

# SEPTEMBER 2020 FM REPORT

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**AUGUST-SEPTEMBER 2020**

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**WILLSMERE OC SY-21 - PS326519P**

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Focused Facility Management**



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# Overview and Main Achievements

## Overview;

A very productive month at Willsmere during Victoria's stage 4 lockdown with many achievements and a few set-backs. 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.

### COVID-19 ACTIONS NOTE

Inside Willsmere's walls is no different to outside the walls and all Willsmereians are urged to follow strict government social distancing guidelines. This includes the new 'face covering' requirement.

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.

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

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## Main Achievements;

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

- New Lights for Willsmere! Bone Electrical has investigated more lighting fixtures and wiring at its end of life around Willsmere due to old (non-compliant) burnt out/rusted hardware and is systematically replacing hardware with updated hardware and more still in progress (photo attached below). Fixtures are being changed to ballast-free Edison screw type to allow future access to light bulbs with the 2pin CFL not being manufactured anymore. FM is painting newly installed bollard fixtures (base colour is black) and grouping light works together to keep costs down. (photo attached below). The new awning lights don't require painting and look/function great. Bone is still investigating reports of other failed fixtures and circuits and will be returning to attend to them in the near future.
- Thanks to Angela of the CoM and our local MP, Tim Smith, Willsmere now has a brand-new Victorian Flag raised on the main entrance flag pole. (Photo attached)
- SALTO Database migration in progress to Protek Locksmiths to allow full system maintenance and licensing updates to our FOB system.
- Gate 3 has been 100% rectified with both inverters and the logic board being replaced. The remote range has been reported to be very acceptable and the gates are fully operational. (Photo attached below). Gate 4 works have commenced with the new cantilever gate being installed in the next coming weeks.
- Site wide Gutter cleaning is underway with Fred V Mills and his team attending to upper, lower and carport gutters. The use of grass protectors was used on soft areas of land to protect from sinking and damaging underground services. Fred will be returning to inspect the site before management signs off.
- SPI has high pressure washed Willsmere's high traffic pathways and removed all of the algae and moss from the main entrance concrete and bluestone steps. Aesthetics and grip have improved significantly.
- Hand sanitation stations (much like the ones found at supermarkets, etc) have been installed in the main entrance lobby. Management has noted their use and would like to thank all that have utilised it. These will be topped up as necessary to help combat against COVID-19. Please feel free to add it as a stop on your daily walk. (Photo attached below)
- The pool is on track to be filled for use by Willsmerians during the upcoming warmer months! Management and the CoM have been investigating all available rectification plans and engaging specialists to better understand and maintain the Willsmere pool. At this current stage, our contracted surveyor is assessing his information and once given the okay, we will start filling up the pool for use.

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## Main Issues;

A few issues this quarter with the most notable items being;

- Due to COVID-19 and in an effort to stop the spread, all Willsmere indoor amenities have been closed to the public until further notice. This means GYM, Charity collection rooms, Function room, Play equipment, Pool and Library. Tennis courts will still be open, though residents are to be reminded that it is solely for Willsmere residents use and not to be used for paid personal training. Please also be reminded that only 4 persons (2 per court) to be on the courts at any same moment for the time being to assist with social distancing.
- Hard rubbish corral gate SALTO lock failed requiring warranty claim and will be replaced by Protek Locksmiths.
- With everyone at home and online shopping, the influx of packages delivered to Willsmere has meant that delivery drivers have started to litter the main entrance with packages and parcels. Residents are urged to check the main entrance for packages on a regular basis to ensure all packages are collected and if possible, meet the delivery driver at the door instead of it being dropped in the lobby as it's not secure and Willsmere takes no responsibility for missing packages.
- Gas meters wireless roll-out has slowed due to COVID-19 restrictions and Multinet are yet to update the FM and CoM with a completion date. FM is pushing Multinet with little response and urges all residents with estimated bills to contact Multinet directly to express their dissatisfaction with their choice to 'update' our meters to meters without remote reading capabilities alike the ones replaced.
- Many of Willsmere's storm water drain pipes have rusted from the inside out requiring replacement. Management is collecting quotes to present to the committee.
- Willsmere amenities have been repeatedly vandalised by graffiti requiring repainting of walls by the Facility Manager. If anyone has any information regarding people around Willsmere carrying paint pens or spray paint, please notify facilities management.
- Animal faeces left on Willsmere's grounds by pet owners has increased and Management wishes to remind all 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.
- Willsmere has seen that some residents are incorrectly using the bin corrals. Management urges all residents to please place all rubbish in the correct bins and to not leave bags of rubbish laying around as to attract wildlife and cause a sanitation issue.
- Melbourne has been subjected to some intense winds over the past week and Willsmere's 150-year-old slate roof has held up extremely well with only a couple of setbacks. Lead flashing has dislodged itself from the top of Tower 106 and above apartments 102 causing the roof to be exposed. Management has informed Welsh Roofing and works have been organised for

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immediate rectification. Residents are requested to stay away from the above-mentioned areas wherever possible until the rectification works are complete.

- 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. Only URGENT works are allowed during stage 4 lockdown laws.
- The fire hydrant in the bowling green has developed a worn joint and has started to leak requiring rectification by Simon Mills. The fire system will be isolated for the duration of the works.
- Works on the fire hydrant adjacent to apartment 249 will require full site water shut down and Management will notify residents days 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.

### Still to come;

- **Pool rectification.**
- **Gate 4 Major upgrade works.**
- **Gas meter change to remote-readable. Trial meters installed. More updates to come.**
- **Office NBN and Willsmere shared WIFI. Waiting on FM office NBN connection to enable Library WiFi.**
- **Willsmere Stairwells Lighting Upgrade**

**Attachments;**

**New Awning and Underpass Lighting**



**New Stairwell Lighting**



**Wireless Meter Upgrade**



**Faulty lighting hardware**



Newly installed and painted bollard lights



New Victorian Flag



Cleaned Pathways and Removed Moss/Algae



Damaged Slate Roofing



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## New Hand Sanitising Stations



## COVID Precautions closures

