

# FEBRUARY 2020 FM REPORT

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February - March 2020

WILLSMERE OC SY-21 - PS326519P

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Focused Facility Management



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# Overview and Main Achievements

## Overview;

Unfortunately, February has been challenging for Willsmere and Management. It seems as soon as something is rectified, 10 more issues pop up! All issues have been attended to by management and professionals with updates as follows.

## Main Achievements;

Many achievements have been made this quarter with the most notable items being;

- Willsmere's lawns were hit hard by the Australian summer. With some tweaking of irrigation zone times and lawn feed, they're all looking thick and green! Tim, the lawnmower, has had to increase his mows due to recent rainfall and management has adjusted the irrigation times to suit.
- Gate 4's transmission has finally been replaced under warranty with no costs to Willsmere (including reinstatement costs due to the waiting time). Metro apologises for the wait. The manufacturer of the transmission was challenging Metro's warranty claim causing the hold-up.
- Pedestrian Salto gates at gate 6, main entrance and the basketball court have all been serviced by Protek locksmiths and are 100% functional again.
- Damaged gate 5 bin corral door found on ground has been rebuilt and reinstalled by facility manager.
- Facility manager saved a 'very rare', and very scared, species of pigmy possum found cowering under the grates of the middle-wing by the pool. Possum was collected by a Parks Vic representative and said to be 100% healthy.
- Facility manager has replaced many inground irrigation lawn sprayers that had either been damaged by foot traffic or had been overgrown as well as perished or damaged shrub adapters. A metal capped version of the plastic lawn sprayers has been used in higher traffic areas to minimise further damages to Willsmere irrigation hardware.
- Facility Manager found and repaired exposed irrigation wires looked to be dug up and damaged by children by the Willsmere playground. Wires were repaired, re-insulated and buried deeper underground. Zones outside the pool and the lemon grove were affected.
- Facility manager saved another repair/parts cost on the 'Putting Green' BBQ. A wire responsible for activating the BBQ during certain hours had perished and broken free. FM reattached cable, re-insulated and affixed it to the wall of the BBQ to minimise future breakages. BBQ is now 100% functional.

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- NBNco has confirmed that the projected completion of Willsmere being 100% NBN connected is mid to late March, 2020. After many months, calls and emails between NBNco, heritage Victoria and I, NBN's plans have finally been approved. The main distribution node will be located above the Facility manager's office in the attic and the MDF will remain in the Facility manager's office due to technologies still being required to get the middle-wing online. Not long now, Middle-wing!
  - The new hard rubbish coral is working better than expected! The council hard rubbish collection team has commented on the ease and tidiness of the new coral and appreciate it very much. Those who illegally dump outside the doors are still reported to the police. Facility manager spends a few hours a month making sure all items are in their correct bays. MICM to release an email notice with instructions and rules on how to use the hard rubbish coral. All residents have access to the padlocks Monday to Sunday during amenities hours.
  - Maintenance shed roller doors have been approved to be replaced and work will commence Thursday as the newly fabricated doors have been delivered to the installers. No more damaged knuckles and paranoia about potential theft of tools/hardware inside!
  - Potholes in the car park previously brought to light by the FM in a prior hazard report are now being repaired at Thomas Malone's request. FM is using this opportunity to attend to other issues of concern with concrete or asphalt around the Willsmere car park mentioned in the report. Mode Décor will be carrying out the works.
  - Facility Manager has set up new Salto FOB systems computer donated by Marcus Benson. FM formatted/installed Windows 10 free of charge and reprogrammed Salto FOB software to speak to the Salto system. The new system is now 100% fully functional and again supported by Salto.

**“Ninety percent of all millionaires become so through owning real estate. More money has been made in real estate than in all industrial investments combined. The wise young man or wage earner of today invests his money in real estate.”**

**- Andrew Carnegie**

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## Main Issues;

Many issues have become evident this quarter with the most notable items being;

- Three garden taps had burst their washer requiring quick rectification by Simon Mills. Simon froze the pipes and added emergency shut-off valves to allow for future easy maintenance of the washers.
- Another break on the fire systems water line down by the pool occurred early this month with quick and painless rectification by All About Plumbing. Security was organised over night as the fire alarms were deactivated to negate risk of false call-outs to the MFB.
- Automatic door in main entrance lobby is not repairable and requires full replacement according to Doorma. Estimated cost by Doorma is approx. \$20k and are willing to provide a quote if the CoM wish to proceed with a like-for-like replacement. CoM to discuss if a swing door, like the first entrance door, is a viable option or if a replacement auto door is more valuable.
- Maintenance shed roller door is heavily damaged. Quote for Roller Door has been accepted and the new door will be installed on the 26<sup>th</sup> of Feb, 2020.
- Willsmere has damaged waste bins. FM and the council have been in liaison regarding the rectification/replacement of multiple bins though the council seems to be more difficult than willing to help. 10 new bins were delivered, though other damaged bins still remain to be repaired or replaced.
- Multiple lights around Willsmere have either burnt cabling (due to incorrect cable installed) or burnt out their ballasts due to water damage or incorrect light bulb installation. Replacement LED's in storage are rated at 18/20w while ballasts are 9/13 watt max causing either cabling or the ballast to burn out and fail. Bone is aware of lights and are ordering replacement fixtures that match the existing fixtures, though run off a standard screw type LED bulb instead of the phased out current CFL and ballasts.
- Residents need to be re-educated on animal etiquette around Willsmere. Two separate occasions of an animal defecating in the main entrance lobby and increased reports by the cleaner indicate that more owners are allowing their animals to treat Willsmere as their toilet. MICM to send out an email notice.
- NBNco has installed more coaxial cables in the attic space for use by ISP installers and connected up apartment 154 by gate 2, however they have just ran it straight out of the slate tile and attached it to the downpipe outside apartment 50. This messy install has been reported to NBNco and they assured me that they will get the install rectified.
- Facility manager has found the 'putting green' irrigation controllers to have been tampered with on multiple occasions causing irrigation to activate in areas during the day, causing overwatering.

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- The main entrance FOB reader faulted requiring replacement. FM attempted every troubleshoot guide step, recoded and reinstalled firmware to no avail. Reader developed a faulty memory chip causing it to 'forget where it was' resulting in a error, flashing red light and denial of access. Protek Locksmiths ordered and installed the replacement while FM initialised and recoded the access point. Door is now 100% functional and FM is now fluent in the SALTO software after many late night light readings.
  - The pedestrian gate by the basketball court had a damaged internal mechanism responsible for retracting the tongue causing the gate to stay open posing a security risk. Protek Locksmiths rectified the gate the same day FM reported it to them. Gate is 100% functional.
  - The pool has been closed due to a break in the pool system's water return line causing filtered water that would otherwise be fed back into the pool, to be fed out a break in the pipe below the neighbouring skimmer box. Simon Mills attended and excavated earth exposing the broken pipe/skimmer box. CPS pools is seeming to be difficult to work with due to long 'enforced' wait times on their works. FM has been notified by CPS that they're waiting on their team of specialists and if we choose to use another company to repair, they won't honour their contracts due to CPS not guaranteeing works not carried out by them.
  - A mature palm tree fell over outside apartment 196 requiring removal by professionals. The works were delayed due to issues with admin, though the palm has been dealt with now.
  - A residential sewage pipe outside the FM office has blocked and thrown waste all over the garden bed. Simon Mills has attended and rectified the blocked sewage pipe.