

Our ref: 20251002-50563

Via email:

Dear

I am writing on behalf of the Access Canberra Economic Regulation Compliance, which administers and enforces the *Agents Act 2003* (the **Act**) and the *Agents Regulation 2003* (the **Regulation**) on behalf of the Commissioner for Fair Trading (the **Commissioner**). This correspondence relates to your complaint regarding the conduct of while engaged as the strata managing agent for between April 2016 and May 2025.

Our investigation has found that, on the balance of probabilities, breached the agents Rules of Conduct established by Schedule 8 of the Regulation in relation to three of the concerns you raised. In summary:

- Between , was in receipt of seven fire safety inspection reports concerning assets. failed to furnish the reports to the Owners Corporation (OC) for consideration until October 2023. In failing to provide these reports in a timely manner, contravened sections 8.5, 8.7, and 8.10 of the Rules of Conduct.
- On , was in receipt of an information request from insurance broker. failed to furnish this request to the OC until . In failing to provide this request in a timely manner, contravened section 8.5 and 8.7 of the Rules of Conduct.
- On , authorised payment of a building insurance invoice without the approval of the OC. In failing to seek approval, Canberra Strata contravened section 8.5 and 8.10 of the Rules of Conduct.

In determining the appropriate regulatory enforcement response, Access Canberra considered its accountability commitment policies. For further information, please visit: [Regulatory Complaint and Investigation Policy](#). Specifically, consideration was given to proportionality, the severity of the misconduct, any harms arising from the established misconduct, conduct history, and Access Canberra's response to comparable matters.

A warning letter was issued to in relation to the established contraventions on . It is intended that this letter will have a deterrent and corrective impact on business management practices. The letter and established history of breaches will be recorded against agent licence, for consideration in future investigation and compliance enforcement approaches.

If you have any ongoing questions, concerns, or comments in relation to this matter, please contact Inspector by emailing or calling (02) .

Yours sincerely

Inspector
Transport, Industry, Gaming and Economic Regulation
Access Canberra

20 March 2026