Condo Records: What an Owner Can Ask the MCST to Show

Description

A condo owner should not ask the managing agent to explain an entire dispute from memory. Name the record, date range and decision you are checking, then use the MCST records process to inspect the relevant minutes, accounts, contracts, correspondence or other prescribed material.

The practical task is to identify the exact MCST record needed and make a focused inspection request. A sound decision separates the controlling condition from convenience, then records the evidence before money, travel, work or a deadline makes the choice harder to reverse.

Choose the branch before acting

Situation	Practical next step
You are checking an approved expenditure	Request the resolution, quotation or contract and payment evidence
You are checking a council decision	Request the meeting notice, agenda, attendance and minutes
You are checking arrears or a levy	Request the relevant account statement and approved contribution basis
You are investigating a possible dispute	Preserve the record first, then choose the proper forum

Start with one question

BCA Strata Management Guide 8 states the controlling point used here: MCSTs should maintain accessible, accurate records and owners should make precise inspection requests. A broad demand for all records can obscure the document that actually decides the issue. Write the disputed decision in one sentence.

For start with one question, this becomes consequential when â??You are checking an approved expenditureâ?• applies. The next move is to request the resolution, quotation or contract and payment evidence, but only after the underlying condition has been verified and dated.

Name the record and period

Minutes, accounts, contracts and correspondence answer different questions and may be kept for different periods. List document type, meeting or transaction date and subject.

For name the record and period, record the result as confirmed, pending or not applicable. If it is still pending, do not let a convenient assumption close the gap; identify the person or service that can resolve it and the last safe time to ask.

Check the legal entity

The MCST, council, managing agent and contractor are not interchangeable custodians or decision-makers. Address the request to the party that holds the record.

For check the legal entity, this becomes consequential when â??You are checking arrears or a levyâ?• applies. The next move is to request the relevant account statement and approved contribution basis, but only after the underlying condition has been verified and dated.

Preserve context

[BCA information pack for subsidiary proprietors]() states the controlling point used here: A unit owner may apply to inspect general-meeting and council minutes, books of account and other records in the MCST custody. A single invoice may not show approval, scope variation, conflict disclosure or payment authority. Read the supporting sequence, not an isolated page.

For preserve context, record the result as confirmed, pending or not applicable. If it is still pending, do not let a convenient assumption close the gap; identify the person or service that can resolve it and the last safe time to ask.

Separate inspection from remedy

Seeing a record does not itself reverse a levy, invalidate a contract or prove misconduct. State the next decision the record will inform.

For separate inspection from remedy, this becomes consequential when â??You are checking an approved expenditureâ?• applies. The next move is to request the resolution, quotation or contract and payment evidence, but only after the underlying condition has been verified and dated.

Keep a clean evidence log

Dated requests and responses prevent later disagreement about what was asked and supplied. Save the request, acknowledgement, access date and copies obtained.

For keep a clean evidence log, record the result as confirmed, pending or not applicable. If it is still pending, do not let a convenient assumption close the gap; identify the person or service that can resolve it and the last safe time to ask.

A document-to-question matrix for minutes, accounts, contracts and correspondence

Start with Start with one question, then test Name the record and period and Check the legal entity. Show the input, the condition applied and the resulting action in separate columns. If a number is calculated, retain the arithmetic; if a route is selected, retain the branch that ruled out the alternative.

Input or condition	Evidence to keep	Decision it changes
You are checking an approved expenditure	Write the disputed decision in one sentence.	Request the resolution, quotation or contract and payment evidence
You are checking a council decision	List document type, meeting or transaction date and subject.	Request the meeting notice, agenda, attendance and minutes
You are checking arrears or a levy	Address the request to the party that holds the record.	Request the relevant account statement and approved contribution basis

A focused records-request template with date range, purpose and evidence log

Use Preserve context, Separate inspection from remedy and Keep a clean evidence log as the verification pass. Check the live condition, note the time checked and keep the response or document that supports the conclusion. Unknowns remain visible until resolved; they should not be replaced by a guessed price, deadline, eligibility result, service level or operating detail.

Worked example

An owner disputes a lift replacement levy. The useful file is not every council email from five years. It is the general-meeting resolution, contribution schedule, tender or contract, approved variations and payment records for that project. Those documents show how the cost was authorised and allocated, while any legal challenge remains a separate step.

The example is a calculation or decision model, not a guarantee. Change one material input at a time, preserve the original inputs and recheck the live authority or operator page before relying on the result.

Before you commit

1. Request the resolution, quotation or contract and payment evidence.

2. Request the meeting notice, agenda, attendance and minutes.
3. Request the relevant account statement and approved contribution basis.
4. Preserve the record first, then choose the proper forum.
5. Save the date and evidence used for every material condition.
6. Stop and ask the controlling authority, operator or qualified professional if a disputed fact changes the outcome.

Keep the property, party, document, amount and decision date in separate fields. A sales description, managing-agent explanation or remembered conversation should not replace the controlling plan, resolution, contract or regulator record.

Limits

Access and remedies depend on the current Act, regulations, by-laws and facts. Obtain advice for contested privilege, privacy or litigation issues.

For an adjacent live guide, see Condo MCST Insurance vs Your Own Cover: Find the Gaps. If the next decision shifts to a second practical issue, Condo By-Laws: What Owners and Tenants Must Check provides the relevant progression without duplicating this primary intent.

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