

Understanding Your Owners Corporation Fees



TURNBULL COOK

An Owners Corporation levies fees on owners to fulfill its maintenance and administrative responsibilities. This guide answers some of your queries about Owners Corporation fees.

What is an Owners Corporation Fee Notice?

An Owners Corporation Fee Notice is a periodic tax invoice from the Owners Corporation to all lot owners. It gives details of current levies along with any arrears or prepayments at the date of issue.

It is issued at least 28 days before the due date listed on the notice. For further information about payment terms please refer to the Turnbull Cook Guide to Debt Recovery.

What happens to the money collected from my fee notices?

The funds are kept in the Owners Corporation Account and are used to pay everyday expenses to meet the administrative and maintenance responsibilities of the owners corporation.

Turnbull Cook's primary function is to administer the funds according to instructions from the Owners Corporation Committee. We don't keep the money or decide how it will be spent.

The budget resolved at your last Annual General Meeting will provide further details on those expenses.

How are my levies determined?

The amount of money raised will vary depending on the lot entitlement allocated to the individual lot.

These entitlements are based on the registered plan and determine each lot's share of the approved budgeted expenses. Your owners corporation fees for your lot will be worked out as follows:

Levies raised per lot = total approved budgeted expenses x individual lot entitlement (%).

How is the budget determined?

Each year your Committee and Owners Corporation Manager review the financial requirements of the Owners Corporation to determine a proposed budget for administrative and maintenance costs. This budget is then presented at the Annual General Meeting for approval.

Once the budget has been approved, the levy contributions are set and distributed via an Owners Corporation Fee Notice.

Why have my fees increased?

Fees will fluctuate with the needs of the Owners Corporation. The budget resolved at your last Annual General Meeting will provide further details on how your Owners Corporation expects to use the levies.

Why have I received more than one fee notice?

There may be instances where your car park or storage cage is listed as a separate lot. As these lots have a separate lot entitlement, you will receive a separate Owners Corporation Fee Notice, depending on the structure of your Owners Corporation.

What are special levies?

Sometimes special levies must be applied to pay for expenses not currently covered by the budget. These funds are raised by the Owners Corporation Manager under instruction from the Committee.



What is a Budget Adjustment Levy?

As levies are based on the approved budget of the Owners Corporation, new levy contributions cannot be implemented until the budget is approved. Due to this delay, levies within the current levy year will continue to be raised at the current rate.

Once the new rate has been implemented, any difference between the amount already raised and the amount due to be raised, as per the resolutions, will be adjusted within the remaining levies.

Committees have the option of raising a once off Budget Adjustment Levy for the difference or smoothing the difference over the remaining levy periods. Your Owners Corporation Manager will advise on the best option for your Owners Corporation.

How can I pay my levies?

Turnbull Cook Body Corporate Management use the Macquarie Bank DEFT payment service for all its owners corporations. Through this service we offer the following methods of payment:



Mail

Pay by mailing this payment slip with your cheque to:

DEFT Payment Systems
GPO Box 2174
MELBOURNE VIC 3001



Post Office

Pay in person at any post office by cash, cheque or EFTPOS.



Internet

Pay over the Internet by DEFT Online from your *pre-registered bank account at www.deft.com.au



Telephone

Pay by DEFT Phonepay from your *pre-registered bank account.

Call **1300 301 090** or
International **+612 8232 7395**



Credit Card

Credit card payments can be made over the Internet. Log onto www.deft.com.au or call **1300 301 090** and follow the instructions. A surcharge will be applicable if you use this option.



BPAY

Contact your participating financial institution to make a BPAY payment from your cheque or savings account. Enter the biller code and your DEFT reference number.

Allow two to three days' processing time through the banking system for funds to reach your Owners Corporation account.

Why has my levy payment not been allocated between my lots?

The DEFT code on each lot is unique. If you have more than one lot, you need to pay each invoice separately using the DEFT reference provided on the Fee Notice.

As the system uses the DEFT number to automatically receipt money to the account, any amount using the same DEFT number will go to the same lot.

Further queries about levies

This information is intended as a guide only. If you have queries about your Owners Corporation Fee Notice, please contact your Owners Corporation Manager on 03 8697 0600 or email owners@turnbullcook.com.au.



DISCLAIMER: This information is intended as a guide only. If you have further queries please contact Turnbull Cook's Owners Corporation professionals on 03 8697 0600.

Total Care for you and your property

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