Using a Non-Duplex Printer With VCAT Form in Strata Master

Summary

This article will provide set up steps to add a VCAT (Victorian Civil and Administrative Tribunal) form to the Levy and Debt Recovery Notices, where Mailroom is in use for posting of printed Notices. **Note** that this is a guide as in some cases the set up needs to be modified to see what works in individual agency systems, as this process is governed by printer setup.

This article will assist where, in other states or countries, forms similar to VCAT need to be attached to these Notices.

Note -The settings that works in your Agency is dependent on the printers that you have installed and the setup that you have configured. Configuration of printers includes whether the printers are duplex, non-duplex or mailroom. Setup includes permissions (access), geographical locations of users and the complex server setups now in use. Your IT may be required to assist.

Where Mailroom is not in use our article regarding duplex printing will provide the set up steps.

Mailroom

Mailroom is a printer install in Windows and accessed by Strata Master. There are no settings in Strata Master for Mailroom other than selection as a printer. Mailroom is not a duplex printer while the addition of a second page to the back of the Notices, requires a duplex printer. You are recommended to enquire with Mailroom how the VCAT page is sent as there may be updates to this.

In Strata Master, for emailing and printing of Notices, the Printer Selector is Mailroom.
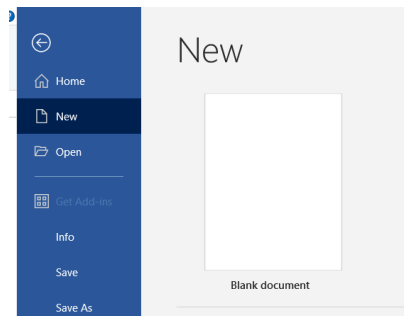
1. Navigate to File > Printer Selector
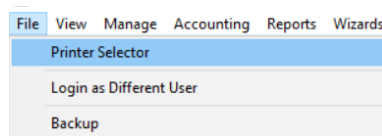
2. Ensure the printer selected for Levies is Mailroom. Click the Change button and select Mailroom if necessary.

The Levy Notice Comment Word Document

1. Open a blank Word document page. Locate Word on your workstation and open a blank page.

Note: MS Office version differences will vary this step.

2. Cut and paste the VCAT form details to the Word document. Copy from your records. Do not copy the details from below as this may not be current.

Important information on fees and charges

This section is part of the fee notice

Enquiries

If you have enquiries on the fees listed in this notice you can contact the owners corporation on the telephone number or at the address listed on the first page of this form.

Disputes

The *Owners Corporations Act 2006* (the Act), Owners Corporations Regulations (the Regulations) and the owners corporation rules (the rules) provide a number of options in dealing with disputes regarding owners corporations, managers, lot owners and occupiers. These are:
the owners corporation internal dispute resolution process
conciliation through Consumer Affairs Victoria
applications to the Victorian Civil and Administrative Tribunal (VCAT).

Internal dispute resolution process

If you believe the manager, a lot owner or occupier has breached their obligations under the Rules, Act, or Regulations, you can try to resolve the problem through the owners corporation internal dispute resolution process.
The internal dispute resolution process is set out in the Rules. Unless the Rules state differently, the following summary applies:
You can lodge a complaint by completing an 'Owners corporation complaint' form (available from the owners corporation).
A meeting will be held to discuss the matter with all persons involved in the dispute and representatives of the owners corporation. The meeting must be held within 14 days of all persons being notified of the dispute.
Persons involved in the dispute will be notified of decisions by the owners corporation.
If you are not satisfied with the outcome you can contact Consumer Affairs Victoria or VCAT (see below).

Conciliation through Consumer Affairs Victoria

You can contact Consumers Affairs Victoria regarding disputes. There may be times when Consumer Affairs Victoria will advise you to use the internal dispute resolution process if you have not already done so. For more information on complaints or general enquiries call 1300 55 81 81 or visit the Consumer Affairs Victoria website (consumer.vic.gov.au/contact).

Applications to the Victorian Civil and Administrative Tribunal (VCAT)

For all disputes that affect the owners corporation you can apply directly to the Victorian Civil and Administrative Tribunal (VCAT) to hear your case and make an order. For more information on VCAT applications call
1800 133 055 or visit the Victorian Civil and Administrative Tribunal website (vcat.vic.gov.au).

3. Select to 'Save As' and save as a PDF format (.pdf) and name as levynoticecomment. Ensure there are no spaces in the name.

levynoticecomment

PDF (*.pdf)
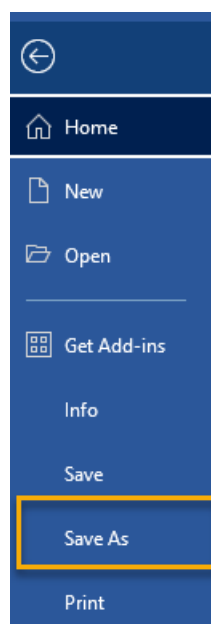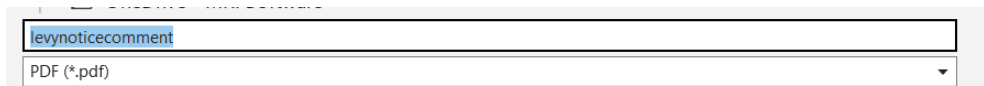
4. Save to the Server\Strata$\Data folder.

Note: There can only be 1 file called levynoticecomment in this folder.

Unused VCAT documents	03/09/2024 4:01 PM	File folder	
levynoticecomment.pdf	03/09/2024 4:03 PM	Adobe Acrobat D...	15 KB
Strata_Data.MDF	02/09/2024 2:22 PM	SQL Server Databa...	26,752 KB
Strata_Data_Blank.MDF	23/02/2024 8:18 PM	SQL Server Databa...	10,112 KB
Strata_log.ldf	14/04/2023 5:22 PM	SQL Server Databa...	504 KB
Strata_Log_Blank.LDF	23/02/2024 8:18 PM	SQL Server Databa...	1,280 KB
Strata_log1.ldf	03/09/2024 10:16 AM	SQL Server Databa...	768 KB
VCAT_template.rtf	12/06/2015 12:42 PM	Rich Text Format	92 KB

5. If the VCAT Template.rtf creates a conflict, or causes 2 VCAT pages to attach, you can move that file to another folder named 'VCAT Unused documents'.

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We do not recommend deleting the file in case your system setup changes and this file be required at a later date.

Collation to Other Notices

To attach a VCAT form to debt recovery notices, you will need to create a .pdf file for these also, and save them in the Data folder.

The naming convention required for Strata master to recognise these VCAT forms -

debtnoticecomment.pdf

An exception to this requirement is when a path to the levynoticecomment.rtf is set into the Association Type. When there is no path set, Strata Master will automatically pick up relevant comments as above from the Data folder.

Adding a VCAT Form as an Attachment in Levy Wizard

While it is possible to add an attachment in the Issue Levy screen, this will not be automated and will only generate the attachment for emailed levies.

The document attached will need to be a .pdf and attached at the time of the levy issuance.

For further Information

Please refer to the VCAT Instruction Article.

20/01/2025 6:53 pm AEDT