

Welcome to Willsmere!

Where do I find the “Welcome to Willsmere” pack? www.Willsmere.net is THE OFFICIAL source of information. Facebook groups exist and may be helpful, but these are not official sources of info.

If you observe rules being breached, available here: </residents/rules-regulations> 😊, you may either courteously ask the resident or optionally file a report (anonymously if preferred) to the OC Manager, jxu@micm.com.au.

Use MyBos to submit all repairs and maintenance requests. More info: </residents/MyBos>



Wifi is now available in the library. Join “Willsmere Guest” using the Facility Manager’s mobile phone number: </contacts/general-contact-information> 😊. Connectivity can fluctuate – the relay point from the office is distant. There are no usage restrictions, but abuse may trigger this. Please be considerate of all users of this quiet space.

Reminders

- Waste disposal: Bag rubbish, loose recyclables, no hard rubbish, crush boxes.** No flexible plastics in the recycling bin. Furniture and other large items are not household waste – these are **hard rubbish**: please coordinate disposal with our Facility Manager, Robert, **inside** the area adjacent to the maintenance shed. Take bulk cardboard to 31 Hutchinson Drive (free!). More info: </residents/rubbish-recycling> 😊
 Cleaning the bins is a challenge because they start to fill as soon as collection is done on Fridays. Our Facility Manager and Cleaner will trial a system of temporarily “quarantining” bin areas on a rotational basis to allow for more regular cleaning.
- Pets:** Most owners do the right thing and pick up after their dog, thank you. But not all. Cats are a major cause of killing wildlife, as well as scent marking. Please curtail their wandering especially at night. More info: www.boroondara.vic.gov.au/services/pets-and-animals/nuisance-cats, [pets-and-animals/dogs](/residents/pets-and-animals/dogs)
- Business on Common Property:** Common facilities must not be used for running a business. This includes, for example, receiving payment for coaching, etc.
- Tennis Courts:** Hours are **8am** to dusk. Please be considerate of nearby residents: No offensive language, no excessive noise. The rules are here: </residents/tennis-courts>
- Pool:** The big sign which reads “no glass” means: NO GLASS.
- Drive slowly:** Kids and pets can be unpredictable. There are limited visibility points around our inner perimeter road. Don’t risk a catastrophe to save a few seconds.
- Laundry** is not to be placed on private or common verandas, or lawns. This has been a rule since commencement of Willsmere and will remain so until otherwise formally changed.
- PT Petition.** If you want better public transport near Willsmere, considering signing this petition: <https://www.jesswilsonkew.com.au/survey/petition-to-increase-access-to-public-transport-for-willsmere-residents>



Carpet Poll is now open to Lot Owners or their authorised proxies only to help guide the choice of replacement carpet. Yes, be passionate and participate. But do not cross the line to harassment, intimidation, or bullying. Respect the right of individual choice and the democratic consensus. Constructive suggestions are welcome via the appropriate channel: OC Manager, jxu@micm.com.au. Be kind, regardless of your differences.

Gym. A compliance campaign is coming up. All users will be asked to complete an electronic form to renew fob access.

Bike Audit. The bike sheds are for parking bikes that get used regularly, not a dumping ground for bikes that never get used. An audit is coming up to free up space for active users. If you no longer use your bike, please consider selling or donating it to free up space. Note that storage of any private property in common areas is at the user’s risk. Rules do not allow storage on heritage or townhouse verandas until otherwise formally changed.

Laundry Chimney. A recent drone inspection revealed some cracks in the higher areas. Repair options are under development. Any necessary work will be communicated in advance.

Gutters. Comprehensive cleaning of the upper gutters is scheduled for the winter once all the leaves are down. This is an expensive but important exercise. Spot cleaning may be arranged if necessary – please request this via MyBos.

Townhouse fences that interface with common property have a shared responsibility for repairs and maintenance. Please respond to the survey recently issued by our OC Manager to townhouse Lot Owners to inspect and reply with photographic evidence.

Heritage windows. Similar to above, a survey has been issued regarding townhouse windows. Please respond as far as practical and safe with photographic evidence. Supplementary inspection with a drone may occur later, as necessary, with advance communication to all affected Lots.

Intercom. Due to the 3G shutdown our intercom has been upgraded. Use this form to update your details if necessary: www.willsmere.net/residents/intercom. The audio operates as previously: Press # to open. Unfortunately this terminates the call, so *provide instructions first* if necessary. Optionally, you may install the Door Intercom App to use video features. But beware, issues have been reported and this will override using audio.

Contractors. *Everyone* must be always treated with respect. Bullying or abusive behaviour will not be tolerated. This includes our valued Contractors: Facility Manager, Gardeners, OC Manager, Cleaner... *everyone*. Please do not make requests to our contractors directly – they already juggle numerous tasks of varying urgency. Use the appropriate channels: MyBos for repairs and maintenance; all other matters to the OC Manager.

AGM: Is now scheduled for **April 29** (formerly April 8) for all Lot Owners or their authorised proxies.

Community Forums

These have been largely successful. Courteous, constructive participation has improved, but still room for more 😊. Attendance has been relatively low, so the future of these forums is a question for the incoming committee of management to consider. Some Q&A answers are provided below. All requests for R&M: Use MyBos.

- Fob access to the pool? *This would require a non-fob operated exit button inside for safety reasons, which in turn would require power. During recent renovations provisions were made to enable possible installation. However, the main reason for this request is outsiders using our pool, which has not been a major issue lately. The expense and complexity of installing this option is currently deemed not justified.*
- Carpet cleaning and floor mopping and checking it's being done? *Face-to-face meetings have been held with our cleaning contractor, Sharper, to better understand their scheduling and reporting systems, and to outline key observed deficiencies, notably lower level (level 1) gutters, car parks, and rubbish bins. Corrections are being implemented, and our Facility Manager will monitor ongoing compliance. Bear in mind, Willsmere is enormous. It is a constant balance between costs, results, and ensuring efficient, accountable use of expenditure.*
- Are the townhouses fronts under the same rules as heritage for keeping tidy? *Yes. An overdue compliance campaign is underway. Please respond maturely to courtesy notices before they are escalated to recorded breaches.*
- Christmas tree: *We have one in storage. If you want to volunteer help set up for Xmas 2025 please speak up!* 😊
- Gym mesh cleaning of bird poo including stopping birds getting in. *This area is difficult to access. The dust and feathers have been there for a long time. A non-urgent MyBos request has been submitted – which anyone can do!*
- Concerns re CCTVs. *These do not record voice. A formal policy to ensure privacy and procedures for footage access has been adopted and published here: [/privacy](#). It is a modern necessity to have appropriate CCTVs.*

AGM Q&A

Apologies for the slow response, but it's not for lack of having taken on board the input and initiating actions.

- Solar panels for townhouses. *Townhouses may not be fitted with solar panels. A longer-term but more comprehensive and beneficial solar solution is being considered where the car park roofs are used combined with embedded networks with provision for bi-directional EVs.*
- Parking around the eastern side. *A compliance campaign is underway. For individual cases, please take a photo and lodge a MyBOS report or email the OC Manager.*
- Fumigate for moths. *As communicated at previous Community Forums, a project is underway to replace the carpets throughout Willsmere, which negates the short-term necessity for fumigation.*

- Maintenance
 - Upkeep of heritage buildings - particularly unpainted and rotting windowsills, clean and repair down pipes and drains. *A survey has been initiated as noted above.*
 - Regular gutter cleaning and maintenance due to leaves and debris. *Addressed above.*
 - Regular cleaning of windows in heritage buildings and skylights in townhouses. *This was also raised with our cleaning contractor. The complication is Work Safety rules require 2 people where ascending a ladder over a height limit is involved. Our contractor has agreed to periodically provide additional help at no extra cost.*
 - Ramps to improve access for moving in and out; mobility needs; prams. *A disability access subcommittee has been operating to address this topic and resolve a formal complaint. More details will be communicated soon.*
- Consultation (information night) about replacing carpets in common areas, especially those directly affected. *Community forums were held 26/8/24, 25/11/2024, and 24/2/2025. Feedback has been provided to the Facilities Upgrades subcommittee who are considering how to roll-out the remaining areas. A poll has been issued to Lot Owners to assist in reaching a consensus choice.*
- Maintain the heritage appearance of the front entrance. *Once the more urgent and important matters are in hand, it is proposed that a target of the incoming CoM is beautification of the Main Entrance. Constructive participation is welcome (which means doing some work, not just “I want this, don’t want that”). The items below have been noted.*
 - Where are the original pictures?
 - The defibrillator and first aid box could be moved to the side hall, near the Facility Manager’s office.
 - Cheap metal cabinets, which are empty, and framed certificates are not appropriate for the front entrance.
 - The entry door is not user friendly. Can the original wooden doors be used?
- Meeting time to be reviewed. *There is no perfect time. AGMs happen just once a year. It is a proposed target of the incoming CoM to survey format (on-line v. in-person) and time preferences.*
- For transparency and inclusion, committee meetings and agenda be distributed to all members. *Notices of Meetings are issued in the week preceding the meeting and contain sensitive information such as arrears reports. For guidance, minutes of the previous meetings contain many of the recurring or ongoing matters. If any member who wishes to make a submission, please contact the OC Manager per the policy adopted by the current CoM as recorded in the 3/7/2024 minutes.*
- Avoid:
 - Upsets like the car parking fiasco. *For now the option remains to have cars parked in breach of rules towed. The number and location of signs is proposed for the incoming CoM as part of a broader signage review project.*
 - Spending money on non-core activities like the building design for a recreation club. *This predates the current CoM and is well noted.*
- Use resident expertise and interest to assist the committee workload with voluntary working groups. For example: engineering; gardening; trades; interior decorating. *Great idea! If you have expertise, time and passion, to constructively contribute to a particular topic, please contact the OC Manager. NB. The OC Act requires that the interests of ALL members is considered without preferential advantage to individuals. In other words, don’t join in just because you want to get your way.*
- Refreshing the kids play area. *The Facilities Upgrades subcommittee spent a lot of time developing options, but none are straight forward, and all involve degrees of expenditure. Meanwhile, **more urgent solutions** are needed for **A/C in the heritage apartments** to satisfy liveability and incoming legal requirements, and **hot water/heating units in the roof space** have been deemed non-compliant by the VBA (Victorian Building Authority).*
- Dog fouling, members noted the dog poo on common property. *Addressed above.*
- Sustainability report for Willsmere. *In due course, solar and EV will be examined, with longer-term possible electrical infrastructure upgrades, once more urgent issues are in hand. Expenditure on water exceeds electricity for the common areas, so ideas to improve this are welcome.*