailing [manager@stratasphere.com.au](mailto:manager@stratasphere.com.au).



This form allows lot owners who are seeking to apply to their body corporate committee for special consideration regarding unpaid / outstanding levy contributions. The body corporate committee may consider requests on a case-by-case basis and any approval is based on the merits of the circumstances.



Please note the following before completing this form:

1. Strata Sphere Management does not make decisions regarding contributions, including the setting of levies, discounts, debt recovery matters, payment arrangements, or requests for financial assistance. These decisions are always the responsibility of the body corporate committee.
2. The body corporate relies on the collection of contributions from all lot owners to meet its operational and legislative obligations. As a result, contributions cannot be waived entirely for a specific lot or period.
3. When considering requests for assistance, the committee must take relevant circumstances into account. Information provided through this application, including any supporting financial information, will be provided to the committee and retained as part of the body corporate records. They cannot be considered private or privileged.
4. If sufficient information is not provided, the committee may be unable to assess your request.

All fields marked with \* are mandatory. Failure to complete all required fields will result in your application being considered incomplete and it will not be processed.

### **INCOMPLETE APPLICATIONS WILL NOT BE ACTIONED.**



Applications are assessed within a 6-week period from date of receipt of all relevant information to enable an informed decision by the committee. A committee can advise a further 6-week period for a decision. In most cases committee can make a decision within approximately 2 weeks provided all information has been submitted in accordance with this application.



Alternatively, owners may use the Strata Sphere Management app to submit applications. The application is user friendly and allows applicants to easily submit their requests and view the status of their applications. *Please refer to the last page of this document if you require assistance downloading the Strata Sphere Management app.*

### **Do any of the following apply to you?**

1. **Have you been contacted by a lawyer or debt collector about overdue contributions for your lot?**
2. **Is there an existing Court process underway regarding the contributions for your lot?**

**Yes/ No**

|                            |  |
|----------------------------|--|
| * Building Name            |  |
| * Street Address           |  |
| * Suburb, State & Postcode |  |

|                                                                                            |                                                                                                       |                                                         |                                                            |                                                      |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------|
| <b>* Lot Number &amp; Unit Number</b>                                                      |                                                                                                       |                                                         |                                                            |                                                      |
| <b>* Your Name(s)</b>                                                                      |                                                                                                       |                                                         |                                                            |                                                      |
| <b>* Email Address</b>                                                                     |                                                                                                       |                                                         |                                                            |                                                      |
| <b>* Phone Number</b>                                                                      |                                                                                                       |                                                         |                                                            |                                                      |
| <b>* Status of Ownership</b>                                                               | <input type="checkbox"/> Owner <input type="checkbox"/> Agent                                         |                                                         |                                                            |                                                      |
| <b>* Type of Assistance Required</b>                                                       | <input type="checkbox"/> Payment Arrangement                                                          | <input type="checkbox"/> Reinstatement of Lost Discount | <input type="checkbox"/> Consideration of Interest Charges | <input type="checkbox"/> Other Special Consideration |
| <b>Levy Period</b>                                                                         |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Discount Amount</b>                                                                     |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Penalty Interest Amount</b>                                                             |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Arrears Notice Fees Amount</b>                                                          |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Total Outstanding Amount to be reinstated/waived</b>                                    |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Original Due Date for Payment</b>                                                       |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Date of Payment Made in Full</b>                                                        |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Payment Arrangement Details<br/>i.e Amounts and Frequency</b><br><br><i>If Relevant</i> |                                                                                                       |                                                         |                                                            |                                                      |
| <b>Reason for Late Payment</b>                                                             | <i>Please attach any documents that may assist the committee in understanding your circumstances.</i> |                                                         |                                                            |                                                      |

Please note that any proposed arrangement should be designed to clear arrears within a reasonable timeframe, typically not exceeding 12 months, whilst ensuring that current and future levies are paid on or before the due date.

| TERMS AND CONDITONS                                                                                                                                                                                                                  | SIGN<br>ACKNOWLEDGEMENT |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1. The applicant acknowledges that submission of this application does not constitute approval, and all decisions are at the sole discretion of the Body Corporate Committee.                                                        |                         |
| 2. The applicant acknowledges that this application does not suspend, delay, or prevent any arrears recovery action, debt collection, or enforcement action.                                                                         |                         |
| 3. The applicant acknowledges that all amounts remain due and payable unless varied in writing by the Body Corporate Committee.                                                                                                      |                         |
| 4. The applicant acknowledges that they remain responsible for the full outstanding balance while this application is being considered.                                                                                              |                         |
| 5. The applicant acknowledges that any approval is a discretionary, one-off decision of the Body Corporate Committee and does not set a precedent for future requests.                                                               |                         |
| 6. The applicant acknowledges that any approval is a discretionary, one-off decision of the Body Corporate Committee and does not set a precedent for future requests.                                                               |                         |
| 7. The applicant acknowledges that any payments received prior to determination of this application will be allocated in accordance with the Body Corporate's standard payment allocation policy.                                    |                         |
| 8. The applicant acknowledges that a one-off administrative fee of \$35.00 plus GST will apply if the application is approved, and that this fee will be deducted from any approved credit prior to it being applied to the account. |                         |
| 9. The applicant acknowledges that the Body Corporate Committee may request additional information prior to determining the application, and that failure to provide such information may result in refusal of the application.      |                         |

### Declaration and Acknowledgement

I/We acknowledge that the information provided in this application is true and correct to the best of my/our knowledge. I/We confirm that I/we have read and understood the terms and conditions of this application and agree to comply with all applicable Body Corporate by-laws, statutory requirements, and any conditions of approval.

*\*Please be respectfully informed that this application does not constitute approval, and no variation to the outstanding balance will apply unless and until formal written approval is granted by the Body Corporate.*

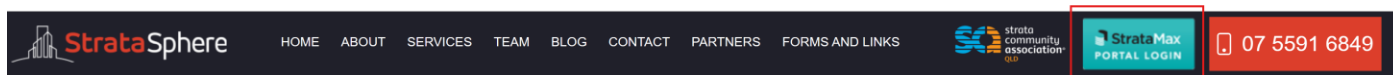
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## OWNERS PORTAL

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Owners can access the portal by visiting [www.stratasphere.com.au](http://www.stratasphere.com.au) and clicking the blue “StrataMax Portal” button.



You will then be redirected to the StrataMax website to log in. If you have not previously created an account, simply follow the on-screen prompts to register your details and set up access.

The owner’s portal contains a range of useful records and information, including applications, bylaws, other relevant scheme documents.

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## STRATA SPHERE MANAGEMENT APP

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Go to your app store and type in Strata Sphere Management where you will see the below logo and simply download.

 Please use the same email address you have registered with your strata max portal account and registered on your roll with our office.

