



COVID-19 DISPUTE RESOLUTION PROTOCOL

Commission of Strata Corporations

ABSTRACT

The following is a COVID-19 Dispute Resolution Protocol put in place by the Commission of Strata Corporations, as a response to the on-going Pandemic.

Tricia Harris

Manager, Commission of Strata Corporations



COMMISSION OF STRATA CORPORATIONS – COVID -19 DISPUTE RESOLUTION PROTOCOL

INTRODUCTION

The following is a COVID-19 Dispute Resolution Protocol put in place by the Commission of Strata Corporations, as a response to the on-going Pandemic. It outlines preventative measures enacted by the organization, partially based on directives from the Government of Jamaica. The Protocol is effective from June 1, 2020 until further advised. It details how dispute resolution services are being offered at this time and also provides general guidelines for interacting with the organization.

Thank you for your continued kind co-operation and patience during this period, as we work together to ensure that you receive optimal service in a safe environment. We will continue to notify you as soon as we are able to revert of our normal operational protocols.

1.0 Filing the Application

1.1 All applications shall include:

- (i) The application fee of \$4,000.00 per complaint
- (ii) Completed form 10, which is available on the Commission's website (www.csc.gov.jm) under '**Forms**'.
The application will be rejected if the any section of the form is left incomplete.
- (iii) Proof that the Applicant has served the Respondent a copy of the application form and written complaint. For example, a copy of the registered receipt or a signed copy of the application form.
- (iv) A copy of the written complaint setting out the details of the events (any relevant sections of the bylaws and/or Act that relate to the complaint – **if known**)
- (v) Completed Sanitation Agreement which is available on the Commission's website (www.csc.gov.jm)

1.2 All applications are to be signed by the Applicant or the Chairman of the executive committee and the seal of the corporation affixed to form 10, where the applicant is a strata corporation.

1.3 Application fees are to be paid into the Commission's bank account using any of the following methods:

- i. **In Branch** at any Bank of Nova Scotia using; Account No - 803147, Branch - New Kingston (50575), CCP# - 601 8020 768 279 429 and **your four-digit strata plan number (eg. 0123)**
- ii. **NCB Bill Payment**; Category - Other, Payee - Commission of Strata Corp CSNK, Customer Code - **your eight-digit strata plan number (eg. SP000123)**
- iii. **Scotia Bill Payment**; Payee - Real Estate BD/CSC and Account Number - your eight-digit strata plan number (eg. SP000123)
- iv. **Third Party Transfer**; Bank - Bank of Nova Scotia, Branch - New Kingston (50575), Account No – 803147
- v. **Debit/Credit** Cards at our offices – please refer to the Commission’s general protocol for using these services.

Please note: To guarantee that payments are credited to your account, kindly ensure that proof of payment for example, stamped slip, screenshot and/or printed receipt, clearly identifying payment date is sent to the Commission via email to info@reb.gov.jm.

- 1.4 Applications may be filed by email to info@reb.gov.jm, by mail or delivered to our drop box at 24 Trafalgar Road, Kingston 10 between the hours of 8:30 a.m. and 4:00 p.m. Mondays to Fridays.
(Please note that applications delivered to our drop box will be processed after 24 hours has expired).

2.0 Response to the Application

- 2.1 The Commission will acknowledge the application by email to the address provided on the application form within five (5) working days of receipt of the application.
- 2.2 Written notification (including the Commission’s Sanitation Agreement) will be sent to the Respondent by email or regular mail to the address provided in the application within five (5) working days of receipt of a properly completed application

- 2.3 The Respondent is to file their submissions along with the signed sanitation agreement within five (5) days of receipt of the Commission's notification of the application.
- 2.4 If the Respondent fails to agree to the sanitization protocol then the matter will be adjourned to a date fixed by the Commission.
- 2.5 The hearing will be scheduled within five (5) days of receipt of all documentation.

3.0 The Hearing

- 3.1 In keeping with the gazetted Disaster Risk Management (Enforcement Measures) (No. 6) 2020 and any subsequent Orders, a minimum of distance of 6 ft. will be maintained between each person present at the hearing at all times.
- 3.2 In order to maintain the prescribed social distance in the Enforcement Measure at 3.1, the maximum number of persons permitted in attendance at a hearing will be restricted as follows:
 - i. Applicant – 2 persons
 - ii. Respondent – 2 persons
 - iii. Commission – up to 2 panelists
- 3.3 Each person, whether a party or their representative, is required to wear a mask on entering the venue of the hearing.
- 3.4 Each person will be subject to a temperature check on entering the venue of the hearing.
- 3.4 Each person will always be required to have their hands sanitized prior to entering the hearing; or to wear a pair of gloves on entering the facility until leaving.
- 3.5 On entering the room designated for the hearing, each person will be restricted to use the assigned area and attached restroom facility.
- 3.6 Each sitting is limited to a maximum period of 2½ hours; each party will be given 35 minutes to make their oral submissions and an additional 20 minutes for rebuttals.

- 3.7 If the matter is not completed within the prescribed time, then it will be adjourned to a further date for an additional 2½ hours.
- 3.8 Each person is required to leave the meeting room on conclusion of their matter.

4.0 Agreements/Decisions Arising from the Hearing

- 4.1 Each party is to bring their own pen for the purposes of signing any settlement that arises from the hearing.
- 4.2 Decisions will be provided to the parties by email to the addresses on the application form or any other email addresses provided at the hearing.

