

## Notice to Willsmere Owners/Residents

### Operational Changes at Willsmere

May 2017, Owners Corp. PS326519P



Your Committee of Management have previously advised that changes to the operations at Willsmere were being implemented and most of these have now taken effect

## Facility Management

Focused Facility Management has decided to appoint a new Facility Manager for the position at Willsmere with the current caretaker to complete a hand over in the coming weeks. The new Facility Manager started on Monday the 8<sup>th</sup> of May and will fully assume the role on Monday the 15<sup>th</sup> of May.



The new Facility Manager's name is Mr Devang Patel. He is an experienced FM with a background in a number of other complexes across the FFM portfolio. Focused Facility Management also provides for area supervision and support to all their on-site personnel and they can be contacted on 03 9329 4016.

As mentioned in previous notices, the role of a Facility Manager entails being available to every resident of Willsmere from 7:30am to

4pm with some leeway allowed for operational reasons, management of all contractors on site, including the full time on site Cleaner, Bus Service Contractor and the Gardening Contractors. He is also required to manage all other contractors on site during operational hours ensuring they comply with all the OH&S requirements and site specific rules for contractors. This also includes minor maintenance items.

As with the previous caretaker, the Facility Manager will report directly to the OC Manager. As part of the upgrade to the Willsmere web site a new email address has been established for all communications to the Facility Manager: [facility.manager@Willsmere.net](mailto:facility.manager@Willsmere.net). This address is monitored by several personnel so communication will be answered in a timely fashion.

The FM will be available to handle resident's requests during the day and provide assistance with operational issues. He will also manage move in's and move out's, minor maintenance issues, and carry out minor repairs over the site.

The FM will also, if necessary, assist in any after-hours issues that may arise and be available to come to site if the issue warrants or cannot be handled by the A/H process as explained below.

Please make Devang Welcome.

### After Hours Operations:

Willsmere now has a 24/7 call centre provided by ASF Security and can be contacted on **1800 273 732**. You may have noticed the new security signs installed around the complex that also lists this contact number. These signs are also a deterrent to would be thieves and others.

In the event of a leak in the roof, noisy neighbours late at night, visible smoke or even a suspicious intruder, the resident should **first call ASF**. ASF will then take the details of the issue and then contact the appropriate contractor or emergency service. In the event of a **medical emergency** the resident should call the ambulance service as they have 24/7 access to the site and can handle this situation directly. If in your judgement a situation warrants contacting the police immediately, then please **do not hesitate to do so**.

For major matters requiring immediate attention, such as a main water pipe burst, the security company have trained personal familiar with the site that can respond e.g. turn off the water main. For more minor matters, such as a lost remote/FOB or an access gate not operating or remaining open, ASF can coordinate access to the property or post a security guard until resolved, all in consultation with the Facility Manager.

Emergency contacts are also listed in the Emergency Evacuation Plan and these notices are posted around the site and have been in place for a number of months. These include Fire, Ambulance, and Police. Copies have been distributed to all residents. If you require an additional copy please request this through the new Facility Manager Email address or via MICM Strata.

**Process is as follows; for an overall site specific issue e.g. main gate not operating, main water burst, suspicious activity, noisy neighbour etc. call ASF.**

**If you need personally for your apartment a A/H contractor, below is listed contractors that can be called that offer a 24/7 service to residents at Willsmere**

#### After Hours Contractors List:

Security 24/7	ASF Security	1800 273 732.
Plumber	Simon Mills	0413 312 949
	Catoggio Plumbing	0412 387 491
Electrical	Bone Electrical	0412 883 692
	Relamp Electrical	0417 503 997
Locksmith	Corporate Locksmith	1300 366 277
	VICLOCKS	1800 112 000
Security Gates	Prime Garage Doors	0412 393 373
Automatic Doors	Kone Doors	1300 362 022
Intercom/ Security System	Corporate Locksmith	1300 366 277
Fire panel and sprinkler	AESM	9763 4799
Portable Fire Equip	Fire Protection Services	9761 4411
Emergency Lights	Relamp	0417 503 997
TV & Antenna	Melbourne Satellites	9738 0888
Glass Repairs	Sankey Glass	9725 2322/131 218
Water Damage Carpet restoration	Steamatic	9587 6333
Maintenance	Master Menders	1300 636 377

**Anthony Henry on behalf of  
The Committee of Management  
PS326519P Willsmere**