

**Re: Application by South Stradbroke Utilities Pty Ltd**

**SUBMISSION from an owner of a Lot at Couran Cove Island Resort in reply to the draft decision to grant an individual retail exemption.**

I would just like to say that I agree with a “user pays’ system as that is what was in use when we purchased into Couran Cove Island Resort about 15 years ago

Our meter continues to operate but in about 2016 or 2017, the new owner of the resort decided to do away with the system. At our Precinct Body Corporate AGM in November 2018 we were informed that “Mr McIntosh had advised at the CBC meeting that the new proposed date for implementing user pays as January 2019” Owners were upset at the 38% increase in services costs as proposed in the budget.

Will the Utilities Infrastructure and Sinking Fund levies disappear when the User Pays system is introduced and also will it be possible to make sure that the applicant abides by the 2.4 Summary of proposed exemption conditions on page 9 of the draft.

The various Body Corporates are paying all the costs involved plus what must be a hefty add on by the operator. The provider refuses to show invoices. My body corporate fees rose by 40% in 2019/2020 and it appears that they will rise again for 2020/2021. I was paying \$500 per week, about 90% more than I paid 4 years before largely due to the huge increase in infrastructure charges.

However, the levies continue to soar as seen in this section of a spreadsheet that was received from our Body Corporate Managers with what was approved at the last Community Body Corporate (CBC) AGM a few weeks ago. It appears that the Body Corporate levies for the Utility Infrastructure Administration Fund will be up 13% and the Utility Infrastructure Sinking Fund will be rising by 373%. Overall another hefty rise on our levies to about \$545 per week! It’s soul destroying.

<i>inc gst net disc</i>	<b>2019-20</b>	<b>2020-21</b>	
<b>Admin</b>	\$ 215,826	\$ 106,835	50%
<b>CBC AF</b>	\$ 54,069	\$ 240,148	444%
<b>PBC SF</b>	\$ 13,982	\$ 13,424	96%
<b>UI admin</b>	\$ 135,077	\$ 152,708	113%
<b>UI Sinking</b>	\$ 8,609	\$ 40,761	473%
<b>Com Fac</b>	\$ 27,880	\$ 27,661	99%
<b>Sinking</b>	\$ 89,690	\$ 95,389	106%
	216 \$ 545,133	\$ 676,926	124%
	9 \$ 22,713.87	\$ 28,205.26	124%

I don't know what the plans are for the resort as it is so deteriorated and has been left to run down. Not much electricity would be used compared to the past but we are still paying more and more into the utilities sinking and administration funds in our levies.

The representative from South Stradbroke Utilities says that the bylaws set out how individual owners should be billed for essential services. Our previous independent CBC Chairman (no conflicts of interest) had been requesting for so long to see paid invoices for the utilities outgoings so that amounts can be paid to the CBC to pass on to the operator (with the agreed 15% surcharge). However, Mr Napoli has ignored all these communications and still no invoices have been seen but amounts have been claimed.

On behalf of the Marine Apartments private owners, I would like to make a comment about a document that I found online supporting the original exemption application on behalf of the Marine Apartments Body Corporate. The Chairman, Lachlan McIntosh does not truthfully represent 192 owners out of a total of 358 at Couran Cove and cannot speak for all the owners of Marine Apartments. There are 192 apartments, but he is associated with maybe more than half of those and the rest are owned by disappointed private owners who have no say on what they want as the committee is controlled by Lachlan McIntosh.

Thanks for reading

30 July 2020

**South Stradbroke Utilities – Exemption Application  
Support for Submission from Couran Cove Community Plan GTP 106751**

To Whom It May Concern

We, the Committee of the Couran Cove Marine Apartments GTP 106784 Body Corporate ("Marine Body Corporate"), has unanimously agreed to support the submission to the AER from the Couran Cove Community Plan GTP 106751 Body Corporate ("CBC").

The Marine Body Corporate represents 192 owners out of a total of 358 and is of the belief that the only fair way to bill for electricity is on a user-pays basis.

We support the granting of the exemption to South Stradbroke Utilities Pty Ltd.

The CBC submission is attached for reference.

Yours Faithfully,

**Body Corporate Committee  
Couran Cove Marine Apartments GTP 106784**