

MANAGING STRATA MANAGEMENT DISPUTES

**STRATA
INSIGHTS**

AND WHAT YOU CAN DO?

When people of different backgrounds and interests live in the same estate as a community, there are bound to be disagreements and disputes. **Tolerance, understanding of others and clear communication are essential** to living together harmoniously.

Here are some avenues to **resolve conflicts amicably** while preserving community harmony:



DIRECT COMMUNICATION WITH INVOLVED PARTIES

The best way to resolve a dispute is for the parties to **come together and communicate with the intention of resolving the issue calmly and amicably**.

Listen actively to understand each other's perspective, **speak respectfully**, focus on the specific issue rather than resorting to personal attacks and **follow through on commitments** made during discussions.

This helps to **settle any misunderstandings** between neighbours and resolve issues quickly without formal intervention.



APPROACH YOUR MCST OR MA FOR ASSISTANCE

You may **seek assistance from the MCST or Managing Agent (MA)** even if the issue involves the MA or Council members.

This can be done through calls or in writing to the MCST or MA, to provide feedback or to seek advice.

Note:
Tenants should approach their landlords to raise concerns at the council/general meeting.



ENGAGE PROFESSIONAL MEDIATION

Engaging an **independent and neutral party** (e.g. Community Mediation Centre, Singapore Mediation Centre) to mediate may help, especially, when the disputing parties are unable to reach a resolution acceptable to all parties.

The role of the mediator is to guide the disputing parties to achieve their own resolution.

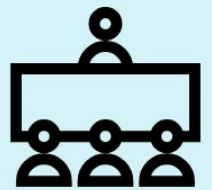
Those interested to apply for mediation can call in or make an online application.



FILE AN APPLICATION TO STRATA TITLES BOARD (STB) OR THE COURTS

The STB is a quasi-judicial tribunal established under the Building (Strata Management) Act 2004 [B(SM)A] **to mediate and adjudicate disputes** between SPs and MCSTs or between SPs.

Applicant/s may file an application with the STB under Sections 101 to 115 of the B(SM)A.



Useful Links:

CMC - <https://cmc.mlaw.gov.sg/>
SMC - <https://mediation.com.sg/>
STB - <https://www.stratatb.gov.sg/>



Multiple avenues exist for various types of disputes between stakeholders. **Parties should make careful considerations before proceeding**, as different resolutions may involve costs, varying timeframes, and potential impacts on relationships.

The Building and Construction Authority has introduced a set of Strata Management Guides for stakeholders to better understand the strata management framework.

For more information on Dispute Resolutions refer to BCA's Strata Management Guide 9 at go.gov.sg/bca-smg.



Strata Insights is a series of bite-size information for all MCST stakeholders on various aspects of living in a strata property.

