



## Guide to NSW Legislation changes 2025

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## OVERVIEW

The *Strata Schemes Legislation Amendment Bill 2024* in New South Wales (NSW) passed early 2025 and introduced changes to strata laws to improve the experience for people who own or live in strata. These changes are being delivered in stages and include different sets of reforms. For more information, you can visit the [New South Wales Government's website](#).

On 27 October 2025, the next stage of changes commence. To help you comply with these new requirements, you'll see the below changes in PIQ in the **October 2025** release.

- 1. New default system templates** – The due, arrears, final and legal notice templates for NSW have been updated to include a *Financial Hardship Information Statement*. Read more about this [here](#). You can also find a PDF copy of the NSW Government statement [here](#).
- 2. New receipting rule** – A new rule will be automatically enabled under application settings and applied to NSW buildings, ensuring payments for lots in arrears are receipted in a specified order during TXN processing. Read more about this [here](#).
- 3. Waiving interest during levy receipting** – The system will no longer waive any interest due when the principal levy amount is fully paid. You can now manage this using a new application setting. Read more about this [here](#).

You can read more information about these changes in this guide and in our detailed release notes [here](#).



To start using the new templates and understand system changes to levy receipting and penalty interest, there are **important actions you need to take on or before 27 October 2025**.

See section '[What you need to do](#)' for a summary of instructions.

### DISCLAIMER

This information has been prepared to assist you to get the most out of the PropertyIQ system. The information contained in this document does not constitute legal, financial, tax, accounting or any other advice, and nor should it be construed as such. Compliance with any laws which apply to you is your responsibility. You should obtain legal, financial, tax, accounting or any other advice before making any decision regarding this information. The PropertyIQ Products are versatile and adaptable to different jurisdictions and requirements. Accordingly, PropertyIQ does not certify or guarantee compliance with any Laws which might apply to you, and PropertyIQ disclaims all such liability. The use of this information by you is at your complete discretion and is wholly your responsibility. PropertyIQ accepts no liability for any loss howsoever caused arising from reliance upon the information contained in this document.

## Updated levy templates to include hardship statement

The default system templates for Due, Arrears, Final and Legal Notices have been updated to include the *NSW Government Financial Hardship Information Statement* as a second page. You can find a PDF copy of the NSW Government statement [here](#).

The following template types in the library have been updated to include the statement:

- NSW MBL Arrears Notice
- NSW MBL Arrears Notice (CA)
- NSW MBL Due Notice
- NSW MBL Due Notice (CA)
- NSW MBL Final Notice
- NSW MBL Final Notice (CA)
- NSW MBL Legal Notice
- NSW MBL Legal Notice (CA)

### Important

1. Existing templates in use by clients are **not** being updated to ensure that any customisations are not affected.
2. To adopt the new system templates, you'll need to **create** and enable new templates from the global library under File>Templates. See [below](#) for more instructions.
3. By including the *NSW Government Financial Hardship Information Statement* as a second page to the notice template, you'll see that for large notices requiring more than one page, the second page with the statement will be also duplicated. This may **not** be ideal for arrears, final or legal notices where there's significant arrears, so the attachments function might be a better alternative. See [below](#) for instructions on using global attachments instead.

## What you need to do – Apply new templates

You can view and start using the new template by logging into PropertyIQ.

1. Go to *File> Templates> Standard Merge Templates*
2. Select *+New* button
3. Search and locate the new template from the list e.g. NSW MBL Due Notice
4. Enter a relevant template name
5. Select *+Create* button
6. In the *Selected* column, **tick the checkbox** against the newly created template to **ENABLE** it so that it's used for all notices moving forward.

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QLD

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ACT

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Macquarie Bank

Westpac

ALL

Name	Type	State	Bank Type	Folio	Selected
Due Notice (New 2025)	NSW MBL Due Notice	NSW	Macquarie Bank		<input checked="" type="checkbox"/>
NSW MBL Due Notice (CA)	NSW MBL Due Notice (CA)	NSW	Macquarie Bank		<input type="checkbox"/>

## Alternative way to provide hardship statement – Global attachments

If you prefer **not** to include the statement as a second page within the notice template, you can also provide it as a separate attachment to the notice using the existing global attachments function (or building attachments functions if necessary).

To include the *NSW Government Financial Hardship Information Statement* as an attachment to a notice, you can follow the below steps.

1. Download a PDF copy of the NSW Government statement [here](#).
2. Save the statement into your PIQ as a global supplier document e.g. save against Managing Agent supplier. Note: The document must be saved in your PIQ before you can select it as a global attachment.
3. Go to *Utilities>Settings>Cover Pages and Attachments*. Edit and select the document as an attachment against each notice type as required. Save your changes. See below example.

The screenshot shows the PropertyIQ Strata Settings interface. The top navigation bar includes icons for File, To Do, Processing, Billing, End of Period, Reporting, Utilities, Help, and Log Out. The main header is 'Settings'. Below it is a tabbed interface with tabs for Company Details, Application Settings, Meetings, Compliance, Mailing House, Portal Integration, Bank Settings, Reminders, File System Related, and Cover Pages and Attachments. The 'Cover Pages and Attachments' tab is active. On the left, there is a 'Folio: Global Settings' dropdown. Below it, the 'Cover Pages' section lists various notice types with dropdown menus and refresh icons. The 'Attachments' section, highlighted with a red box, lists the same notice types with dropdown menus and refresh icons. The 'Due Notice' dropdown is currently set to 'NSW-strata-financial-h'.

## NEW RECEIPTING RULE

### What is the new rule?

A new rule has been introduced under *Utilities>Settings>Application Settings* in the 'Pre-allocation rules' table – see Rule 5 in the screenshot below.

This new rule is applied to all **NSW buildings** and is automatically enabled (and cannot be disabled), ensuring payments for lots in arrears are receipted in a specified order during TXN processing. You do not need to do anything to start using this new receipting rule.

### When is rule #5 used?

- It's automatically enabled and used during TXN processing under *Processing>Receipts>TXN Files*.
- It'll be used when auto-allocating levy receipts to any lots in arrears in a NSW building.

### How are levy receipts allocated using rule #5?

1. Firstly, allocates to principal amounts on all overdue standard levies and special levies of section type 'Special contributions', in due date order (oldest first)
2. Then to interest on those overdue levies, in due date order (oldest first)
3. Then to special levies of section type 'Expenses in recovering contributions', in due date order (oldest first)
4. Then to any other levies or charges on the ledger, in due date order (oldest first).

**NOTE:** For any NSW lots **not** in arrears, it'll continue to allocate payments to future dated levies in due date order.

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Txn Processing

**Pre-allocation Rules**

When processing a TXN file, these rules determine how each owner deposit will be pre-allocated to the owner's levies. The below rules will be applied in order until one of them matches. Any disabled rule will be skipped.

Order	Enabled	Rule
0	<input checked="" type="checkbox"/>	<b>Search for matching direct debit transactions</b> Search for direct debit transactions created via the Billing > Direct Debit screen for levies that have not been fully paid. Matching deposits to the transactions on the exact amount, and the CRN. The allocation will done according to the details of the direct debit transaction. This rule may not be disabled.
1	<input checked="" type="checkbox"/>	<b>Allocate credit receipts</b> If all the owner's levies are fully paid, allocate the deposit to credit. This rule may not be disabled.
2	<input checked="" type="checkbox"/>	<b>Search for matching special levies</b> Search all unpaid special levies (including those in the future), and allocate to the first one exactly matching the deposited amount.
3	<input type="checkbox"/>	<b>Allocate to the oldest levy group</b> Group all unpaid levies by due date, then allocate to the group of oldest levies if their sum equals the deposited amount. You may not enable both this rule and rule 99 (below).
4	<input type="checkbox"/>	<b>Allocate to all levies first then back to oldest penalties</b> Allocates to all standard levies first, part paying if necessary. Any remaining amount is allocated to special levies, starting with the oldest and proceeding in date order. Partial allocations will be assigned using the Autofill Settings, below. For QLD buildings: Allocates to penalty interest first, then standard levies, part paying if necessary. Any remaining amount is allocated to special levies, starting with the oldest and proceeding in date order. Autofill settings for partial allocations are ignored as this rule still applies for partial payments.
5	<input checked="" type="checkbox"/>	<b>Allocate to principal on all overdue contributions in due date order, then to interest, then to remaining charges (NSW buildings only)</b> For NSW buildings, first allocates to the principal on all overdue standard levies and special levies in due date order, then to interest on those overdue levies, then to special levies of type 'Expenses in recovering contributions' in due date order, and then to any other charges in due date order. Once overdue levies are fully paid, allocate to future dated levies in due date order. Autofill settings for partial allocations are ignored as this rule still applies for partial payments. Enabling this rule causes 100% of identifiable owner deposits to be pre-allocated. You can still review the pre-allocations and modify them if you wish. This rule is only compatible with rule 0 and rule 1 (i.e. rules 2, 3, 4 and 99 will not apply to NSW buildings).
99	<input checked="" type="checkbox"/>	<b>Allocate to levies in due date order, part paying if necessary</b> Starting with the oldest levy and proceeding in date order, fully and/or partly pay levies until the full amount is allocated. Partial allocations will be assigned using the Autofill Settings, below. Enabling this rule causes 100% of identifiable owner deposits to be pre-allocated. You can still review the pre-allocations and modify them if you wish.

**Auto Waive Interest**

Automatically waive any remaining interest if the principal Admin or Sinking amount has been fully paid and the total outstanding interest across Admin and Sinking is less than or equal to

**Autofill Settings**

When processing a TXN file (or creating an owner's manual deposit), these settings determine the order in which partial levy allocations are assigned when using Autofill.

**Autofill Order:**

## Need to allocate receipts in a different way or specific order?

If you're instructed to apply a levy payment in a specific way by the lot owner in a payment plan or by a court or tribunal, you have the following options.

- **Enable 'Repayment Plan' or 'Legal Action' options** on the lot card. This disables automatic allocation of receipts for the lot during TXN processing (which uses the pre-allocation receipting rules) and you will need to manually allocate payments against items on the lot's ledger in the TXN processing screen.
  - See [below](#) steps to enable manual receipting for a lot.
- Alternatively, you can **retrospectively adjust levies and receipts** on a lot's ledger using the Transfer To/From Credit function under *Processing>Adjustments* screen. Note that any to/from transfer adjustments you make will remain visible on the ledger and ledger reports.

### ENABLE MANUAL RECEIPTING – ENABLE PAYMENT PLAN/LEGAL ACTION OPTIONS ON LOT CARD

1. Go to *File> Lots* and open the lot card
2. Go to *Settings* tab
3. Go to *Legal Action* or *Repayment Plan* accordions
4. Select the *Edit* button on the lot card
5. Tick the checkbox 'Legal Action' or 'Repayment Plan'
6. Select the *Save* button

**NOTE:** Do not tick 'Auto Allocate Levy Receipts' checkbox if you want to manually allocate receipts.

The screenshot displays the 'Lot/Owner' settings form in PropertyIQ. The form is divided into several sections: 'S/Plan' (123 MB 50 Martin Place), 'Owner Info' (Owner Name: Owner 1), 'Category' (Primary selected), 'Street Name' (Martin Place), 'Suburb' (SYDNEY), 'Accessory Unit', 'UOE' (5), and 'CRN' (0000223080). Below these is the 'Debt Collection' section with a 'Stage' dropdown and an 'Exclude from Debt Collection' checkbox. A 'Notes' field is also present. At the bottom, there is a navigation bar with tabs: Contact, Info, Delivery, Settings, Ledger, Notes, Documents, Alerts, SMS, Emails, and Log of Changes. The 'Settings' tab is active, showing two accordions: 'Legal Action' and 'Repayment Plan'. The 'Repayment Plan' accordion is expanded, revealing the 'Repayment plan' checkbox (which is highlighted with a red box), the 'Auto Allocate Levy Receipts' checkbox, and a 'Notes' field. Below the notes field is a 'Delinquency Date' field.

## NEW SETTING TO WAIVE INTEREST DURING LEVY RECEIPTING

PropertyIQ will **no longer automatically** waive the balance of any interest due when the principal levy amount is fully paid. This ensures that any outstanding interest remains due and payable against the lot, whilst the lot is making part payments or is in a payment plan.

**IMPORTANT NOTE:** This behaviour applies to all lots in all States, not just NSW buildings or lots.

- A new global application setting called '**Auto Waive Interest**' has been introduced under *Utilities>Settings>Application Settings* – see screenshot [below](#).
- This new setting controls the waiver of any penalty interest and uses a set threshold amount. By default, this amount is set to **\$0.00**.
- PIQ will only waive interest on a lot when the total balance of interest (across admin and sinking) is **less than or equal to** the set threshold amount.
- For example, when set as \$0 = PIQ will never waive interest. When set as \$15 = PIQ will waive interest if the total balance of interest on a levy (across admin & sinking) is \$15 or less, AND when the principal amount of that levy is fully paid during automatic TXN receipting.

Changes have been made to various functions, reports and screens in PropertyIQ to ensure the system continues to behave as expected for lots in arrears where interest is still due and principal amounts have been paid. These areas include TXN receipting, manual deposits, lot ledger, financial reporting, arrears reporting, levy cancellations and adjustments (transfer to/from credit, levy maintenance), direct debit and due/fee notices screen.

### What you need to do – Set threshold amount

If you want PIQ to waive interest when principal levy amounts are fully paid, you'll need to set a threshold amount under the new setting.

- Go to *Utilities>Settings>Application Settings*
- Select *Edit* to enter edit mode
- Go to *TXN Processing* section
- Under the '**Auto Waive Interest**' setting, set an amount to two decimal places.
- Select *Save* to save your changes

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5	<input checked="" type="checkbox"/>	<div>Other charges in due date order. Once overdue levies are fully paid, allocate to future dated levies in due date order. Autofill settings for partial allocations are ignored as this rule still applies for partial payments. Enabling this rule causes 100% of identifiable owner deposits to be pre-allocated. You can still review the pre-allocations and modify them if you wish. This rule is only compatible with rule 0 and rule 1 (i.e. rules 2, 3, 4 and 99 will not apply to NSW buildings).</div>
99	<input checked="" type="checkbox"/>	<div><b>Allocate to levies in due date order, part paying if necessary</b></div> <div>Starting with the oldest levy and proceeding in date order, fully and/or partly pay levies until the full amount is allocated. Partial allocations will be assigned using the Autofill Settings, below. Enabling this rule causes 100% of identifiable owner deposits to be pre-allocated. You can still review the pre-allocations and modify them if you wish.</div>

**Auto Waive Interest**

Automatically waive any remaining interest if the principal Admin or Sinking amount has been fully paid and the total outstanding interest across Admin and Sinking is less than or equal to

**Autofill Settings**

When processing a TXN file (or creating an owner's manual deposit), these settings determine the order in which partial levy allocations are assigned when using Autofill.

**Autofill Order:**

1. **Provide required hardship statement with levy notices:** You have two alternative options.
  - a) **Add and start using the new system templates:** Add and apply the new system notice templates that include the hardship statement under *File> Templates> Standard Merge Templates> +New button*. See instructions [here](#).
  - b) **Alternatively, use global attachments to distribute the hardship statement:** As an alternative to including the *NSW Government Financial Hardship Information Statement* within the notice template itself, you can instead set this up as a global attachment for each relevant notice. See instructions [here](#) to use global attachments.

Note: By including the *NSW Government Financial Hardship Information Statement* as a second page to the notice template, you'll see that for large notices requiring more than one page, the second page with the statement will be also duplicated. This may **not** be ideal for arrears, final or legal notices where there's significant arrears, so the attachments function might be a better alternative.
2. **Review new receipting rule:** Review the new pre-allocation rule used for NSW buildings during TXN receipting. There's information about when this rule is used, how it applies payments and a tip if you need to manually receipt payments for a lot in a specific way (without using the automatic receipting rules). Read more [here](#).
3. **Review new application setting to waive interest AND set threshold amount:**
  - Review the new application setting that controls the waiving of interest on levies when principal levy amounts are fully paid. Read more [here](#).
  - Set a threshold amount for 'Auto Waive Interest' setting if you want to continue to waive interest on levies when principal levy amounts are fully paid. See instructions [here](#).