



CHAPTER 11: RESOLVING DISPUTES AT STRATA TITLES BOARDS

Owners in strata schemes “must make daily negotiations between their individual desires and their responsibilities to neighbours, civic interests and broader society”.

– Hazel Easthope & Bill Randolph,
“Collective Responsibility in Strata Apartments” in *Multi-Owned Property in the Asia-Pacific Region* (Erika Altmann & Michelle Gabriel eds)
(Palgrave MacMillan, 2018)

When people of different backgrounds and interests stay in the same estate, there are bound to be disagreements and disputes. In order to live happily in a community, everyone has to practise good neighbourliness and there has to be some give and take. With this in mind, let us look at the various ways in which disputes can be resolved in strata living.

(1) Resolving disputes by talking to the other party

The first thing that one can do when involved in a dispute is to come together and discuss the problem. The possibility of finding an amicable solution at this stage is higher.

(2) Mediation

When the disputing parties are unable to find an amicable solution, they can approach the Strata Titles Boards (“STB”) for assistance. STB are tribunals established under the Building Maintenance and Strata Management Act (“the Act”) to mediate and hear disputes arising in respect of strata titled property and orders for collective sales of property. STB consists of members (lawyers and experienced practitioners in the real estate and building industry) who have the expertise to facilitate mediation and assist parties to arrive at an amicable solution. The following types of disputes listed in the Act can be heard by STB:

- Disputes on inter-floor water leakage [Sections 101(1)(a) and/or 101(8)]
- Settlement of a dispute with respect to exercise of a duty imposed by the Act or the by-laws of the property [Section 101(1)(c)]
- To convene a general meeting [Section 102]
- To invalidate a resolution [Section 103]
- To nullify a resolution [Section 104]
- To revoke an amendment or addition of a by-law [Section 105]
- To invalidate a by-law [Section 106]
- To vary the rate of interest in respect of late payment of contribution [Section 107]
- To vary the amount of contributions levied or the manner of payment thereof [Section 108]
- To vary the amount of insurance to be provided [Section 109]
- To make or pursue an insurance claim [Section 110]
- That a management corporation consents to the subsidiary proprietor’s proposal for alterations to the common property [Section 111]
- To appoint a managing agent to perform certain powers [Section 112]
- To supply documents [Section 113]
- For entry to lot [Section 114]
- To resolve dispute between management corporations and subsidiary management corporations [Section 115]

(3) Arbitration

Where mediation fails, the matter will proceed to arbitration and an order will be issued. Contravention of the order is an offence under the Act [Section 120].

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Day(s)	STB’s Office Hours
Mon to Thurs	8:30 AM to 5:30 PM
Fri	8:30 AM to 5:00 PM
Closed on Sat, Sun & Public Holidays	