

Without prejudice

**Submission to the Queensland Government in support of:**  
**Building Units and Group Titles and Other Legislation Amendment Bill 2022**

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Date: 3<sup>rd</sup> July 2022

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## Background

- Classic Holidays purchased (through its subsidiary Classic Strata Pty Ltd) the management rights to Noosa Sound Resort (the Resort) on 01 March 2013.
- This was on the basis of a "Timeshare" operation.
- The management Agreement is due to expire on 30 Nov 2026.
- There are 15 Units in the complex. Currently (July 2022) only TWO of these units are actively managed for rental by Classic Strata. This is a reduction of 87% from the original timeshare arrangement.
- The other complex (Timana CTS 21337) has (I am told) ONE out of 16 units under rental management. A reduction overall of 92.3% from the original Timeshare "pool".
- Current owners, permanent residents, and investors pay in excess of \$30,000 per annum for the management of the Resort. I (and others by discussion) agree that we do not get value for money.
- Classic Strata this year requested a request for extension of another 5 years. This was declined by secret ballot amongst the owners.
- In the 5 years that I have been living here it has been apparent that the maintenance and attention to the Resort has been and continues to be neglected.
- The "Manager" attendance hours at the Resort (posted on the front door) are 33 hours per week.
- I/we have no avenue of recourse until the expiry of the Agreement.
- I/we consider that a 5-year term (possibly under the "Administration Module") would be far more acceptable and to the benefit of all owners and visitors.

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## Context

- Daily tasks such as going around the Resort tidying up, cleaning the rubbish bin area (to a hygienic state), are continually requested rather than being routine (as per the Management list of duties).
- Visitors to Units other than those (two in Kurrumbah) managed by Classic Strata are not given any attention by Management and frequently have to ask me and other residents for guidance.
- The units that are not in “the pool” of Classic are not (quote) “anything to do with me”.
  - So, for example, when a smoke alarm was going off in a vacant “non-pool” unit it fell to owners/residents to take action.
- I/we do not have any confidence in the genuine efforts of Classic Strata, its Agents, Management and contractors to ensure “peaceful enjoyment” of our life here.
- To the contrary I have been: humiliated, threatened, bullied, harassed, subject to vindictive, disrespectful, unreasonable, unfair, and aggressive behaviour.

## Reason for submission

- Primarily the underlying premise of (a “Timeshare”) ownership by Classic Holidays no longer exists.

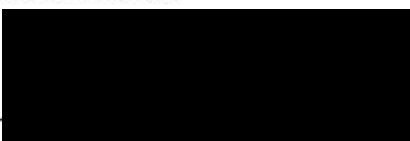
This has (in my opinion) resulted in a degradation of maintenance and behavioural standards – both of which are clearly set out in the Body Corporate and Community Act 1997 and the “Duties of the Manager”.

A term of 5 years allows owners and the Committee:

- Proper communication with management in a meaningful, fair and reasonable manner.
- The option of assessing “value for money” when considering the business context of engaging a management person/business.

## Deliverance

I request that The Minister give reasonable and ultimately favourable consideration to the introduction of this Act.

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Gabrielle Clements