



*Willsmere*

# Willsmere Owners Community Forum

10 March 2020

# Agenda Items



1. Pool
2. Facility Manager report
3. Gas meter update
4. NBN update
5. Gardening report
6. Security
7. Main Drive status
8. Gate status
9. Gym equipment lease
10. Financials
11. Heritage Air Con status
12. Maintenance requests
13. AGM announcement
14. Resident feedback/questions
15. Willsmere seminar

*Additional notes and information from the Forum have been added to the powerpoint used are shown thus, in blue.*

In the interests of time please make sure to keep questions and comments on topic.

# Pool Update



- CPS have inspected the pool. They believe that the leak is only in the solar return line and can be bypassed
- They are concerned that the volume of water that leaked from the pool may have washed away soil from under the pool and recommend it getting checked by a Structural Engineer before it is filled again to reduce the risk of further water damage

# Facility Manager report



- Full report available for all to read on the Willsmere.net web site
- Multinet/Gas reading update – Meters will be replaced with remote reading capable versions at Multinet cost. A test meter has been installed for assessment
- Multinet have also had all gas mains pipes encased in locked safety enclosures. The keys are industry standard and accessible by emergency services
- NBN status – NBNco have had all Willsmere coaxial cables inspected, repaired and replaced as needed at their cost to alleviate issues residents were having with connections. The works are still in progress

*NBN expected to be completed mid March. Getting Heritage Victoria approval for necessary cabling for the centre wing has been extremely time consuming. All approvals are done now. NBN cabling done through the roofing, ready for connection to individual apartments.*

# Gardening report



- Van Leeuwen gardeners are still in place on a month-to-month basis
- We are in talks with Dee's better gardening for them to return to Willsmere
- Dee's have the contract and if they are happy with it then we will bring Dee's back to take over the gardening

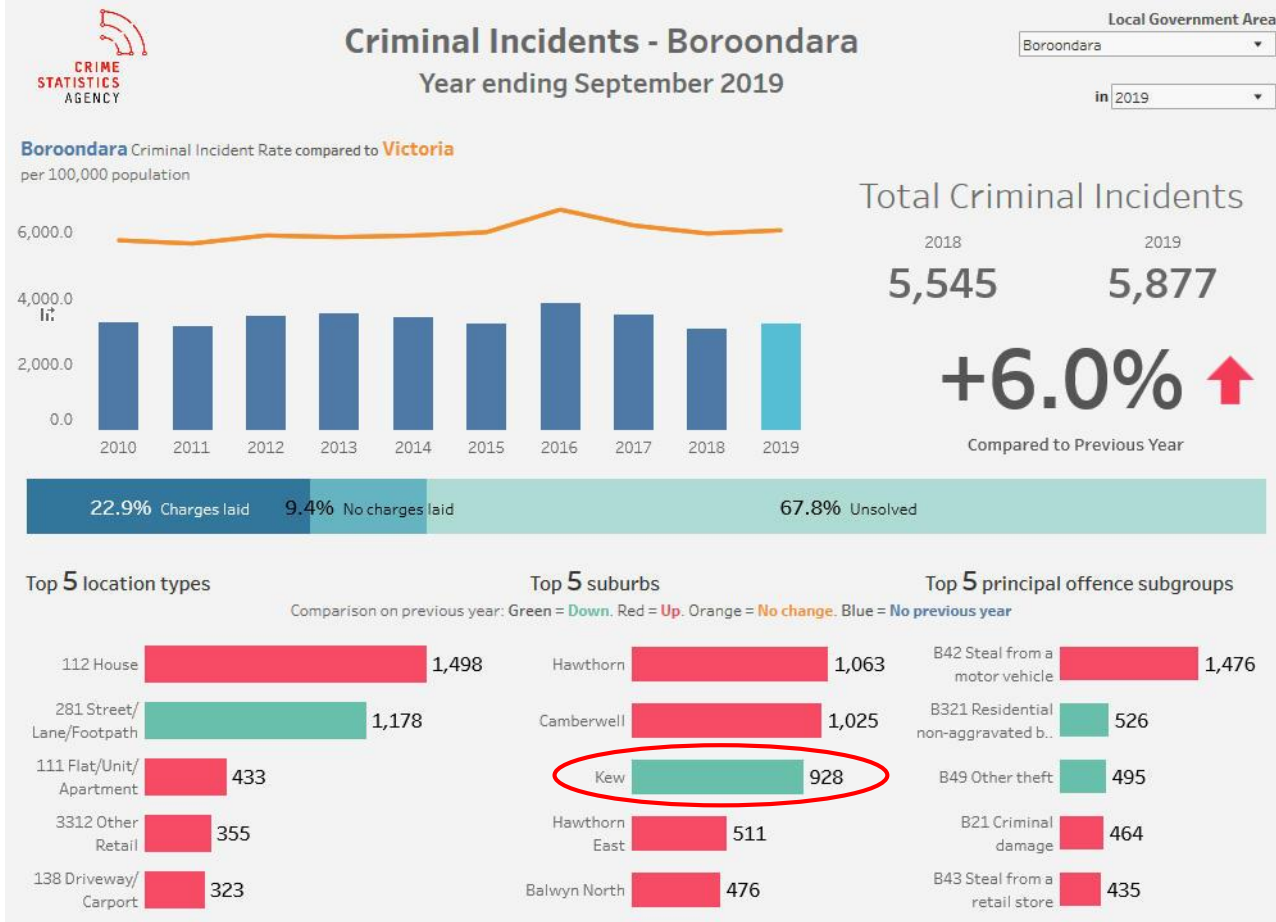
# Security



- Cameras are in place in key areas and we are planning more cameras to cover places such as gates 5 & 6
- Due to heritage, distance and building considerations, Willsmere is not a simple place to add security cameras
- Pay attention to your surroundings and notify the relevant people if you see anything of concern
- **Emergency: 000.** Police matters: Boroondara: 03 8851 1111
- After Hours concern: BellRock Group (was ASF): 1800 273 732

*Three lights in the visitor carpark are out and require a 'cherry picker' to fix. We will upgrade the visitor carpark cameras at the same time to reduce costs. Gates 5&6 are the most difficult and costly to add cameras so will take longer (due to their locations).*

# Security - Stats



- Boroondara is ~ ½ of VIC average, Kew is even less; Willsmere likely much less.
- Theft from vehicle largest category
- Cannot be eliminated, only resisted
- Preventive measures balance cost & lifestyle

Source:  
<https://www.crimestatistics.vic.gov.au/explore-crime-by-location>

# Main Drive status



- Still waiting on council feedback after application for 'vehicle crossing'
- More updates will follow as any information comes in
- Remember that this is not a certainty that Main Drive will proceed, just very initial steps to make sure it remains an option



# Gate status



- Gate 5 had worn out rubber and as such was making loud noises. Metro have since replaced the rubber and upgraded the hinge mechanism to make the gate much quieter.
- Gate 4 has had issues with the new mechanism, but this has been repaired under warranty
- We have received a quote to upgrade all the gates. Due to the amount of work required it is quite high so we are exploring options and determining the best way forward.
- Gate 4 is the most urgent so whatever way we move forward, we plan on using Gate 4 as the test case

*Video footage is being gathered to investigate interference with gate 5 sensors.*

*Basketball gate: Mechanism has been replaced under warranty however it has failed again. Suspicion is that slamming is shaking the mechanism inside loose. Jay working on having it replaced again under warranty.*

# Gym Equipment Lease



- The lease on our gym equipment has finished and as such we own the equipment outright
- We no longer have to pay leasing fees but we now need to make sure that routine maintenance is performed for liability and safety reasons

*Question: The Ambulance came to gate 5 even though the address was correctly given as “1 Wiltshire Drive”. Response: An owner, who works for Emergency Services is to work with the COM to investigate why this is happening.*

*Information: Bird droppings are getting on some windows in the middle wing. This is possibly relating to guards being removed during painting. Response: Jay is looking into this.*

# Financial update



- Refer to spreadsheet for financials

## Financial Update

*Spreadsheet analysis of all the invoices (via the journal entries) has been done from 2016. This was a huge amount of work. Prior was not feasible because Engine were the OCM and the data is in a different format.*

*Major factor is Insurance. Doubled from 100k to 200k. 2018 to 2019 was the major increase.*

*Similar reporting monthly requested from MICM.*

*Window cleaning - quotes being obtained.*

*Q: Can we have our insurance period matching our Financial year (Jan-Dec). Response: COM to investigate with MICM if this can be done, most likely by changing the insurance period.*

# Heritage Air Conditioning



- Experts have been consulted and are working on a report of potential options for installing Air Conditioning in heritage apartments
- The report will be made available when we have it
- At this stage, no CoM money has been spent on this project. So far these are just initial steps to determine if there is a safe option

*COM are aware of the previous legal case relating to air conditioning in the Heritage building.*

# How to log maintenance requests



**Urgent & After Hours 1300 00 6426**

**Non-urgent matters ↓**



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# How to log maintenance requests



Site Name or Address \*  
Willsmere

Please provide details of your problem\*  
Possible dumped vehicle

Please provide details of location of the problem\*  
Make, Model, Rego, VIN

Location Type  
Common Property

Customer/Enquirer \*  
Owner

Your Name \*  
Joe

Best Contact Number \*  
Bloggs

Your Email \*  
Joe.Bloggs@email.com

Can you provide any additional details to help us get it fixed?  
Located near basketball court, cob webs on wheels, immobile for at least 3 weeks

Please attach any images or resources that may assist in the rectification of your problem

File Type  
Photos

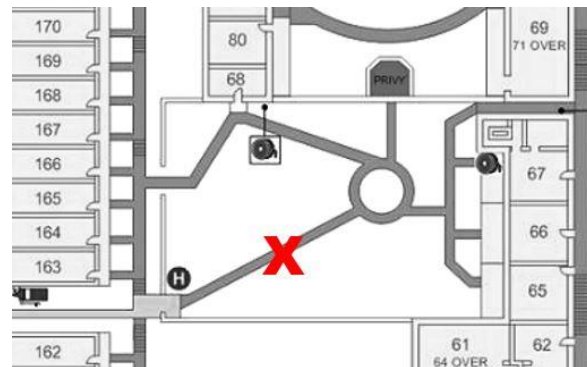
Browse... 170114 Du...C 710.jpg Upload

Note: Maximum each file size 2 MB. Total file size 5 MB.

Send Request

Please refrain from directly contacting Jay, Paul, or Contractors regarding maintenance matters.

Add pictures, location maps, etc.



Outside Willsmere, use this app.



# AGM announcement



- Scheduled for 6:30pm on Tuesday April 21, 2020
- Location – Willsmere Library as per usual

*Q: Will the AGM Nomination process include nominees providing an update on themselves and their credentials? Response: This is the intention.*

# Resident feedback



- Library refurbishment - community interest in upgrading library facilities. Next course of action is to likely form a volunteer working group of interested parties
- Willsmere branding – residents have expressed desire to look into upgrading Willsmere branding and signage
- Facebook guidelines – Remember that Facebook is not an official Willsmere communications hub. Please don't only report issues on Facebook, use the maintenance request system instead
- Window washing – quotes are being raised to determine exact costs, but even if done in conjunction with gutters the costs are very prohibitive

*Two of the Facebook Admins were present and introduced themselves.*



# Willsmere seminar

- Jack and Adam to discuss
- Scheduled for April 28, 2020

*Sustainability Forum – Scheduled. ?Details?*



## **Additional Q&A**



- *Wifi in the Library – requires NBN connection for adequate speed, so pending NBN completion and connection of a service for the office/library.*
- *Bike Storage – Was to be reviewed after the bike audit. Action: COM to resume consideration.*
- *AirBnB – Incidents need to be reported to Jay (FM). 1 breach has been issued. After 3 breaches issued, it can be taken to VCAT and VCAT can ban the use of the lot for AirBnB for 2 years. It is not currently possible under current laws and regulations for us to ban using properties for AirBnB.*
- *\*\* It is very important that any issues relating to AirBnB usage are reported to Jay with exact dates, times, description of offenders and any evidence (ie photos). \*\**
- *Electric Car Charging points: This is tied into a complex issue of what is private and common property in Willsmere.*