

Charge for paying strata levies at Australia Post outlets

Issue	Correspondence from Mr [REDACTED] about a \$2.75 charge incurred for paying his strata levies at Australia Post. [REDACTED] is of the opinion that the fee is received by his strata managing agent.
Analysis	NSW Fair Trading contacted the strata managing agent and confirmed that the fee is charged by Australia Post. As a goodwill gesture, the agent will reimburse the Australia Post charges paid by [REDACTED] to date, and will waive any interest accrued on his strata levies.

Recommendations and Actions

Sign the letter to [REDACTED] advising that the agent has agreed to reimburse the charges incurred to date, and will waive any interest accrued on his levy account.

➔ Commissioner's approval:



Date:05.04.2018

Key reasons

Payment of strata levies at Australia Post incurs an administrative fee

[REDACTED] levy notice provides a number of options for payment of his levies. The notice advises that payments made at Australia Post will incur a \$2.75 DEFT processing fee. This fee is charged by Australia Post, not the managing agent

Fair Trading contacted the strata managing agent on 28 March 2018

[REDACTED] paid two levy accounts at Australia Post. The payment made by cheque in December 2017, was not received by the agent resulting in [REDACTED] levies being in arrears and accruing interest. The strata managing agent has advised Fair Trading that as a goodwill gesture, the agency will reimburse [REDACTED] the Australia Post charges to date, and will waive the interest payable on his levy account. The agency has contacted [REDACTED] directly to resolve the issue of the missing cheque.

The agent also advised Fair Trading that they have increased the font size on the levy notices so that the Australia Post administrative charge is more visible.

Fair Trading contacted [REDACTED] on 28 March 2018

[REDACTED] was informed of the agent's response and acknowledged that the matter was finalised. [REDACTED] is aware that the \$2.75 charge will be payable if he pays his levies at Australia Post.

Context

Background

[REDACTED] is a lot owner in a strata scheme. He is disputing a \$2.75 fee he incurred after paying his strata levies at Australia Post. [REDACTED] is of the opinion that the fee is received by his strata managing agent and claims that the agent is already paid by the owners corporation for the financial management of the scheme.

Approval

Prepared by: Kriti Sardana, Customer Service Officer, (02) 9895 2781		
Endorsed by: Matt Whitton, Director, Market Relations		
Position	Signature	Date
Commissioner		