

Wednesday 24 April 2024
The Hon. Anoulack Chanthivong, MP
Minister for Better Regulation and Fair Trading
GPO Box 5341
SYDNEY NSW 2001
Cc: office@Chanthivong.minister.nsw.gov.au

RE: Joint Call from Consumers and Industry for more funding for the Strata and Property Services Commissioner in the 2024-25 NSW State Budget

Dear Minister Chanthivong,

Ahead of the upcoming 2024-25 NSW State Budget, we are writing to request the provision of significant resources appropriate to the task for the Office of the Strata and Property Services Commissioner in support of their essential role in improving the strata sector.

We commend your government for having the foresight to lead the way and implement a dedicated Strata and Property Services Commissioner's Office in NSW, and applaud the strides that have been taken by John Minns since his appointment.

The Office of the Strata and Property Services Commissioner plays a pivotal role in driving customer-centric strata reforms in NSW, a sector that is steadily becoming more significant. Currently, **35 per cent of NSW residents** reside in a strata scheme, and this number is projected to surge to **50 per cent by 2040**.

There is concern within the sector from the organisations signatory to this letter, that a critical shortage of resources within the Strata and Property Services Commissioner's office could undermine consumer outcomes in this space.

Without the appropriate level of funding for this unit, we are concerned that the initiatives required to support and provide confidence to consumers in NSW will not be able to be effectively delivered.

Strata is and will be an integral part of the NSW housing future for years to come. Strata issues stand at the intersection of the critical housing and cost of living issues we are encountering in 2024 and beyond.

Confidence in the delivery of quality and affordable housing, the ability to educate and support the communities that are created, and to grow industry professionalism is of the highest priority for each of the organisations that are signatory to this letter, and that we know of your government.

We firmly believe that allocating appropriate funding based on this critical importance and resources to this newly created, dedicated unit in this year's budget will signal significant intent to deliver housing solutions for the state of NSW, and is a solution that will be championed loudly by all of our collective memberships.

Signed,

