



Condo Dispute? Check the Strata Titles Boards Route First

Description

Do not start with the form. First identify the exact order you want, check that Part VI of the Building (Strata Management) Act gives STB power to make it, and organise a dated evidence bundle. Filing outside jurisdiction can be discontinued and the S\$500 fee is not refundable.

This guide is for a condominium owner deciding whether an unresolved MCST dispute belongs before the Strata Titles Boards. It resolves how to test jurisdiction and prepare a usable application without treating the tribunal as a legal-advice desk while keeping the controlling source and the reader’s own evidence separate.

Choose the branch that matches your situation

Situation	Practical next step
The issue may still be resolved directly	Send a concise written proposal and preserve the reply
The order appears within STB jurisdiction	Use the pre-filing tool and prepare Form 8 or Form 9
The requested order falls outside STB powers	Seek legal advice on the appropriate court or route
The application is accepted	Serve every respondent within five working days and prove service

The issue may still be resolved directly: Send a concise written proposal and preserve the reply.
The order appears within STB jurisdiction: Use the pre-filing tool and prepare Form 8 or Form 9.

Define the order, not only the grievance

Noise, leaks, by-laws, access, meeting resolutions and common-property alterations may feel like one broad conflict, but STB decides specified statutory matters. Write the outcome sought as an order and match it to the jurisdiction list. The Board is neutral and will not advise one side how to frame a case.

[STB application guide.](#)

Build the chronology before completing the form

Form 8 for an individual applicant requires a clear sequence from the earliest event to the present. Put each dated letter, council reply, photograph, invoice and relevant by-law beside the event it proves. Full-colour leak photographs should be labelled by location and date rather than dropped into an unsorted attachment set. [STB application guide.](#)

Budget the filing and service stages separately

The S\$500 application fee covers processing and the first two mediation sessions. It does not remove the applicant's duty to serve the accepted application and supporting documents on each respondent within five working days, then return the Memorandum of Service. [STB application guide.](#)

Prepare evidence for a private mediation

STB mediation is confidential and normally involves a Board of three or five members. Messages and other non-documentary evidence must be printed; new documents brought on the day require five identical copies. A successful settlement is signed, binding and enforceable. [STB mediation guide.](#)

Plan the next branch before the session

If mediation fails, the matter proceeds to directions and potentially a hearing. If the parties settle privately, the applicant should notify STB and copy the respondent so withdrawal notices can be issued. Keep the service proof and complete bundle until the matter is formally closed. [STB mediation guide.](#)

A simple evidence index saves hearing time

Number every page consecutively and create an index with date, author, recipient, issue and the point proved. Preserve originals separately. The working bundle should tell a neutral reader what happened without requiring them to reconstruct a chat history. [STB application guide.](#)

Know what the S\$500 does not buy

The application fee is not a legal-advice retainer, a guarantee of acceptance or a guarantee of success. STB says an out-of-jurisdiction application may be discontinued without a fee refund. That makes the jurisdiction check the highest-value step. [STB application guide.](#)

A worked decision example

An owner disputing an MCST refusal first requests the written by-law and decision, proposes a practical resolution, and records the reply. The owner then uses the pre-filing tool, states the precise order

sought, indexes dated evidence, files Form 8 and calendars service for the five-working-day window after acceptance. This is a planning example, not legal advice.

The requested order falls outside STB powers: Seek legal advice on the appropriate court or route.
The application is accepted: Serve every respondent within five working days and prove service.

Put the decision into a working file

1. State the exact order sought
2. Try an amicable written resolution
3. Check STB jurisdiction and applicant standing
4. Create a paginated chronology and evidence index
5. Budget the S\$500 application fee
6. Serve accepted papers and retain proof

Work through the list in order and attach a date, owner and proof to every completed item. If a live service, professional decision or authority response differs from this general guide, retain that response and follow the controlling requirement.

Mistakes that weaken the result

- Filing a general complaint without an order
- Expecting STB to advise one side
- Submitting unlabelled screenshots
- Missing the service window
- Assuming mediation produces an automatic ruling

These errors usually arise when a deadline, definition, payment route or live condition is assumed instead of checked. Stop before the consequential step if the evidence does not match the selected branch.

Before acting, reopen STB application guide and STB mediation guide, confirm that the relevant date, definition and service status still match the case, and save the outcome beside the supporting record. If the facts fall between two branches, use the authority's contact channel or an appropriately qualified adviser instead of forcing a convenient answer. The checklist earns its keep by creating an audit trail: what was checked, which source controlled, who decided, when the next deadline falls and what evidence proves completion. Recheck immediately before any payment, filing, booking or other irreversible commitment.

Continue with the adjacent task

Once this decision is recorded, [verify a property agent on CEA's public register](#). Then [choose the right land-title search](#). Each link solves a separate next-step question rather than repeating Strata Titles Boards condo dispute Singapore.

Questions readers ask about Strata Titles Boards condo dispute Singapore

Does every condo dispute belong at STB?

No. Only specified matters are within the Board's jurisdiction. [STB application guide](#).

What happens if mediation succeeds?

The parties sign settlement terms that are final, binding and enforceable. [STB mediation guide](#).

Can WhatsApp messages be used?

Relevant messages may be evidence, but STB requires non-documentary evidence to be reduced to paper form. [STB application guide](#).

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