

JANUARY 2021 FM REPORT

DECEMBER 2020 - JANUARY 2021

WILLSMERE OC

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Focused Facility Management



Overview and Main Achievements

Overview;

Willsmere staff want to wish everyone a happy new year and wish the best for 2021!

Willsmere has had a very smooth entry into the new year of 2021 with things slowly returning to a functional normal. The Willsmere CoM has been working very closely with Willsmere staff to ensure that all areas of concern are being addressed with many improvements and upgrades to be carried out along the way. Let's make 2021 one to remember!

COVID-19 ACTIONS NOTE

COVID-19 precautions recommended by the state are being acted on by the Facility Manager and proper precautions have been put in place; including but not limited to increased cleaning and attention to door handles and railings, contractor prerequisites and contact tracing.

Inside Willsmere's walls is no different to outside the walls and all Willsmerians are urged to follow strict government social distancing guidelines.

Willsmere staff are on high alert and all pedestrian points of entry/exit are being disinfected and wiped down on an hourly basis (tasks permit) with staff requested to keep a reasonable distance from all residents. Brand new hand disinfectant stations have been installed in the main entrance lobby and a new disinfectant wipes station installed in the gym.

Let's all help keep Willsmere COVID FREE by doing our part.

Main Achievements;

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

- With news of the easing of restrictions in relation to public shared amenities, Willsmere's Pool, GYM, Function room, BBQs, Kids Playground and Library have now been prepped and opened to all Willsmerians!
- Willsmere's major gate upgrade is nearing completion. Gates 1, 2, 3, 5 and 6 seeing brand new 'light-weight' gates with magnetic latching mechanisms installed. The gates are a definite improvement over the previous heavier steel double doors with the addition of the magnetic latches increasing security. Gate 4 has seen the biggest upgrade with the change to a cantilever style rolling gate and speed bumps to be installed shortly. The new style of gate installed at gate 4 is a major improvement to the old swing style removing the odd angles the gate opened at and breakdowns. Concerns from the community regarding the installs were heard and fixes were quickly actioned. (photos attached)
- Bone Electrical is nearing completion of the Willsmere-wide LED lighting and fixtures upgrade. All of the common area bollard lights, goose neck lights and shell lights are being changed to a modern and easily accessible Edison screw type fitting as the prior 2-pin CPLs are being phased out of production. Inspection at night proved effective and all lights are functioning as expected. FM is gradually painting the fittings in-house to save on costs. FM and Bone Electrical are in liaison regarding LED upgrades to all of the tall car park goose necks. (photo attached)
- FM and the CoM have been successful in organising new green waste, garbage and recycling bins for Willsmere to replace the missing or damaged bins. (photo attached)
- SALTO Database has been migrated to Protek Locksmiths account to allow full system maintenance and licensing updates to our FOB system. Joe has gone above and beyond to gain a license to be an authorised Salto representative and work with Salto products. Joe has managed to secure the SALTO licensing for Victoria and is now qualified to speak directly with SALTO head office.
- Gas meters update: Multinet's wireless roll-out has slowed due to COVID-19 restrictions and Multinet are yet to update the FM and CoM with a completion date. As it stands, Multinet were to be attending Willsmere to install 200 'wireless dongles' to affected meters, though due to the software sending data overseas, Multinet has been ordered to source a local manufacturer and data collection software company. As a short term workaround until Multinet are able to resolve this setback, they have agreed to perform physical metre readings every three months.
- New Gym equipment/service agreement with LifeFitness for Willsmere's gym has seen brand new and top of the line equipment being delivered and installed in the gym. LifeFitness will be

delivering a couple more pieces of equipment as we work around size constraints. FM has set up the equipment with mobile data access to take advantage of the online capabilities of the new equipment. (photo attached)

- The Willsmere pool has finally opened and is already cooling down Willsmerians and providing a great area to catch up with neighbours! FM and CPS has been working endlessly to make sure that the pool is 100% functional and ready for bodies escaping the summer heat. CPS has installed a new commercial grade chlorinator to aid in the chemical balance and the pool will continue to be remotely monitored by CPS via the WaterLink 4G system and by the FM during business hours. All pool latches and locks have been upgraded/replaced to ensure proper pool safety guidelines are being followed. Residents are reminded that current COVID-19 regulations require each person that attends the pool to 'sign-in'. Residents can do this by scanning the QR codes hanging from the pool entrance. Residents are to please note that if the pool gate is locked, the pool is closed. (photos attached)
- Willsmere's hard rubbish collections have now been moved from monthly collections to weekly collections in a bid to keep rubbish stored in the corral manageable and at a minimum. Residents are urged to contact the facility manager before utilising the hard rubbish bay, to remember that building supplies (concrete/plasterboard/brick etc) are not accepted (see signs in the corral for more in-depth information or query the Boroondara website) and to check the Willsmere website regularly for updates to common facilities.
- The main entrance of Willsmere is once again looking prestige with private works on the collapsed ceiling in apartment 5 being carried out bringing it back to its former glory.
- Willsmere's BBQ's are now open to Willsmerians again. The BBQ's will be attended to regularly by the cleaner to disinfect the area and residents are urged to leave the BBQ's in a similar state to how it was before use. Please remember to bring cleaning products and to notify the FM of any empty gas bottles. Gas bottles are checked regularly by the FM and swapped over when necessary.
- Another successful gate remote security code update undertaken. FM reprogrammed all gate receivers to the new code provided to owners via email from MICM and assisted in reprogramming residents' remotes where needed. All incorrectly coded remotes or remotes still holding the old code will no longer have access to Willsmere. Please contact the FM if you have any issues with your remote.
- Emergency services updated site information. FM organised a meeting with the Hawthorn Fire Department to familiarise them with Willsmere and all of Willsmere's emergency services around Willsmere's grounds. The department was very pleased with the information they had gathered and will input what they had learned into their system for use if the time comes. Ambulance and Police Victoria have also been updated with Willsmere's current emergency information and emergency access though stated they didn't require a site visit.

Main Issues;

Minimal issues this quarter with the most notable items being;

- A fire hydrant outside of apartment 214 had an underground pipe fail requiring full site fire system shut down and rectification. The system was back online within 24hrs.
- Since turning on Willsmere's irrigation system for the hotter months ahead a large pothole has developed outside gate 2. Simon Mills is investigating the issue at hand. Residents are urged to be cautious when near the area and to be mindful of their surroundings.
- Many of Willsmere's storm water drain pipes and many lengths of guttering have rusted from the inside out requiring replacement. The CoM and FM has met with professionals of the trade to determine the most applicable and lasting materials for the gutters and means of installation. Unfortunately, the majority of boom lifts only work up to a max hill incline of 4 degrees and won't operate if tried outside of those requirements. FM and CoM are working hard with high access professionals to find a solution.
- Animal faeces has been repeatedly found on the middle wing's skylight awnings inflicting discomfort and health implications to neighbouring residents. Management wishes to remind residents that all animals are to be kept inside unless on a leash and pet owners will be breached if found to be responsible for left behind faeces/ pets freely roaming Willsmere's grounds. Residents are urged to please remember to take a 'doggy bag' with you on your adventures with your four-legged friends and under no circumstances allow your animal to freely walk Willsmere's grounds or roofs.
- Willsmere has seen an influx of home renovations and management wishes to remind all residents to contact MICM or the Facility Manager before works commence to notify of contractors that will be on Willsmere's grounds. Also, to keep in mind no building materials are to be disposed of in the hard rubbish corral. Laws around contractors are now relaxed though please be mindful of other residents during this sensitive time. OH&S regulations require us to have a record of all contractors performing works in Willsmere, whether privately hired or on common property.
- Works on the fire hydrant adjacent to apartment 249 may require full site water shut down and Management will endeavour to give residents as much notice as possible prior to the works. This will be in the near future and between business hours. A letter drop will be issued to residents prior to works. Simon Mills will be performing the maintenance.
- Willsmere has had a major tree limb fall in the rose garden area and a full tree uprooted during high winds that required arborists to attend. McCleod's Trees attended to cut up and remove the tree/limbs with minimal to no disturbance to Willsmere. McCleod's Trees has since returned to mulch the tree stump near the tennis courts.
- Cars left unattended in the visitor's car parks for extended periods of time have been reported as 'abandoned' and will be removed at the owners cost by the Council/Police.

Still to come;

- Rusted out and weathered guttering and downpipe replacements.
- Pot-hole rectification caused by underground irrigation leak near gate 2.
- Willsmere-wide FOB/Access Card audit. Residents will be notified and will have a set amount of time to see the FM before FOBs will be deactivated.
- Tennis Court maintenance and service plan.
- Gas meter change to remotely readable meters. More updates to come.
- Office NBN and Willsmere shared WIFI. Waiting on office FM NBN connection.
- New Wooden Stairs leading to heritage apartments replacements
- Pigeon/Bird roosting and live animal on roof prevention in the heritage awnings.
- Rectification of community garden SALTO gate.
- Carpet rejuvenation program.

Attachments:

New Awning and Underpass Lighting



Meter Upgrade - Wireless Dongle attached



Newly installed and painted bollard light



Old Faulty Lighting Hardware



Please remember to sign in!



Willsmere’s Pool is now open!



Rusted Gutting



Rusted Downpipes



New Green Waste Bins



New Sanitiser Station in Gym



Newly Installed 'Light-Weight' Gates with Magnetic Latch



Newly Installed Cantilever Gate at Gate 4



New LifeFitness Gym Equipment

