

₽

Debt Recovery Message When Changing Owner on a Lot in Strata Master

When applying a Change of Ownership, a message may be received that the Lot is subject to Debt Recovery or there are Debt Recovery Charges on the ledger. The message can prevent processing of the Change of Ownership and needs to be rectified before proceeding.

Note that all amounts owing on the Lot, from the Selling Lot Owner, should be paid in full at settlement. Therefore debts should be cleared.

Items to Check to Clear This Message

The Lot Card

Firstly ensure that no funds are due by the Seller Lot Owner, or make arrangements for the payment to be made. Contact Strata Master Support if you require further assistance with managing a debt record for this owner.

1. Click on the Debt Recovery tab on the Lot Card.

🙁 Lot Owner - Mr Paul McCartney / Lot 2, Unit 2, Strata Plan 2222 - Read Only Mode 💿 💿 💌									
General	Agent/Tenant/Leases	Levies	Notices	Mortgages	Debt Recovery	Linked Lots			

2. Click Edit



3. Click 'Clear Debt Recovery'.

🤱 Lot Owner - Mr Paul McCartney / Lot 2, Unit 2, Strata Plan 2222 - Edit Mode 📃 💷 📧										
General	Agent/Tenant/Leases	Levies	Notices	Mortgages	Debt Recovery	Linked Lots				
Status: Currently in debt	recovery: Stage 1									
Payment Plan	Notes					Exclude from debt recovery				
Action date Debt recover 10/10/2023 Stage 1	ery stage Debt collector		ed c Date cleared Amount ov 00 \$2,496.9			35				
<						>				
Clear Debt Recovery	Print History	Create Action								

Pending Charges

It could be that there are pending charges recorded on this Lot. If so, you may wish to take note of these charges, push them through to the Lot and follow up as relevant.

The pending charges are visible in the Lot Card on the Debt Recovery tab as shown below.

👃 Lot Owner - Mr John Lennon & Ms Yoko Ono / Lot 1, Unit 1, Strata Plan 2222 - Read Only Mode 💿 💿 💽									
General	Agent/Tena Diary <- (F) Levies	Notices	Mortgages	Debt Recovery	Linked Lots			
Status: Currently not subject to debt recovery.									
Payment Plan	Notes				Exc	lude from debt recovery			
Action date Debt recove 12/10/2023 Stage 1	ry stage Debt collector		ved c Date cleared Amount ow 0.00 12/10/2023 \$1,592.4						

1. Navigate to Accounting > Process Pending charges > Debt Recovery.

Acc	ounting	Reports	Wizards	Configure	Utility	Wi	ndow	Help	Clie	ntID: D	EM
	Receipti Banking Levy Pro	-			Ctrl+1	>	Budg	jet	Owner	Quick	Rpt
Enter Creditor Invoices Approve Creditor Invoices				→ S√ 🛅							
	Make O	ditor Invoi ne-off Pay			Cti++	>	rporate Plan n		The Ow	ners Co 2222	rpor
	Issue In Issue Tri	voice ust Ledger	Cheques			>	Street n	umber		22	
	Process	Bulk BPAY	ry Paymen Payments				own/9	iuburb State	LIVERP NSW	OOL	
		er Invoicin Pending (2			>	1	Debt Re	ecovery		_
									,		

2. Enter the Plan number and click enter on your keyboard. A message will show if there are no charges.

8	Process Debt Recovery Pending Charges					
Ð						
	GST registered owners corporation selected Active Groups Enter Plan No. or Street Name or Body Corporate Name. 2222 2222					
F	Plan no. Lot no. Owner name	Date	Debt recovery s.	Cleared date Pending charge		
				Strata Master		×
				There is no pending charges for the sele	cted owne	rs corporation
						ОК

3. If there are charges pending, the charges will be listed. The charges can be posted (processed) or waived by cancellation.

Further Assistance

If you have checked the points above and the error message still appears, log a case with Strata Support for further assistance. You can do so through your MyMRI portal access or by phoning 1300 657 700.

13/10/2023 6:50 pm AEDT