Release Notes
July 2025

This release includes changes to:

- PropertyIQ
- Portal
- PIQ+

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Improvements for legislation changes (QLD)

1. To help you comply with the QLD legislation changes commencing 1 August 2025, you'll see a range of improvements in PIQ including:
    a. New system default templates for the *Information Certificate*, *Body Corporate Certificate (disclosure)* and *Body Corporate Certificate (disclosure)(BUGT)*.
    b. New merge fields to help with the pre-population of information in the certificate templates.
    c. New data fields on the building card to capture information required in the certificates.

    You can view our **Guide to QLD Legislation Changes 2025** for a detailed explanation of the changes and some helpful screenshots.

2. **Changes to info cert generation screen** – When generating a certificate under *File> Lots> Lot card* for schemes under BCCMA, you'll now see updated certificate options as 'Information Certificate' (previously Section 205) and 'Body Corporate Certificate (disclosure)' (previously Section 206) to align with the legislation changes.

Improvements for legislation changes (NSW)

3. **Disclosure of embedded networks in certificates** – See below 'Item 7 - New fields on building card for pool and embedded networks'.
4. **Updated 'Section' list on special levy screen** – For NSW buildings, we've updated the section descriptions for which a levy can be struck under *Billing>Special Levies* to align with correct terminology and in preparation for the section types to be used in upcoming receipting changes required in NSW legislation changes coming later in 2025.

    Changes include:
    a. Renamed the type 'Cost of Legal Proceedings' to 'Expenses in Recovering Contributions'
    b. Renamed the type 'Recoverable as a Debt' to 'Other Recoverable Amounts'
    c. Renamed the type 'Additional Amenities' to 'Additional Amenities and Services'
    d. Removed the type 'Pecuniary Penalties'

5. **Improved special levy categorisation when oncharging to lot** – For NSW buildings, we've introduced the 'Section' list under *Supplier Transactions view>Charge Owner* and *File>Access Register>Building Access item>Sell Access Item* so you can properly categorise special levies oncharged to the lot. This is in preparation for the section types to be used in upcoming receipting changes required in NSW legislation changes coming later in 2025.

Updated fee & final notice templates (VIC)

6. **New default templates for Fee, Arrears, Final and Legal notices (VIC)** – New templates are available that are based on new approved forms released by *Consumer Affairs Victoria*. The forms are available from Consumer Affairs website **here**.

   The new templates are called *VIC MBL Due Notice* (or fee notice), *VIC MBL Arrears Notice*, *VIC MBL Final Notice* and *VIC MBL Legal Notice*.

What you need to do

To ensure compliance, start using the new templates or update your existing templates so they're in line with the revised forms.

- You can access the new templates from File> *Templates> +New* button. Find the relevant template in the list, edit and save, then select the new template for use in PIQ by ticking the checkbox in the *Selected* column.

Info Certificates

7. **New fields on building card for pool and embedded networks (All States)**

   a. New data fields – Under *Building card>Info tab>Info Certificate accordion>Details tab*, you'll see new fields to record information about whether the building has a regulated swimming pool and if there are any embedded networks (electricity, hot water/gas, internet/data). These fields are defaulted to blank, with the options of *Yes* or *No*.

   b. New merge fields – There are new merge fields available in all certificate templates so you can include information about the swimming pool and embedded networks. The new merge fields are {{Swimming_Pool}, {{Embedded_Electricity}}, {{Embedded_Water}} and {{Embedded_Internet}}.

What you need to do

- Review your certificate templates and add the new merge fields for pool and embedded networks where required.
- Update the new data fields under *Building card>Info tab>Info Certificates accordion* for your buildings. This will ensure any important information is automatically merged into your certificates.

8. **Improvements for viewing last info certificate (QLD & ACT)** – As both QLD and ACT buildings have two types of certificates that can be generated for a lot, when clicking the 'Last Info Certificate' button on the lot card and the lot has had both types generated, you'll be asked which one you'd like to view. If the lot has had only one type issued, it'll automatically open that type.
9. **Adding lots for ceiling insulation (ACT)** – An issue has been fixed which was preventing a user from adding lots to the ceiling insulation section under *Building card>Info tab>Info Certificate accordion>Details tab*.

General

10. **Building charges in global audit trail** – To improve visibility and tracking of changes to building charges on *Building card>Charges tab>Configure charges* screen, the below changes will now be shown in global audit trail under *Utilities>Audit Trail*.
    a. Fixed charges: Changes to Frequency, Charge cycle, Agreement start and end dates, Management fee, auto increase details.
    b. Sundry charges: Changes to Amount, Description, Account and Category for each sundry charge, adding and deactivating a sundry charge.
    c. Variable charges: Changes to variable charge schedule that is selected for the building/schedule, editing the individual charges within a variable charge schedule.
11. **Outgoing emails –** A loading issue on the outgoing emails screen has been fixed under *Utilities>Emailing*, caused when trying to select all emails in the list.
12. **Supplier ledger** – To improve performance and the user experience, changes have been made to the loading and viewing of transactions on the ledger tab of a supplier to accommodate large volumes of transactions being searched at once.
13. **Audit trail report** – When generating an audit trail report under *Reporting> Management> Audit Trail*, you'll now see a warning that'll prevent you from generating or exporting a report with more than 25,000 records.

PORTAL

Self-Servicing Delivery Preferences

We are introducing a new self-servicing feature that allows owners and committee members to update their delivery preferences for email and post from directly within the portal. This enhancement provides greater flexibility and control over how they receive important communications and documents.

For more information on how to enable and use this new feature, you can:

- view our article **Self-servicing delivery preferences real-time**
- share our article **Change your delivery preferences in 3 steps** with your customers.

Improved Tablet and Chromebook Viewing Experience

Our team has optimized the PropertyIQ Portal to provide a better viewing experience on tablets and Chromebooks.

Up-to-Date and Secure Technology

We've invested significant effort into ensuring that the PropertyIQ Portal is secure and utilises the latest, up-to-date technology. While these changes may not be visible to the eye, they are crucial in maintaining a secure and reliable portal for all users.

Meetings

1. **Agenda items in Libraries** – We've made a range of improvements so you can view, create and manage agenda items (non-voting discussion items) in the global library, including adding them to global meeting templates. This expands on the improvements in the April 2025 release, which already allows you to create adhoc agenda items at the meeting level.
    a. 'Motions' library under *PIQ+>Libraries* menu has been renamed to 'Items' library to allow for all agenda item types in the library.
    b. You can now view and create agenda item templates along with motion templates in the global library. When going to *Libraries> Items> Create item*, you'll now select which type of item you want to create, agenda item or motion.
    c. You can now add an agenda item template to a meeting template.
    d. You can archive and duplicate agenda item templates in the global library, like you can with motion templates.

2. **Improvements to merge fields**
    a. New personalised merge fields for email templates – You can now personalise your email templates for PIQ+ meetings using the following new merge fields: *Owner name, Lot number, Unit number, Recipient name, Lot street number* and *Lot street name.* These merge fields can be used in both the email subject and email body.
    b. Change to 'Manager phone' merge field – This merge field will now be populated with the manager's business hours (Bh) phone number, instead of after-hours (Ah), which is taken from *PIQ> Utilities> Security> User> Contact> (Bh) field*. This merge field's help-tip in the merge field library has also been updated to include (Bh) as the data source.
    c. Fix for 'Date' & 'Last AGM' merge fields – An issue has been fixed that was causing these fields to not be populated with dates.