

MARCH 2020 FM REPORT

MARCH-APRIL 2020

WILLSMERE OC SY-21 - PS326519P

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Focused Facility Management



Willsmere

Overview and Main Achievements

Overview;

Amongst all of the current world terrible news and recent events with COVID-19 (Coronavirus), Willsmere has had a very productive month!

COVID-19 ACTIONS NOTE

Inside Willsmere's walls in no different to outside the walls and all Willsmerians are urged to follow strict government social distancing guidelines. This means do not leave your apartment unless absolutely necessary, do not congregate on Willsmere grounds and now to keep all parties to a max of 2 persons (unless living in the same apartment) until further notice by the government. Willsmere staff are on high alert and all pedestrian points of entry/exit are being disinfected and wiped down on an hourly basis (during business hours while tasks permit) with staff requested to keep a reasonable distance from all residents.

Main Achievements;

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

- New maintenance shed roller doors are incredible and are functioning better than expected. It has made life around Willsmere a lot easier for staff and security has been restored. Thank you, again.
- FM has obtained new colour-matched wooden pickets free of charge. These were then used to repair broken slats in hard rubbish coral Andrew reported at the last meeting. FM still holds approx. 7 more pickets for future damages.
- Quote to repair old wooden stairs leading to apartments around Willsmere obtained and will be supplied to the CoM. Each staircase (inc. landing) \$780 wood and \$980 composite look-alike.
- Many lighting fixtures and wiring replaced around Willsmere due to old (non-compliant) burnt out/rusted hardware with more still in progress. Fixtures are being changed to ballast-free Edison screw type to allow future access to light bulbs as the old 2pin CFL is not being manufactured anymore. FM is painting new fixtures (base colour is black) and grouping light works together to keep costs down.
- Gate 5 hinges have been replaced and limits have been adjusted by Metro Roller Doors. Gate 5 is now squeak-free and 100% functional.
- FM has undergone the Department of Health's Infection Control Training and received a certificate of acknowledgement to better assist with the COVID-19 (coronavirus) within Willsmere.
- NBNco has finished all of their hardware installations within Willsmere and are now in the process clearing out blockages in pits to run the fibre to the middle-wing. We will be fully connected in days! Note: everybody that isn't in the middle-wing can already sign up to an NBN package with a provider of their choosing.
- Potholes and drainage grates along the rear townhouses of Willsmere have been filled and repaired. Residents are urged to drive around the construction cones for the next few days to allow the asphalt to settle and harden.

Main Issues;

Little issues this quarter with the most notable items being;

- Sewage blockage behind FM office lead to human waste to be thrown over courtyard. Pipe has been cleared since and was said to be due to flushing paper towels/baby wipes. A secondary blockage in the pipe was found days later and was found to be a baby's nappy. **MICM to re-educate residents of pipe limitations at Willsmere.**
- Another bin coral gate has been vandalised and since repaired by the FM. Gates are being jammed open and/or rammed with bins breaking the wooden trellis and/or frame. Residents should be re-educated on bin etiquette and use of corals. Main issues seem to be the coral near gate 5.
- Another cupboard door in the Willsmere library has since been damaged requiring rectification. FM will repair with new plyboard and paint to help keep costs down. Residents are reminded not to move furniture in the library as this seems to be what is causing the damage.
- 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, 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.

Still to come;

- **Gas meter change to remote-readable. Trial still in works. Updates to come.**
- **New replacement bins have been organised from the Boroondara council. Expected delivery is said to be when contactors are back working again.**
- **Gate 4 option to be modified to be a roller gate from the current swing/leaf gate configuration. Quote to be provided to CoM from Metro Roller Doors, MICM contractors and new contact shared by resident to FM.**
- **Security CoM and FM are investigating options for CCTV upgrades/installation at all gates to provide a greater security for Willsmere. Current set up is inadequate and behind in technology. Visitors car park upgrade option has been accepted.**
- **Office NBN and Willsmere shared WIFI. FM investigating ways to extend WiFi around common areas. The delay in having NBN installed to the office is why the Library WiFi has been also delayed.**