

OCTOBER 2020 FM REPORT

SEPTEMBER-OCTOBER 2020

WILLSMERE OC - PS326519P

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Focused Facility Management



Overview and Main Achievements

Overview;

Another very productive month at Willsmere with many achievements. The CoM has been working very closely with Willsmere staff to bring out Willsmere's best with many upgrades and items being accomplished and many more on the way. Now that restrictions are easing, it has allowed our contractors back to work. COVID-19 precautions recommended by the state are being acted on by the Facility Manager and proper precautions have been put in place; including but not limited to increased cleaning and attention to door handles and railings, contractor prerequisites and contact tracing.

COVID-19 ACTIONS NOTE

Inside Willsmere's walls is no different to outside the walls and all Willsmerians are urged to follow strict government social distancing guidelines. This includes the new 'face covering' requirement. Willsmere staff are on high alert and all pedestrian points of entry/exit are being disinfected and wiped down on an hourly basis (tasks permit) with staff requested to keep a reasonable distance from all residents. Brand new hand disinfectant stations have been installed in the main entrance lobby. Let's all help keep Willsmere COVID FREE by doing our part.

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Main Achievements;

Many achievements have been made this quarter with the most notable items being;

- Bone Electrical is nearing completion of the Willsmere-wide LED lighting and fixtures upgrade. All of the common area bollard lights, goose neck lights and shell lights are being changed to a modern and easily accessible Edison screw type fitting as the prior 2-pin CPLs are being phased out of production. Inspection at night proved effective and all lights are functioning as expected. FM is gradually painting the fittings in-house to save on costs (roughly \$50 per light saved). (Photos attached)
- SALTO Database has been migrated to Protek Locksmiths account to allow full system maintenance and licensing updates to our FOB system. Joe has gone above and beyond to gain a license to be an authorised Salto representative and work with Salto products.
- All gates (excl. 4) and pedestrian gates have been serviced by Metro Roller Doors on the latest scheduled service. All gates 100% operational.
- Gate 4 update: Our newly fabricated and painted cantilever gate upgrade for gate 4 is scheduled for early November by Standrite. FM will be updated closer to the date and make sure all residents are kept informed. Residents please note that gate 4 will be inaccessible during the works and residents whom frequent the entry/exit will have to use gate 5 as an alternative route.
- Gas meters update: Multinet's wireless roll-out has slowed due to COVID-19 restrictions and Multinet are yet to update the FM and CoM with a completion date. As it stands, Multinet will be attending Willsmere to install 200 'wireless dongles' to affected gas meters any day now and will notify FM. FM is pushing Multinet and receiving limited response and urges all residents with estimated bills to contact Multinet directly to express their dissatisfaction with their choice to 'update' our meters to meters without remote reading capabilities unlike the previous meters. (Photo attached).
- Site wide Gutter cleaning has been finalised with Fred V Mills and his team attending to upper, lower and carport gutters. The use of grass protectors was used on soft areas of lawn to protect from sinking and damaging underground services.
- New Gym equipment/service agreement with LifeFitness for Willsmere's gym. Willsmere will be receiving brand new equipment from LifeFitness for the gym early November ready for use when facilities open.
- The pool is filled for use by Willsmerians during the upcoming warmer months! At this current stage, we're completely ready for when the government eases restrictions and will be ready to

open the pool when we receive the go-ahead given that we follow government directive and direction (i.e. Patron limits and time restrictions). Water levels and quality are being monitored. The pool is balanced with salt, chlorine and pool acid to the correct swimming levels. (Photo attached).

- After a difficult time due to covid restrictions, our hard rubbish corral has been emptied by the council! The council had delivered skip bins and removed all waste free of charge. The problem laid with the collection team during the government restrictions and was unfortunately exacerbated by residents whom had chosen to dispose of more items, increasing the volume of rubbish, and has since been rectified with discussions of increasing the collection frequencies in place. FM is striving for a weekly or fortnightly collection as opposed to our current monthly model. This will ensure rubbish won't pile up if collection is missed for any given reason. Residents are urged to contact the facility manager before utilising the hard rubbish bay, to remember that building supplies (concrete/plasterboard/brick etc) are not accepted and to check the Willsmere website for updates to common facility closures.
- All pool latches and locks have been upgraded/changed to ensure proper pool safety guidelines are being followed. Residents are to please note that if the pool gate is locked, the pool is closed.

Main Issues;

A few issues this quarter with the most notable items being;

- Due to COVID-19 and in an effort to stop the spread, all Willsmere indoor amenities and pool have been closed to the public until further notice. This means GYM, Charity collection rooms, Function room, Pool and Library. Tennis courts remain open, though residents are to be reminded that it is solely for Willsmere residents use. Please also be reminded that only 4 persons (2 per court) to be on the courts at any same moment for the time being to assist with social distancing. Remember to book on the Willsmere.net website to ensure you get a game when you would like.
- Gate 2 had failed and required new hinges to be manufactured and installed. Gate 2 is 100% operational again and has stronger hinges than the original install.
- With everyone at home and online shopping, the influx of packages delivered to Willsmere has meant that delivery drivers have started to litter the main entrance with packages and parcels. Residents are urged to check the main entrance for packages on a regular basis to ensure all packages are collected and if possible, meet the delivery driver at the door instead of it being dropped in the lobby as it's not secure. Willsmere and its staff takes no responsibility for missing packages and do not sign for packages.
- Many of Willsmere's storm water drain pipes and many lengths of guttering have rusted from the inside out requiring replacement. The CoM and FM has met with professionals of the trade to determine the most applicable and lasting materials for the gutters and means of installation. Unfortunately, the majority of boom lifts only work up to a max hill incline of 4 degrees and won't operate if tried outside of those requirements. Management is meeting with high access professionals and will be collecting quotes to present to the committee.
- Animal faeces left on Willsmere's grounds by pet owners has increased and Management wishes to remind all residents that all animals are to be kept inside unless on a leash and pet owners will be breached if found to be responsible for left behind faeces/ pets freely roaming Willsmere's grounds. Residents are urged to please remember to take a 'doggy bag' with you on your adventures with your four-legged friends!
- Willsmere has seen an influx of home renovations and management wishes to remind all residents to contact MICM or the Facility Manager before works commence to notify of contractors that will be on Willsmere's grounds. Laws around contractors are now relaxed though please be mindful of other residents during this sensitive time.
- Works on the fire hydrant adjacent to apartment 249 may require full site water shut down and Management will notify residents days prior to the works. This will be in the near future and between business hours. A letter drop will be issued to residents prior to works.
- A sewer blockage by tree roots had caused a drainage overflow requiring emergency rectification by Simon Mills. FM is in liaison with Simon for a permanent fix. (photo below)

Still to come;

- **Guttering and downpipe replacements.**
- **Willsmere-wide FOB/Access Card audit and gate remote security code change.**
- **Gate 4 Major upgrade works – Cantilever gate.**
- **Tennis Court maintenance and service plan.**
- **Gas meter change to remote-readable. Trial meters installed. More updates to come.**
- **Office NBN and Willsmere shared WIFI in the library.**
- **New Wooden Stairs Replacements**
- **Pigeon/Bird roosting prevention in the heritage awnings.**
- **Gym equipment upgrade**

Attachments;

New Awning and Underpass Lighting



New Unpainted Bollard Light



Newly installed and painted bollard light



Old Faulty Lighting Hardware



Meter Upgrade - Wireless Dongle attached



Willsmere's Pool To Open Soon



Rusted Guttering and Downpipes



Tree Root Damaged Sewage Pipe

