



## Fees – Frequently Asked Questions

### **Why do I pay Owners Corporation Fees?**

The Owners Corporation (OC) fee is paid by all lot owners within Sanctuary Lakes Resort. It is determined by the Board and management team of Sanctuary Lakes Resort Services (SLRS), in consultation with delegates from each of the OC's within the resort. The OC fees cover the cost of Security, the Rec Club, Lake Management, Resort Maintenance and OC Management and Accounting.

A Common Property Fee and a Maintenance Fund Fee also apply to some OC's depending on whether there is common property within the OC and whether the OC Committee has established a Maintenance Fund to cover areas of future capital expenditure.

### **What are my fee payment options and how can I pay?**

There are two payment options available for the payment of the fees: 1. Fee can be paid in ten equal monthly instalments by direct debit from August to May each year: or 2. Paid in full by the due date listed on the invoice.

### **How can I pay my fees?**

When you receive the invoice there are multiple payment options located on the bottom of the first page. Payment options include Telephone, Internet, Direct Debit, BPAY, mail and Internet Banking.

### **Where can I obtain a direct debit form?**

A direct debit request form can be obtained from our website using the following link;  
<http://sanctuarylakesresort.com.au/images/forms/StrataPay%20DDR.pdf>

### **How do I set up a direct debit?**

If you elect to pay by direct debit, a Direct Debit Request Form must be completed and forwarded to [accounts@sanctuarylakes.com.au](mailto:accounts@sanctuarylakes.com.au).

Payments will be debited in ten equal instalments from your nominated account on the 18<sup>th</sup> of each month, from August to May.

### **Do I need to fill out a new direct debit form if I filled out one last year?**

If all your details remain the same, you do not need to fill out a direct debit request form if you've previously completed one. Direct debit will simply begin again from August and continue until May for the financial year.

### **How does the discount work?**

If owners pay their fees in full by the due date listed on their invoice, and have no outstanding fees from previous years, a \$45 discount will apply. This amount should be deducted from the fee amount when payment is being made and is not given as a refund.

### **Where can I obtain more information about my fees?**



Our website provides information on OC Fees, including what they are, as well as information about common property fees, maintenance fund fees, Wyndham City Council rebate and the payment options for fees.

If you have any further questions regarding your fees please contact [accounts@sanctuarylakes.com.au](mailto:accounts@sanctuarylakes.com.au)

#### **Wyndham City Council Rebate**

Lot owners with rateable properties within Sanctuary Lakes Resort receive a rebate from Wyndham City Council (WCC). The rebate will appear on your annual rate notice.