

Request for Water Relief

Sanctuary Cove Resort Act 1985, Building Units and Group Titles Act 1980

If you need help completing this form, please contact the Body Corporate Office on 07 5500 3333.

Section 1 — Your Details

Name and address of Owner who is seeking relief from Principal Body Corporate (PBC).	Name: _____ (Me/Us)
	Postal address: _____
	Suburb: _____ State: _____ Postcode: _____
	Phone: _____ Email: _____

Section 2 — Lot Details

Sanctuary Cove property details.	Lot Number: _____ Body Corporate: _____
	Property Address: _____

Section 3 — Claim

**** Please read 'Fact Sheet – Water Relief Fundamentals' for essential information prior to completing this Form.**

Checklist – Are you eligible (Yes, No, N/A)?

- The concealed leak was repaired in the main water supply pipe from which water enters the property.
NOTE: Pool leaks, tap leaks, toilet cistern leaks, irrigation system leaks, hot water system leaks, rainwater tank leaks, faulty top-up valves and plumbing fixtures are not eligible.
- The leak was repaired within two weeks of notification from SCBCS that a leak may exist?
- Proof the leak has been repaired (attach a copy of the tax invoice from the licenced plumber and photos of exposed leak)
NOTE: Please ensure the invoice states specific location of leak within the property, pipe type and size, confirmation that the pipe does NOT service the pool, irrigation system or pond and the date of the repair.
- The application is made within one billing period of identification or notification of the leak.
- The property on which the leak occurred must not have been subject to development, excavation or construction within the previous six months.
- Faulty Meter Replaced (attach a copy of the invoice from the licenced plumber stating date of replacement, final read, new meter serial number and details of testing conducted to conclude meter is over-reading)

Leak Details (attach a copy of the tax invoice from the licenced plumber)

Date leak suspected _____ Date leak repaired: _____

Two water meter readings

After leak is repaired, take two water meter readings one week apart in order to confirm your leak has been repaired successfully. Refer to Page 2 for instructions on 'How to Read Your Water Meter'.

Meter Serial Number:

Week One:

Week Two:

X _____

Date: _____

Date: _____

Reading: _____

Reading: _____

Section 4 — Authorisation

Signed by the Applicant.	I/We acknowledge that: I/we are seeking the approval of the PBC to issue a Water Relief credit for the specified claim period.	
	Signature: X _____	Signature: X _____
	Date: _____/_____/_____	Date: _____/_____/_____

Section 5 — Contact

Submit this completed Form, together with all supporting documentation to:

Email: enquiries@scove.com.au

Post: Sanctuary Cove Body Corporate Services, PO Box 15, Sanctuary Cove, Qld, 4212

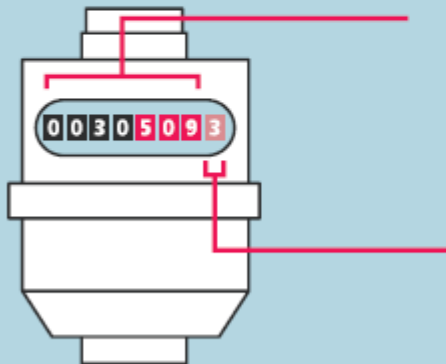
If you have any questions, please phone 07 5500 3333.

How to read your water meter

Your water meter is normally located at the front of your property.

Black numbers represent kilolitres and are used for billing.

The red numbers on your water meter represent litres. To calculate your daily water use, please follow the instructions below.

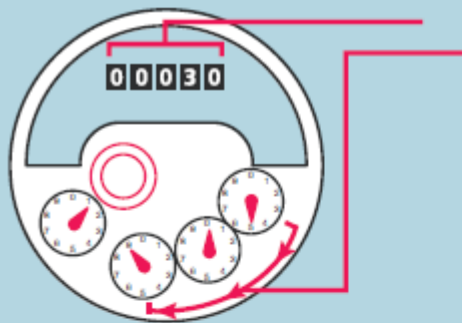


Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

or



Numbers and clock meter

- 1 Day one, record all numbers that you see here. Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day. **Both steps should provide you with a number similar to the diagram example 00030509.**
- 2 Day two, repeat step one. Conduct this reading at the same time as you did the reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Day one: Record numbers from your water meter as per instructions above.

Day two: At the same time as day one, record numbers from your water meter as per instructions above.

_____ L _____ L

Subtract the number found on day one from the number found on day two.

This is your household's daily water usage.

_____ L

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WATER RELIEF FUNDAMENTALS

WHO OWNS THE METER?

Water meters are owned and maintained by the Owner of the Lot. Owners are responsible for ensuring that their water meter is accessible for reading as well as functioning properly.

HOW DO I CHECK FOR LEAKS AT HOME?

Leaking pipes, toilets and taps can waste a lot of water, leading to high water bills. For example, a tap that drips once every second will waste up to 33 litres a day. The Sanctuary Cove Principal Body Corporate (PBC) is responsible for water leaks from the supply system up to but not including the water meter.

Water leaks that occur from water pipes and fittings on the property side of the water meter are the responsibility of the property owner. If you think you may have a leak or would like to check, follow the simple steps contained in the 'Water Fact Sheet' by visiting www.stratamax.com.au and using your StrataMax Owners Portal account to log onto your residential body corporate.

If you find a leak, turn off your water supply immediately and call a licensed plumber

CONCEALED LEAKAGE – WHAT IS COVERED UNDER THE PBC'S WATER RELIEF POLICY?

Concealed Leakage is to be defined as water escaping on the customer's side of the water meter from the property's main internal water pipe supplying water to the property. For the water leak to be considered concealed, it must be difficult to locate and there must be no visual or audible evidence of the leak.

The main internal water supply is to be defined as the underground water supply pipe from which water enters the premises and/or property from the Principal Body Corporate (PBC) or Primary Thoroughfare Body Corporate (PTBC) metered supply.

Relief will not be considered for water loss or leakage from, but not limited to, fixtures such as internal and external taps, toilet cisterns, hot water systems, water tanks, valves, plumbing fittings/water pipes which service the irrigation system or swimming pool. Relief will not be considered for leaks caused by construction, excavation, building renovation or similar activity on the property.

HAVE YOU MADE A CLAIM FOR WATER CONSUMPTION CHARGES FOR THE PROPERTY IN THE PREVIOUS 3 YEARS?

Only one application for water relief caused by leakage will be considered under the PBC's Water Relief Policy for potable water consumption charges every 3 years. However, the 3 year criteria does not apply to wastewater volumetric charges.

HAVE YOU BEEN ADVISED IN WRITING BY SCBCS THAT A FAULTY METER OR LEAK MAY EXIST?

If the owner of the property was advised in writing by SCBCS that a faulty meter may exist or a leak on the resident's side may exist, the subject matter must be replaced / rectified within two weeks of that notice to be eligible for water relief.

After the leak is repaired, two water meter readings must be taken to confirm that the leak has been repaired successfully. The application for water relief must be made within one billing period of identification or notification of the leak.

IS THERE A MINIMUM OR MAXIMUM AMOUNT OF REBATE YOU CAN CLAIM?

Water loss must be greater than 25kl and the maximum relief allowance will be a rebate amount equivalent to 201kl. There is an expectation that lot owners will do everything in their power to monitor water usage and act promptly to rectify damaged water infrastructure on their property.