



TERMS AND CONDITIONS OF SALE NEW SOUTH WALES

1 FEE FOR OUR SERVICE

Streamlines fixed fee cost relates to a standard record search in business hours. Our \$185.00 in NSW flat fee includes:

- inspection of the strata records
- fee to the Body Corporate
- preparation of the streamline report
- delivery of the report by e-mail
- up to 15 pages of copies relating to the property
- is inclusive of GST

2 ADDITIONAL COSTS AND UNUSUAL EVENTS

Additional costs can be made known to you prior to the inspection commencing. This will be confirmed when we call. We are unable to quote for the cost of copies exceeding Streamline's 15 free copies, as we do not know how many copies we will need to take until the record search has been completed.

We are unable to know if additional costs relating to any unusual events connected with the search will be levied. Unusual events include but, are not limited to, additional inspection instructions, split searches, return visits and revised report delivery instructions. Streamline will always use its best endeavours to keep its prices to the fixed cost amount but due to very low margins must recover additional costs.

E-mailing Reports

Streamline e-mails completed reports to its clients. Streamline will send a copy of your report to an additional e-mail address provided this address is made known to us when the order is placed. If for any reason a report needs to be sent by fax, mail or express post additional administration charges will be applied. Additional fees will need to be settled prior to the report being sent.

If an e-mail delivery failure comes to Streamlines attention we will redirect the report to another e-mail address or resend the report to enable you to receive your report. There is no charge for this service. It is the client's responsibility to alert Streamline if any report is not delivered in a reasonable time frame.

Streamline cannot be responsible if the client provides an incorrect e-mail address or the clients e-mail provider bounces, does not forward or for any reason does not deliver the report to the client.

Mailing & Faxing Reports

Streamline operates a paperless office environment as a result we do not print your report in hard copy. Reports which need to be sent by mail will attract an additional administration rate per page plus postage and handling. Reports which need to be sent by fax will attract an additional administration rate per page to cover charges and any STD costs. Fees will need to be settled prior to the report being sent.

3 REPORT PRODUCTION TIME

Streamline will endeavour to produce reports within 24 hours of having had access to the records. An urgent report can be ordered at the time when the order is placed. It is possible to have an urgent report completed within 2 hours after the search has commenced. Additional fees are payable for this service

4 CANCELLATION OF INSPECTION

In some circumstances a cancelled search will attract fees depending when the search is cancelled. Streamline begins to allocate administration effort after an order is received. As the process continues Streamline invests additional resources and costs. We have varied our cancellation costs to both be fair to Streamline's clients as well as Streamline. Cancellation of reports can only be



done during business hours and will only be accepted by telephone so cancellation activity can commence as soon as notice is received. Following is an outline of cancellation costs:

- 4.1 No cancellation fee - and no work has been done by Streamline.
- 4.2 Fee of \$33.00 inc GST - Order submitted and work has been done by Streamline
- 4.3 Fee of \$88.00 inc GST - Order submitted and cancellation has occurred after 2.00 pm day prior to inspection.
- 4.4 Fee of \$160.00 inc GST - Order submitted, and cancellation has occurred on the day of the inspection.

5 MISSING OR NON PRESENTATION OF RECORDS

It is Streamline's responsibility to make contact with the Strata Manager or the Secretary and arrange an inspection of the books and records. Streamline will use its best endeavours to ensure that the records are available for inspection at the agreed time of inspection. Upon arrival at the inspection Streamline will inspect the books and records presented. During the inspection if Streamline identifies that some books and or records are missing, we will note this in our report, however missing records is not the responsibility of Streamline nor can it be responsible for any costs related to a return visit if required.

6 OTHER MATTERS RELATED TO RECORDS

In some cases privately managed and smaller strata managers do not have photocopy facilities. Information can at times be given to our inspector verbally. Due to the very nature of problems associated with verbal information and our inspectors inability to confirm such information, no responsibility can be accepted by Streamline for information provided verbally to us by any secretary or managing agent of the owners corporation or for any failure on the part of the secretary or managing agent to make all of the books and records available.

7 PAYMENT METHOD

In order to keep costs down and to pass savings to Streamline clients, payments can only be made by credit card for non Company accounts. We accept Visa and Mastercard. Credit card details must be made available to Streamline when we ask. A Company acting for a client will be given access to our 30 day account system. An invoice received must be paid in full within the following 30 days.

8 PRIVACY AND SECURITY

Streamline will never use your details for any other purpose other than for the report you have ordered. Streamline will never sell, give access to, or transfer details to any party for any reason other than meeting obligations under the law. It is not Streamlines business to make money or gain advantage from passing private information to third parties

9 STREAMLINES REPORT

Streamline reports will include the following information in our reports:

- the strata roll,
- insurance details,
- balance of sinking fund
- balance of administration fund
- levy contributions
- we will copy the last 2 years of correspondence where matters relate to, or are of interest to the subject lot.
- we will copy the last 2 years of minutes.
- we will take copies of any matters related to the building and focus particularly on matters related to the specific lot

As the strata search industry is not regulated by any body or organisation there is a wide variety of reports offered to potential buyers from this industry. The variation in quality and report contents spans from the bottom where a report will only detail



balances and strata roll details through to extensive and highly detailed expensive reports which offer far too much detail, are difficult to understand and can often run into 70 plus pages. It is strongly recommended that a potential client makes themselves familiar with a Streamline report to ensure it meets the need prior, to entering into an agreement with Streamline.

10 ATTACHMENTS

Attachments to a streamline report will not be read or comprehended by the staff at Streamline. It will be the responsibility of Streamline's client to extract important information and identify and assess any problems associated with the strata scheme.

11 SAMPLE REPORT

It is a condition of sale that clients make themselves familiar with Streamline's Report before agreeing to the Conditions of Sale. More report detail can be found by viewing and or printing a Streamline sample report at www.streamlinestrata.com.au

12 ADVICE

Streamline is not in a position to give advice on whether to purchase a strata unit. Streamline Strata Searches always recommends that a pre-purchase building inspection be completed prior to settlement. Matters contained in a Streamline Strata Searches report may assist a building inspector to conduct a more thorough inspection and make more conclusive recommendations.

Streamline always recommends that a purchaser should get a Strata Search (even if it not a streamline report) before buying into a strata scheme as a building inspection will never replace an inspection which is carried out on the books and records.

13 GENERAL

Streamline's report will be a fair and reasonable overview of the affairs of the owner's corporation as at the date of the inspection on the basis of the books, records and information made available.

Documents attached to a Streamline report may disclose building defects, proposed works, legal disputes, current and proposed levies and special levies, attitude to keeping of animals, By-law changes and harmony within the complex. It is the responsibility of Streamline Strata Searches' client to determine how this may affect the purchase.

14 FORCE MAJEURE

Streamline Strata Searches will have no liability to the client in relation to any loss, damage or expense caused by Streamline Strata Searches failure to complete the order or to deliver the report as a result of fire, storm, flood, tempest, earthquake, riot, civil disturbance, theft, crime, strike, lockout, accident, breakdown, war, the inability of Streamline Strata Searches suppliers to supply necessary materials, any other act or omission of a third person, or any other matter beyond Streamline Strata Searches reasonable control.