

Dear Susan,

I wish to object to the application by South Stradbroke Utilities for individual retail exemption.

## PART ONE – Historical

We purchased our apartment in 2011, when body corporate levies excluded the utilities and separate invoices were issued for utilities, based on usage. I have attached copies from a historical view point.

In 2015, when the utility provider could not satisfy the AER requirement that meter reading details must be included on the invoices, the separate utility invoices were abandoned and utility levies were added to our body corporate levies. You can see for yourself what sort of impact this has had to our levies.

Fees have risen from \$109.45 for 4 months to a whopping \$2056.09, that's over \$6000 a year for power, water and gas and I guarantee, this supplier is not proposing this change so they can REDUCE their charges, they are seeking an exemption from AER for the freedom to charge whatever rate they deem fit, so we are looking at a further increase on \$6000 per annum, **Is it part of the AER's role is to protect the public from unfair charges? And if not then which government department will scrutinize this?**

<u>General Levies (per4months)</u>	<b>2012</b>	<b>2015</b>	<b>2020</b>
Admin fund	\$1,084.00	\$1,520.16	\$1,093.34
Sinking Fund	\$318.00	\$197.57	\$49.39
Community facilities	<u>\$146.95</u>	<u>\$265.78</u>	<u>\$258.05</u>
<b>Subtotal General Levies</b>	<u>\$1,548.95</u>	<u>\$1,983.51</u>	<u>\$1,400.78</u>

<u>Utilities (per4months)</u>			
Utilities Separate Invoice (3 months prorate to 4mths)	\$109.45		
Utilities Infrastructure (Levy)		\$1,001.76	\$1,252.08
Utilities Infrastructure Sinking fund(Levy)		<u>\$358.70</u>	\$67.25
PBC Admin levy			\$558.58
PBC Contribution Sinking			<u>\$178.03</u>
<b>Subtotal Utilities</b>	<u>\$109.45</u>	<u>\$1,360.46</u>	<u>\$2,055.94</u>

To add insult to injury – why are we being forced to pay sinking fund contributions on utilities that we no longer own? These current operator has address the AGM in years past and says that he owns the power generators, the utilities which were leased d to the operator for \$1 back when they took over are now decommissioned and useless. They do not maintain the equipment that they are charging us sinking fund contributions on, as evidenced by the rolling and lengthy black outs for electricity and the contaminated water that comes out of the pipes. They guarantee neither the supply nor quality of their product.

## PART TWO – Access

My apartment is in a block of four apartments.

The electricity meters (along with fuses, RCD's etc) for all four apartments electricity are behind a locked door on the landing outside our adjacent apartment. On several occasions I have asked for a key and been denied. We cannot even switch back on the electricity when the RCD trips which happens regularly.

The meters for gas and water are inside the apartment behind a panel in the cupboard – in all the years I have owned the apartment the resort have never accessed or read either meter. I didn't even know the meters were there until early this year when I needed to turn the water off, the water meter and shut off valves for are concealed behind the same panel.

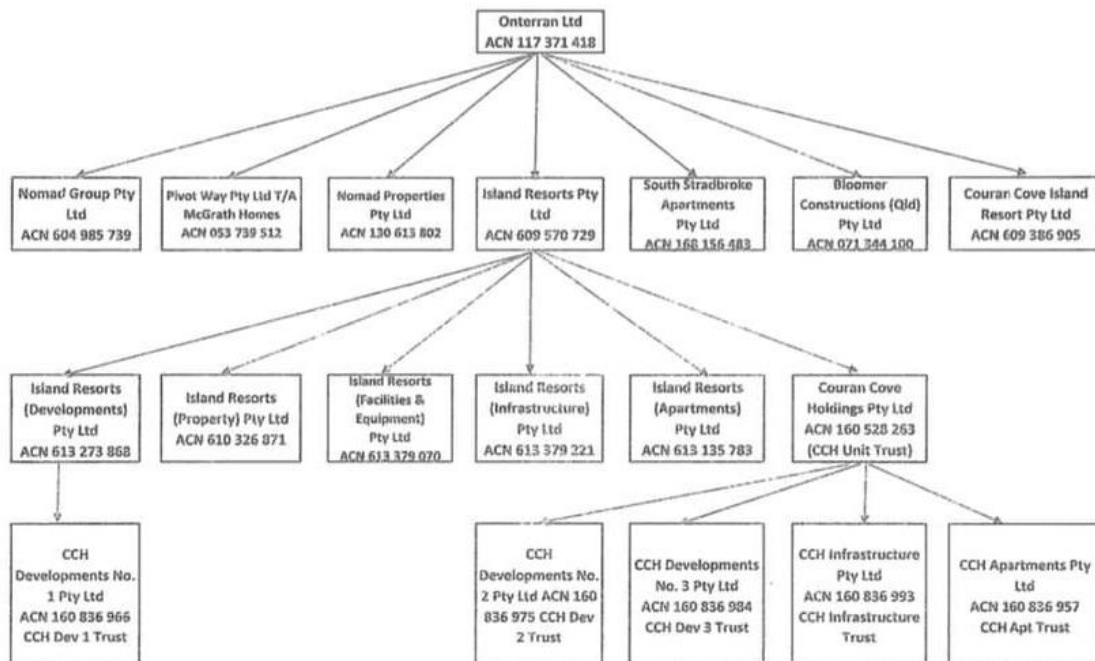
Previously the separate utilities bills were issued based on a pulse method – see comment on the 2012 Utilities invoice attached, which there was no method of verification for either party.

Either way – there are no mutually acceptable arrangement for reading the meters.

I would also like proof of how the gas charges work. The gas hot water is located on the external wall of my apartment, which services a block of four apartments, I would like documentary evidence that the entire blocks' gas for hot water is not charged to my meter.

## Corporate Structure

Schedule B



Island Resorts (Infrastructure) Pty Ltd  
ABN 18 613 379 221

**10 July, 2020**

**Couran Cove Community Plan MCP 106751**

**C/- Charlotte Divall**

**Stewart Silver Kings & Burns**

**PO Box 8319 GCMC**

**QUEENSLAND 9726**

Dear Charlotte and Couran Cove CBC Committee

**NOTICE OF INTENTION TO RESTRICT SUPPLY OF POWER, WATER AND SEWER SERVICES TO  
COURAN COVE RESORT**

As you may be aware, Island Resort Infrastructure Pty Ltd (the operator) has filed in the Supreme Court for the recovery of a significant amount of arrears owing to it by the CBC. We note those arrears have been acknowledged by the CBC and the Strata Manager SSKB on a number of occasions. We further note that a member of the CBC has instructed and appointed a lawyer to file a defence on 30 June 2020 (noting the resolution of the CBC Executive Committee on 3 July 2020 to the contrary) and we are now met with allegations that the Agreements we are supplying the services under are in some manner not legally enforceable and that committee member now seeks to deny liability for the debts accrued to date.

We further note that in addition to the arrears referenced above, despite ongoing supply of services by the operator, there has not been a single payment received for the supply of services provided since the end of the CBC budget year in February 2020 and the CBC has failed to resolve its budgets to ensure appropriate levies are struck so that it can continue to raise the required levies. We also note that the subsidiary body corporates of Eco, Lagoon and Broadwater continue to hold significant funds in their bank accounts and refuse to pass these funds to the CBC and if these payments were made, the CBC might have some funds to pay for infrastructure services.

We understand the challenges that are faced by many at the moment, however, there are still significant levies being collected by the subsidiary body corporates and these are not being passed on to the CBC. The provision of infrastructure services to the resort is a very costly exercise and it is unreasonable for the CBC or any of the owners or subsidiary body corporate committees at the Resort to presume services can continue without any payment to the operator for the same.

Shop 36C, 60-70 Seaworld Drive, Main Beach, QLD 4217  
Ph: (07) 5597 9999

Island Resorts (Infrastructure) Pty Ltd  
ABN 18 613 379 221

As a consequence of the points raised above and the ongoing default of the CBC by failure of the CBC to pay the operator for the supply of its infrastructure services, we hereby advise that unless there is an immediate payment of \$651,057.84 for arrears accrued for infrastructure services of power, water and sewer provided from 1 March, 2020 until 30 June 2020 and in addition an appropriate payment arrangement is reached between the CBC and the operator for a regular weekly payment to the operator of \$38,500 from 1 July 2020 onwards, being part payment for

ongoing supply of infrastructure services moving forward, the operator intends to restrict supply of infrastructure services on the date that is 7 Days from the date of this letter.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Graeme Webb', written in a cursive style.

Graeme Webb Director



**ASIC**

Australian Securities & Investments Commission

**Name:** SOUTH STRADBROKE UTILITIES PTY LTD

**ACN:** 636 726 497

Date/Time: 06 July 2020 AEST 07:37:02 AM

This extract contains information derived from the Australian Securities and Investments Commission's (ASIC) database under section 1274A of the Corporations Act 2001.

Please advise ASIC of any error or omission which you may identify.

**Current & Historical Company Extract**

## Current &amp; Historical Company Extract

SOUTH STRADBROKE UTILITIES PTY LTD  
ACN 636 726 497

Organisation Details	Document Number
<b>Current Organisation Details</b>	
Name: SOUTH STRADBROKE UTILITIES PTY LTD	5EBI40800
ACN: 636 726 497	
ABN: 49636726497	
Registered in: New South Wales	
Registration date: 10/10/2019	
Next review date: 10/10/2020	
Name start date: 10/10/2019	
Status: Registered	
Company type: Australian Proprietary Company	
Class: Limited By Shares	
Subclass: Proprietary Company	
<b>Address Details</b>	
<b>Current</b>	
Registered address: BDH LEADERS, Level 12, 52 Phillip Street, SYDNEY NSW 2000	5EBI40800

Start date:	10/10/2019	
Principal Place Of Business address:	BDH LEADERS, Level 12, 52 Phillip Street, SYDNEY NSW 2000	5EBI40800
Start date:	10/10/2019	

Officeholders and Other Roles	Document Number
<b>Director</b>	
Name: SIMON MARK NAPOLI	5EBI40800
Address: 55A Wunulla Road, POINT PIPER NSW 2027	
Born: 17/12/1973, SYDNEY, NSW	
Appointment date: 10/10/2019	
<b>Secretary</b>	
Name: SIMON MARK NAPOLI	5EBI40800
Address: 55A Wunulla Road, POINT PIPER NSW 2027	
Born: 17/12/1973, SYDNEY, NSW	
Appointment date: 10/10/2019	

#### Share Information

#### Share Structure

Class	Description	Number issued	Total amount paid	Total amount unpaid	Document number
ORD	ORDINARY	1	1.00	0.00	5EBI40800

#### Members

Note: For each class of shares issued by a proprietary company, ASIC records the details of the top twenty members of the class (based on shareholdings). The details of any other members holding the same number of

06 July 2020 AEST 07:37:02 AM 1 [Current & Historical Company Extract](#) SOUTH STRADBROKE UTILITIES PTY LTD

**ACN 636 726 497**

shares as the twentieth ranked member will also be recorded by ASIC on the database. Where available, historical records show that a member has ceased to be ranked amongst the top twenty members. This may, but does not necessarily mean, that they have ceased to be a member of the company.

Name: W N DEVELOPMENTS ( NSW ) PTY LTD  
ACN: 168 934 978  
Address: BDH LEADERS, Level 12, 52 Phillip Street, SYDNEY NSW 2000

Class	Number held	Beneficially held	Paid	Document number
ORD	1	yes	FULLY	5EBI40800

#### Documents

Note: Where no Date Processed is shown, the document in question has not been processed. In these instances care should be taken in using information that may be updated by the document when it is processed. Where the Date Processed is shown but there is a zero under No Pages, the document has been processed but a copy is not yet available.

Date received	Form type	Date processed	Number of pages	Effective date	Document number
10/10/2019	201C Application For Registration As A Proprietary Company	10/10/2019	3	10/10/2019	5EBI40800

\*\*\*End of Extract of 2 Pages\*\*\*