



A belated Happy New Year to everyone! We hope that you've had a fun, peaceful, and restful break and that some of you enjoyed the Willsmere plums, new shade cloth at the toddlers' pool, and the excellent Christmas party. There's lots of action and good news, such as new line markings across the site are on the way and progress is being made on solar power options. As always, there are a few reminders: Please observe speed limits within Willsmere, especially considering children who might appear suddenly. Please collapse your boxes and place trash only inside bins to avoid birds and vermin. Enjoy the information below and Owners please note the AGM is scheduled for 21 March.



Vehicle access to Main Drive

The Access Sub-Committee is investigating whether vehicle access between Willsmere and Main Drive could be re-established, and if so, the pros and cons of doing so. We have engaged a firm of transport planners to advise us. They will consider all options, hold a meeting at Willsmere to discuss them, and then recommend one. **They have asked for all households to complete the ATTACHED TRAVEL PATTERN SURVEY.** The results of the survey will help them estimate the changes in traffic movements if the Main Drive connection was to occur. **Please return the survey by 2 March** to (a) Willsmere Office, (b) complete on-line (link to be announced on www.Willsmere.net), or (c) scan/photo legibly and email ocadmin@micm.com.au.



Want to learn more about Willsmere? Meet some neighbours? Have fun? Then become a Willsmere tour guide! We have been invited to host an **exclusive Open House Willsmere** on Sat/Sun, 3/4 March. To volunteer visit www.surveymonkey.com/r/W3VZSJ9 or return the enclosed form.

Rules and Regulations

The rules and regulations at Willsmere are designed to ensure **safety** and **respect** for all residents. However, there are many examples where they're not being observed. The CoM has commissioned the OCM to improve:

1. Safety - remove any significant obstructions that hinder pathways, routes of egress especially in case of an emergency, trip hazards especially associated with steps, and hindrances to drains. Such obstructions may void our insurance coverage.
2. Rectify unauthorized modifications to common areas, including gardens.
3. Remove all plants or other objects on window sills, as these accelerate degradation, especially after the recent repainting, and may be safety hazards.
4. Clean up excessive clutter, rubbish, junk, and laundry. This is disrespectful to your neighbours, and degrades the value of Willsmere.

Noticed something that needs fixing? You can now easily log it 24/7 with the Maintenance Help Desk: www.ownerscorp.com.au or 1300 00 6426. For urgent matters, please call.



New garden contractor

The gardens at Willsmere are one of the glories of the place. They add enormously to our quality of life, they look great, and they add to property values. Amazingly, there's been no clear written definition of the gardening tasks required, no long-term planning and little long-term maintenance. For example, most of the trees have not been pruned for shape for many years. The only trees to receive any attention from a tree surgeon have been the few heritage-listed trees. Dead trees have not been replaced. Garden beds have degenerated from carefully structured mixed plantings to a motley assortment of the tougher plants. The lawns have not

been fertilised or aerated properly. Despite the problems, the gardens have been maintained for years by three dedicated contracting firms, for which we thank them.

Consistent with good business management practices, last year the CoM decided to contract out the garden work to one firm only. This avoids potential gaps and overlaps from having multiple contractors. We also prepared Willsmere's **first ever** written specification for the grounds maintenance, which provides clarity and accountability in the work expected. The specification included all current gardening work and some new items, such as:

- Fertilising all lawns and garden beds at least once a year;
- Reseeding and levelling at least one lawn area per year;
- Leaf removal from car parks and roadways, previously not done by the garden staff;
- Renewal of garden beds;
- Formative pruning of trees;
- Raising the canopies of trees where required; and
- Removing the dead wood from trees.



The committee also decided to test the market, to ensure we got the best value for our money. We asked eight groups, including the current gardeners, to tender for the work. Based on the quotes from the first round of responses, it was clear the garden budget needed to be increased to cover the extra work we need. After the second round of proposals, **Lucida Landscaping** was chosen. The firm is very capable, has experience maintaining owners corporations' gardens, offered all the services we requested and will provide more gardener hours than the others. Lucida starts on the 1st March; when you see them, say hello!

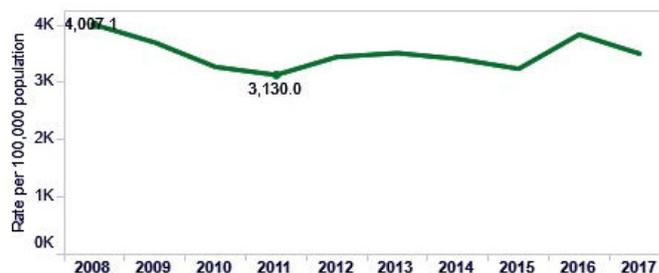
Please join us at a **community meeting** to be held in the south-side rotunda (near the putting green) **at 10 a.m. Saturday 17 February**. The Garden Sub-Committee and Lucida Landscapes will discuss the work to be done in the garden and answer your questions.

Security

This section is intended to address some concerns regarding security, check the facts, discuss what has, will, and could be done, and to remind residents or owners of the appropriate way to raise any concerns.

Background

- Boroondara has on average less than half the crime rate of Victoria. It is likely that Willsmere has (much) less.
- Trends have been flat or decreasing, despite population increases
- Theft is the largest category
- Crime cannot be eliminated, only resisted
- Preventive measures must balance cost and impact on lifestyle
- The nature and likelihood of crime must be kept in perspective



Offence rate per 100,000 population by police region and local government area

Police Region	Local Government Area	Year ending September									
		2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
	BOROONDARA	4,470.4	4,279.9	3,660.9	3,507.1	3,912.5	4,141.9	4,075.3	3,813.8	4,840.7	4,389.2
VICTORIA	N/A	6,659.5	6,712.4	6,848.7	6,809.0	6,909.1	7,463.6	7,593.9	8,194.8	9,149.4	8,947.9

For more information: <https://www.crimestatistics.vic.gov.au/explore-crime-by-location>
<https://www.crimestatistics.vic.gov.au/crime-statistics/latest-crime-data/recorded-offences-5>

Actions the Willsmere OC CoM and OCM (MICM) have already taken

- Installed additional cameras near Gate 1 and basketball gate
- Installed additional Salto locks at the library, basketball gate, and bicycle storage privies
- Provided Boroondara Police with gate buzzers and discussed drive-through patrols
- Twice instructed ASF senior management to rectify apparent sub-standard responses

- Ensured delegation of responsibilities in absence, specifically a trained delegate, Jason Vanspall, for Anthony Henry during vacation from Dec - Jan
- Implemented a more effective solution to dumped, stolen, and immobile cars

What else is planned?

- Additional cameras in public areas
- A fob and buzzer audit commencing March 2018
- Vehicular gates to be made reliable
- Fenced area for hard rubbish and green waste to deter unauthorized dumping and scavengers, as well as improve aesthetics
- Additional secure bike storage
- Clean-up of verandahs and common areas

What else could be done?

- Establish an active Neighbourhood Watch within Willsmere. This is being examined.
- Electronic fencing. Expensive to install and maintain, prone to false alarms from branches, birds, breakdown. Unlikely to be acceptable to Heritage Victoria.
- Increase fence heights. Almost certainly unacceptable to Heritage Victoria with respect to the brick walls, however around the basketball court area could be examined.
- Security patrols. Costly. May create an atmosphere of alarm and negatively impact perception of Willsmere, however, occasional patrols may be warranted.
- A live-in caretaker. This model is antiquated and not an option. It is unreasonable to expect any individual to be available 24/7 at the expense of a private life with family and friends or expect this person to also act as a security guard.
- Liaise with Real Estate Agents to better control open houses, and removal of signage.

What can YOU do?

- Remove exterior items from outdoor areas that may attract thieves, especially those which should not be there per the **Rules and Regulations of Willsmere**, available at: <https://www.willsmere.net/residents/rules-regulations>
- Report incidents constructively and with adequate detail
- If comfortable to do so, ask suspected intruders where they live or who they are visiting. If the response is unsatisfactory, politely ask them to leave or security will be called.
- If you witness grossly inappropriate behaviour or use of facilities by anyone, politely ask them to desist or call ASF (1800 273 732) or Boroondara Police (8851 1111). If it is more serious, call the Police/Emergency on 000 (Triple zero).
- Subscribe to www.Willsmere.net for news
- Report matters near Willsmere to relevant authorities, or use the **Snap, Send, Solve** app
- Enter the pedestrian doors in such a way as to prevent “piggybacking”

REMINDER: The closed access “Willsmere Facebook” social media page is **NOT** affiliated with the Willsmere OC. **There is NO active monitoring or responding to posts by the Willsmere OC or OCM.** Posts by members of the CoM have been made in the past as a courtesy. The official communication channel from the Willsmere OC is www.Willsmere.net.



The appropriate way to make security related submissions is as follows:

- Emergency or imminent threat: Call 000, provide address **1 Wiltshire Drive**, and your **Lot #**
- Immediate security concerns: Call ASF 1800 273 732
- All other security observations: email AnthonyH@micm.com.au

Overall, security is good at Willsmere, if not very good. It will never be perfect. There are always ways we could improve – constructive input and your participation is always welcome.

Remember to register at www.Willsmere.net!



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* 1. What is your Lot number?

2. How many motor vehicles* from your household are kept at Willsmere?
(* includes scooters, motor bikes, etc)

3. Please put the number of **OUTBOUND** vehicle trips per week* **PER HOUSEHOLD** against each of the descriptions that best describe your destinations.
(* a normal seven day period)

	Outbound via Wiltshire Drive	Outbound via Hutchinson Drive
Melbourne City, Richmond, Collingwood, or beyond in those general directions	<input type="text"/>	<input type="text"/>
Eastern Freeway eastbound	<input type="text"/>	<input type="text"/>
Chandler Highway north of Willsmere	<input type="text"/>	<input type="text"/>
Destinations via Princess Street south of Willsmere, including Kew, Hawthorn, Malvern, Surrey Hills and beyond	<input type="text"/>	<input type="text"/>

4. Please put the number of **INBOUND** vehicle trips per week* **PER HOUSEHOLD** against each of the descriptions that best describe your origins.
(* a normal seven day period)

	Inbound via Wiltshire Drive	Inbound via Hutchinson Drive
Melbourne City, Richmond, Collingwood, or beyond in those general directions	<input type="text"/>	<input type="text"/>
Eastern Freeway eastbound	<input type="text"/>	<input type="text"/>
Chandler Highway north of Willsmere	<input type="text"/>	<input type="text"/>
Destinations via Princess Street south of Willsmere, including Kew, Hawthorn, Malvern, Surrey Hills and beyond	<input type="text"/>	<input type="text"/>

Please return by March 2
<https://www.surveymonkey.com/r/6KBCPTW>

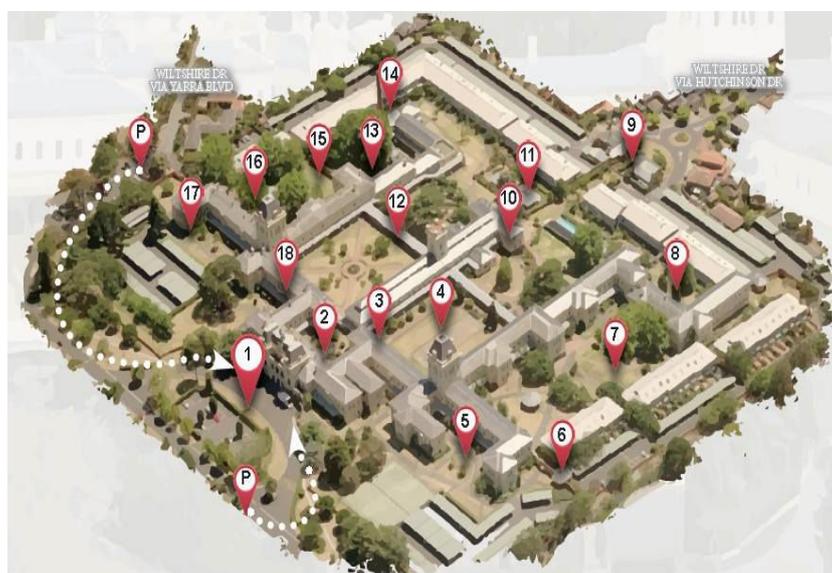
or return this form to:
(b) Willsmere office
(c) scan/photo legibly, email
ocadmin@micm.com.au.

Open House Willsmere March 3 & 4 Call for Volunteers!



Willsmere is a remarkable, unique heritage landmark in Melbourne! Since the success of the past two years, we have been invited to host an **exclusive Open House Willsmere** on **Sat/Sun, March 3/4**. This is a fantastic opportunity for us to further raise our profile and contribute to our heritage custodial obligation, and this time it's not winter! Participation involves Willsmere volunteers escorting tour groups of 15-20 following a printed guide. Tours will be pre-booked by OHM and commence every half hour between 10am and 4:30pm each day, with each tour taking 30-40 minutes.

Volunteers are taught about Willsmere and provided guide material. Being a guide involves a minimum commitment of 2 consecutive tours with a 20-minute break, and **new** guides attending a **briefing session in the Willsmere Library either Wed Feb 21 at 6:30pm or Sat Feb 24 at 10am** meeting out the front for a **tour rehearsal**.



The rewards of being a volunteer are many: Meet visitors many of whom have personal connections to Willsmere and fascinating stories; Meet fellow neighbours; Learn about the rich history and architecture of Willsmere; **Have loads of fun!**

Would you like to volunteer as a Willsmere guide?

Your email:

Your name or nickname:

Your Lot Number:

Any comments / preferences for days or times?

Please respond by **Feb 20** (a) www.surveymonkey.com/r/W3VZSJ9 (b) Willsmere office (c) scan/photo legibly and email ocadmin@micm.com.au