AN OPEN LETTER TO GOVERNMENT FROM VICTORIA'S STRATA LIVING SECTOR

17 November 2022

VICTORIAN STRATA RESIDENTS, OWNERS AND INDUSTRY UNITE IN CALL FOR STRATA HELPLINE

SCA (Vic) stands united with Owners Corporation Network (OCN), Southbank Residents Association, Southbank3006 and We Live Here in improving support for the **1.6 million Victorians (or 1 in 4) who own and live in strata-titled properties such as apartments and townhouse complexes.**

Strata living is where owners corporations (formerly known as bodies corporate) govern the administration and maintenance of the common property, including keeping pets, car parking, short-term accommodation, lighting and energy efficiency and pools and gym.

Practices are complex and despite the best efforts of strata publications and industry and consumer groups, authoritative information that can only come from government is sorely lacking.

Currently, Victorian lot owners, residents and members of committees cannot seek impartial and accurate information and general advice about their owners corporation.

The establishment and funding of a dedicated Strata Helpline, **overseen by Consumer Affairs Victoria (CAV)** will:

- improve knowledge and understanding of apartment and townhouse living practices
- guide residents away from disputes
- improve living quality
- reduce the administrative burden placed on VCAT.

In Western Australia, following successful advocacy by SCA (WA) for its establishment, a government run helpline has managed 7284 enquiries since its establishment in March 2021. That is from a jurisdiction with only one-quarter the number of people living in strata as Victoria, strongly suggesting how much pent up demand there is for this service.

SCA (Vic) stands united with Owners Corporation Network (OCN), Southbank Residents Association, Southbank3006 and We Live Here in making this call to government.

Will you support the 1.6 million Victorians living in apartments, townhouses and other strata-titled properties by committing to a strata helpline?