

From: [Andy Doves](#)
To: [Alexander, Jock](#); [Blake, John](#); [Day, Fiona](#); [Glover, Kaye](#); [John & Barb \(QuayN\) Mandile \(johnandbarb125@gmail.com\)](#); [Mathew, Christine](#); [McLean, Darren](#)
Bcc: [REDACTED]
Subject: Emerald Lakes - The Quays Water Usage Billing
Date: Tuesday, 8 November 2022 9:24:00

OWNER'S CORRESPONDENCE
To The Committee - The Quays BC

WATER USAGE INVOICE

Please see the below email sent to the Secretary & Treasurer on 11 March 2022 pointing out the errors in the water usage bill sent to Quays Owners on 8 Mar 2022.
 Unfortunately, I must report similar errors in the water usage bills sent to Quays Owners on 3 Nov 2022.

1. Again, the notice fails to include meter readings. The caretakers take readings and give them to the BCM so why doesn't our BCM give them to us?
2. Again, the notice fails to use exact dates but instead just uses months and years. The PBC invoices the Quays and uses exact dates, so why doesn't our BCM give them to us?
3. Again, why does the per-KL-rate for "Jun22 – Aug22 (\$4.348)" as per the notice, fail to charge Owners the rate charged to the Quays by the PBC, (\$4.418)? For this billing period which straddles the FYE, the PBC has, sensibly and equitably, charged an average of the GCCC rate for the YE 30/6/22 and the GCCC rate for the YE 30/6/23. Another fail by the BCM with a negative financial impact on the Quays, albeit by only \$242..
4. Again, why has billing been changed from quarterly to bi-annually, given that the meters are read quarterly and the PBC bills the Quays quarterly?
5. Why has the Value Strata admin fee risen from \$5 to \$15?
6. I have already mentioned the incorrect due date and you have amended it to 1/1/23. However, the committee should be aware that a combined invoice/statement as issued by Value Strata is difficult for landlords to use as billing evidence for water usage by their tenants when it also discloses levy amounts owing. So why cannot we all receive a standalone invoice for water usage, as we used to?

This is yet another example of an error-ridden communication from Value Strata, apparently issued without any scrutiny or input by the committee; and again, at the inconvenience of Owners.

MINUTES – another communication failure is that we are yet to receive the minutes for the Committee Meeting held on 13 Oct 2022, currently 5 days overdue.

Could the committee please instruct the BCM on these two issues.

Regards
 Andy Doves
 Owner Lot 3006

Bcc'd to others for record purposes

From: Andy Doves <dovesadd@bigpond.com>
Sent: Friday, 11 March 2022 09:03
To: 'admin@valuestrata.com.au' <admin@valuestrata.com.au>
Cc: Alexander, Jock <jock.alexander@gmail.com>; 'Darren Mclean' <darren.mclean@pico.com>
Subject: Emerald Lakes - The Quays Water Usage Billing

OWNER'S CORRESPONDENCE

To The Secretary & Treasurer - The Quays BC.

On 8 March 2022 I received the below email from Value Strata and an attached Notice of Contributions in relation to Water Consumption for the periods Aug 21 to Nov 21 & Nov 21 to Feb 22 and I have some questions.

1. Why does the notice not reference any meter readings?
2. Why does the notice not reference exact dates rather than just months and years?
3. Why does the notice give only 14 days for payment?
3. Why is the per-KL-rate different for each of the above mentioned billing periods?
4. Why do neither of the per-KL-rates used, match the rate set by the GCCC for the financial year 21/22?
5. Why has billing been changed from quarterly to bi-annual?
6. Why have we been charged GST?

NOTES.

Meter Readings - any invoice/bill based on a meter reading must include by law a meter reading and exact billing periods. Without such details consumption cannot be checked and adjustments on property settlements cannot be accurate.

KL Rates - Period Aug 21 to Nov 21 you used a rate of \$4.093 per KL + GST; period Nov 21 to Feb 22 you used a rate of \$4.339 per KL + GST. Neither of those rates used are the rate set by the GCCC for the FYE 30/6/22 and as charged to the PBC.

Billing - GCCC, the PBC, the Caretaker all continue to bill/read quarterly so the change to bi-annual billing, without any notification to Owners, does appear to be cover for Value, who obviously forgot to bill quarterly in November 2021.

GST - Water usage charges, like water and council rates, are a GST Free supply.

Please issue a correct notice to Owners with the appropriate 30 days' notice before payment.

Of greater and ongoing concern is that the error-ridden content of this Notice of Contributions is yet another example of a nonsensical change of process by the committee and Value, implemented without any thought, scrutiny, or check & review processes, at the inconvenience of Owners.

Regards
Andy Doves
Lot 3006

Bcc'd to others for record purposes