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Gold Coast Owner Restricted Over Excessive Emails

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A unit owner at the Royal Pines complex in Benowa, Gold Coast, has been ordered to limit her email correspondence to no more than 1000 words, following a series of complaints about the volume and tone of her messages to the building’s management.

The Queensland Body Corporate and Community Management Committee ruled on the case after the body corporate, Archer Hill, filed a formal application. The dispute centred on the owner of Lot 10, who purchased the property in December 2022 and had reportedly sent over 300 emails to the body corporate manager by the end of 2024.

In late 2024, the frequency of emails increased significantly, with 25 emails sent within four days in December and 13 more within 12 days in January 2025. These figures did not include emails sent to individual committee members or other residents.

According to the application, the emails breached the complex's communication rules. The correspondence was described as unreasonable in both volume and tone, containing accusations, condescending remarks, and demands that questioned the integrity of the committee.

On the same night the application was submitted, the committee received 22 additional emails from the respondent.

The body corporate claimed that even when requests were fulfilled, the owner responded with further complaints, additional demands, or denied access to her unit. Eight other residents submitted written support for the application.

Efforts to resolve the situation began months earlier. A formal letter in September 2024 requested that the owner limit communication to one email per week. After continued violations, a contravention notice was issued in December.

In response, the unit owner defended her actions, stating that her concerns were valid and unresolved. She cited maintenance problems, safety issues, and alleged conflicts of interest within the committee as reasons for her persistent contact. She also stated she preferred digital communication, noting she does not maintain paper records.

Her submission to the committee included 70 attachments and a detailed response rejecting claims that her emails were inappropriate in tone or content. She argued the application was an attempt to silence her.

However, after reviewing the arguments and submissions, the committee concluded that the volume and nature of her emails violated the building's by-laws.