Financial Hardship Information Statement for Levy Notices

All strata levy notices issued for NSW strata properties will need to include a new information statement.

This information will help you understand your rights and obligations if you are finding it difficult to pay your strata levies.

Important Information for Owners Experiencing Financial Hardship

- Strata levies are essential to cover shared property expenses.
- If you are struggling to pay your strata levies due to financial hardship, contact your strata manager or committee as soon as possible to discuss what options are available.
- The sooner you reach out for help, the more options you'll have to prevent falling further behind.
- These options may include applying for an affordable payment plan, waiving interest charges, more time to pay, or other options to help with your situation.
- Free, confidential and independent financial counselling is available through the National Debt Helpline. Call 1800 007 007 to speak with a financial counsellor or visit ndh.org.au for more information or to use their live chat service.
- If your hardship request isn't being handled fairly, keep paying what you can and keep trying to catch up on payments.
- To understand your rights under NSW strata laws, access a translated copy of this information, or apply for free strata mediation if you have a dispute about your levies, visit nsw.gov.au/strata-levies-help or call 13 32 20.
- For language assistance, call 13 14 50 (ask for an interpreter in your language).

FT6605_170925