



# WILLSMERE BUILDING MANAGEMENT TENDER

Thank you for submitting your expression of interest for the Willsmere Building Management tender document. Please review this document in full and submit a fee for service proposal by 14th of June 2021. The term of the contract will be for a 12 month period.

## ABOUT WILLSMERE

One of Melbourne's most recognised landmarks, Willsmere was originally the Kew Asylum and Willsmere Hospital before being decommissioned in 1988. Placed on the historic buildings register in 1991, the property was redeveloped into 155 residential apartments with a further 101 townhouses added, and officially opened in 1993.

Significant care was undertaken to ensure that the new development preserved the original buildings and that the new townhouses were complementary in style. The fever tents were retained and converted into a gymnasium and function room. Two gazebos were retained, as were the privy buildings, two of which are now used as bicycle sheds, one as a modern bathroom, and one retained in its 1950s state for historic purposes.

The perimeter walls have mostly been retained and the ha-ha ditches re-excavated in some places. In addition to some 25 acres of landscaped gardens, Willsmere now also contains two tennis courts, three BBQ facilities, a 25 m solar heated swimming pool, a toddler's pool, a bowling green, and a half-sized basketball court.

## TENDER REQUIREMENTS

- + The company must provide a competent building manager, who demonstrates the ability to complete the duties of the role to a high standard. The selection of the person should be a joint decision-making process.
- + The company needs to quantitate the support, training and supervision structure it has in place for the building manager.
- + The building manager must be on site Monday to Friday 8am to 4pm, excluding gazetted public holidays.
- + The company must demonstrate that it has a reliable system to determine the site attendance of the building manager.
- + The company must agree that the building manager will perform the duties of the position as outlined in the scope of works, listed as Schedule 2 in the contract.
- + The company must provide a 24/7 contact and needs to explain how this will be managed.
- + The company must provide an on-call emergency recall service, agree to the circumstances for which recall will be provided and the call out rates.
- + The company is to completely back fill the managers position for sick leave, annual leave and long service leave.
- + The company needs to spell out the replacement process for a building manager should they retire, resign, be dismissed, or be moved to another facility.
- + The company needs to clarify the circumstances under which a building manager would be moved to another site or replaced.
- + The company needs to explain their organisational structure; who will the building manager report to, who will attend site to oversee the work of the building manager, including the minimum frequency of attendance.
- + The company needs to clarify who the COM / Body Corporate Manager communicates with / reports to if they have concerns about the Building Manager.
- + The company needs to clarify grounds in which warnings and dismissal would occur of a building manager.
- + The Building Management needs to be in uniform and easily identifiable.
- + The company needs to provide information on their reporting to the Body Corporate Manager and the COM on the activity and performance of the building manager.
- + The company needs to clarify how maintenance issues and problem reporting will be dealt with and establish performance standards related to the efficient and effective resolution of such.
- + The company should include a synopsis of the Company and the company's ethos and how they are going to fit in with Willsmere and its culture.
- + Companies should declare a conflict of interest, if there is one.



## TENDER REQUIREMENTS CONTINUED

- + Companies must provide as a part of the submissions of tender a copy of insurances. To qualify for the tender a minimum requirement of insurances must be demonstrated.

Must hold at least as a minimum the below insurances:

Policy must contain cover for the below:

- Care Custody Control Endorsement (minimum of 250k)
- Cleaning Fumigation Exclusion
- Communicable Diseases Exclusion
- Personal Injury to Contractors, Sub Contractors and Labour Hire Excess Endorsement
- Sub Contractors Condition (minimum of \$10m Limit)
- Total Professional Indemnity Exclusion

Public Liability for a minimum of \$20,000,000 any one Occurrence

Products Liability for a minimum of \$20,000,000 any one Occurrence and in the aggregate any one Period of Insurance

Must hold Work Cover liability

Professional Indemnity

- Minimum requirement - Limit of Indemnity: \$5,000,000 any one Claim and
- Minimum requirement - \$10,000,000 in the aggregate

- + Companies must provide as a part of the submissions of tender a copy of Business registrations with the tender.
- + Companies must provide details of all company associations within the industry.
- + Companies must provide references from other buildings as apart of the submission of tender. These must provide contact details so that contact can be made.



Building Manager (BM)- 'On Call / Available for on site issues (ie Gates out, Fire Alarm, Water Leak etc). There will be cross over required whereby the BM needs to assist the cleaner and other trades on site. There will also be cases the BM needs to assist and work with Gardeners (ie leaves in Autumn) - a team culture is "essential".

A critical part of the role is to be TOTALLY INDEPENDENT, including with residents, suppliers (incl Property Manager) and the CoM itself. Know the rules of Willsmere and ensure all residents abide by them.

The Business/Corporate Set-up needs to ensure MiCM or the CoM are never seen as an employer/responsible for any additional benefits (ie superannuation/holiday pay/long service - this needs to be exempt from any future Fair Work/Government legislation).

#### **DAILY to WEEKLY**

- + Property walk to inspect (ie Public Toilets, Pool, Bins. BBQ etc have been cleaned)
- + Ensure 'Site Rules' are abided by all residents (know the rules)
- + Clean Pool - skimmer boxes, back wash, vacuum using hose etc
- + Check all Common Lights are working & Replace Light Globes as required
- + Liaise with all contractors as necessary
- + Assist residents with trades to access common area's for Gas/Elect/Water etc
- + Isolate services when required
- + Attend to residents needs and complaints
- + Pick up/collect fallen branches, litter, trip hazzards etc
- + Check Tennis Courts are in good condition and ready for play
- + Check gates/access to all areas
- + Arrange for residents ladder use
- + Perimeter checks for security entry points and check Salto locks to ensure they are in working order

#### **MONTHLY to BI MONTHLY**

- + Do minor maintenance jobs
- + Prepare library for meetings
- + Manage Entry Gates and Doors - when out of service
- + Manage Gym/Site inductions
- + Manage library - keep tidy and disguard old books
- + Manage Charity Bins/Rooms ensure are tidy
- + Manage Common BBQ's, swap gas/electric when req'd
- + Check Bins / Enclosures are pressure washed/sanitised

#### **WEEKLY to MONTHLY**

- + Manage pool re chemicals etc to ensure water quality/hygiene
- + Manage all on site contractors (ie Gardeners, plumbers etc)
- + Assist residents with Hard Rubbish
- + Trips to get supplies as required
- + Clean Graffiti
- + Manage Possum Traps
- + Manage Breach Process, 1st & 2nd verbal (ie knock on door/Discuss), 3rd Written
- + Walk of property/catch-up with Prop Mgr (ie MiCM)
- + Ensure potted plants around property are watered and cared for
- + Work with gardeners to ensure Sprinkler System is operational and working where/when needed - report any breaks/failings, ensure system is balanced
- + Facilitate move in/out process with residents

#### **BI MONTHLY to ANNUALLY**

- + Maintain / Paint park benches/decking/gates to common property
- + Clean/Clear and maintain Stormwater Pits
- + Manage - Spray for spiders
- + Manage - Setting of Rat Traps/Baits & other pest control
- + Manage/Clean Site Signage
- + Manage Bird Deterent (ie Spikes etc)
- + Manage Bike Privy and annual bike audit - inc removal of disguardd bikes to charity
- + Ensure all assets including - Trolley is serviced/maintained to prolong life
- + Investigate/inspect Historic roof and gutters and report any issues
- + Perform annual audit of asset register

#### **IN EMERGENCY**

- + Follow Procedures