



Strata Living

Headline: Charging for record inspections

Topics: Access to Records

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Dear Tony: We purchased our condo in 2014, and at the time understood there had been an insurance claim the year before, but the strata minutes showed all of the repairs were done by the restoration company and documented. We have noticed some water staining and odours at the base of one of the walls so have some concerns about the extent of the repairs. We requested copies of the repair documents and insurance claim, but were told the claim was confidential and we were not entitled to the records. We challenged the confidential claim as it was simply a repair and restoration of the strata property so the company backed down but advised the records are hard to access and it will take time. We have since requested an appointment with our strata manager to inspect the documents that relate to the repairs and they have agreed; however, we have received a letter advising we will be charged \$100 per hour to access and review the documents. This all seems like stalling tactics. How do we access the strata records?

Mark F. Surrey

Dear Mark: A strata corporation must provide copies of records and documents required under the *Strata Property Act* within 14 days of a written request, unless it is a request of bylaws or rules which must be provided within one week. Your strata is required to also comply with the *Personal Information Protection Act* and may be required to redact personal information of other parties. The strata manager is the agent of the strata corporation, as a result acts at the direction of your strata council. You may wish to first start by requesting a hearing with council and formally requesting a copy of the records. If a strata does not provide access to records, owners and tenants can now use the Civil Resolution Tribunal to seek an order for the provision of the documents you are requesting. A strata corporation

is permitted to charge up to 25 cents per page for copies of the records, but they are not permitted to charge owners and tenants to inspect records. This means the strata manager is not permitted to charge owners or tenants to inspect records. The management company may have a cost agreement with the strata requiring your strata corporation to pay for additional services for inspections, but that is a charge to the strata corporation. For more information on the CRT go to: www.civilresolutionbc.ca