

MEDIA RELEASE

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For immediate release

Consumer Groups Unite in Call for Increased Resourcing of NSW Strata & Property Services Commissioner

A coalition of leading consumer groups - the Australian College of Strata Lawyers, Australian Consumers Insurance Lobby, Owners Corporation Network of Australia, Retirement Village Residents Association, and Strata Community Association - has jointly urged the NSW State Government to increase funding for the Office of the Strata and Property Services Commissioner in the 2024-25 NSW State Budget.

The groups emphasise the critical role of the Commissioner's office in addressing the unique challenges of the strata sector, which currently houses 35% of NSW residents, with projections of 50% by 2040.

"Despite the visionary establishment of the Strata and Property Services Commissioner's Office, and the commendable efforts of John Minns since his appointment, the office is severely under-resourced," the statement reads.

"With only 16 inspectors managing a vast property portfolio, significant issues such as lengthy delays in resolving serious safety investigations are undermining both the safety of residents and their rights."

The consumer groups highlighted their concerns about the ability of the current setup to effectively support the growing number of strata residents. They pointed out that delayed investigations into serious concerns, which in some cases have stretched beyond two years, could erode consumer confidence and hinder necessary reforms in the strata sector.

The statement also noted, "Strata living is not just an alternative, but a significant part of the housing future in NSW. As we face critical housing and cost of living challenges, it's imperative that the strata sector is well-equipped to support its residents and ensure high standards of living and safety."

The groups call on Minister Chanthivong and the NSW Government to allocate sufficient resources to the Strata and Property Services Commissioner's Office.

"Adequate funding will ensure the office can fulfill its role effectively, safeguarding the rights of strata residents and driving necessary reforms," they assert.

By addressing these funding needs, the consumer groups believe that the NSW Government will demonstrate its commitment to delivering housing solutions that meet the needs of its residents both now and in the future. – ends -

About OCN

The Owners Corporation Network of Australia Limited (OCN) is the peak consumer body representing residential strata and community title owners and residents. Strata is the fastest growing form of residential property ownership in Australia, and the growth of this sector raises increasingly important questions over property ownership and governance.

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