

Willsmere Community Information Forum

Tuesday 18th May 2021 – Library and U Tube linked

Key Points

This handout lists the key points to be presented at tonight's forum. It also states who will present each topic and the time allocated for each item.

Housekeeping

If you plan to attend in person, you will need to register via the QR code at the door and place your name on the attendance register. The windows of the Library will remain open throughout the session so please dress accordingly. Please consider wearing a mask, although this is not mandatory.

Please demonstrate your respect to and for COM members and other participants throughout the session. In terms of COM members, whether you or agree or disagree with some of the decisions or points made, please remember these are volunteer roles and that COM members make decisions in good faith, believing they are in the best interests of Willsmere.

Each topic will be presented and after each presentation, questions can be asked. The time allocations for each item are split roughly 50/50 for presentations / questions.

Should you wish to raise further questions or make comment on topics (or other matters) at tonight's forum, or highlight other issues, please use the Questions / Feedback / Comments sheet that we will provide for this purpose and hand them in after the meeting. Each COM member will receive a copy of all comments and feedback. If you require a response, please list your name and email address on the paper. If you wish to remain anonymous, we will accept your comments, but will not be able to respond.

Chair: Andrew Barrington.

Minute taker and Time Keeper – Diane Leist.

5 minutes

MICM Contract

- The contract was renegotiated by the previous COM and signed prior to the AGM in February 2021.
- The contract was due for renewal in December 2021.
- The contract is for 5 years in duration from December 2020 to December 2025.
- It was in MICM's interest to negotiate a longer-term contract now, as the maximum contractable period for OC contracts under the new OC Act amendments, due to be enacted later in 2021, is 3 years.

- The previous COM was incentivised by purported cost savings over the 5 years of the contract of around \$50,000. A sub com later established this figure to be \$16,000 maximum over the same period.
- The new COM voted 8/4 to ask MICM if they would be prepared to renegotiate the term of the contract with a view that 5 years is too long.
- MICM have agreed to renegotiate to a 3-year contract, but want an increased amount per annum. The COM have not yet decided on what to come back to offer and how to progress the negotiation from here.

10 minutes – Andrew B

FFM Contract

- The contract expired in May 2020 and has been continued on a month-to-month basis since then.
- It was terminated on 21 April 2021 with 30-day notice period to follow. The notice period was subsequently reduced to 16 days following negotiation. Jay finished on 30 April. Contract payments finished on 7 April.
- Melbourne Building Management (MBM) have contracted to replace FFM for a 2 month period as the COM prepares the tender for the next contract.
- Introducing Jennifer and Peter from MBM.

5 minutes – David B and 5 – 10 minutes for Jennifer / Peter to introductions

Cleaning Contract

- The contract initially expired in May 2020 and has been continued on a month-to-month basis since then.
- The COM need to prepare a specification and contract and then re tender.
- We have concerns relating to efficiency of performance and the supervision / support provided to the cleaner by the contracted company – SPI.
- SPI management do not appear to have visited Willsmere for many months. Jay mentioned before he finished that the relationship between him and Henk (SPI) had broken down completely.

5 minutes – Andrew B

Insurance

- The previous COM renewed the Insurance policy on February 1st 2021.
- The excesses were increased from \$20,000 to \$50,000 for water damage claims and \$5,000 to \$20,000 for other claims. Implications to the budget an increase of \$32K for the rest of the insured period (Feb 2022) should we decide to remain with that policy for the insured time.

- The COM voted 7/5 to reduce the excess amounts back to last year's levels and this was implemented.
- The COM has held consultation sessions with an Insurance Broker and an Owners Corporation / Insurance expert. We have not yet determined how to proceed from the various options provided.
- One of the options is to raise additional funds from owners (and budget for it year to year) to self-insure low claims. This would obviate the need to lodge small claims with the insurance company, thus reduce our claims history and insurance premiums.
- Chubb Insurance conducted a risk assessment analysis of Willsmere in November 2020 prior to offering us another policy. We have only discovered the existence of this report. We need to implement all recommendations contained in it to lower our risk profile.
- We recommend individual lot owners seek advice from Insurance Brokers to determine what is best for them. Some (but very few) insurance companies will offer building insurance in strata complexes like ours. Most won't. Please ensure you have adequate contents cover that includes floating floors. Please also conduct a water leak risk assessment of your apartment / townhouse.
- David D to form and Chair an Insurance sub com to continue the work through to completion.

10 minutes – David D

Hard Rubbish

- Has become a problem with unsupervised and inappropriate disposal of rubbish in the corral.
- The corral needs repair and we need to pay for the removal of rubbish that council will not take.
- A new protocol has been developed and is now in operation.
- The list of what can be deposited has been updated on the Willsmere Website and will be placed on the outside of the maintenance shed near the corral.

3 minutes – Andrew B

Noticeboards

- Need a range of options to communicate news and information to residents in a timely manner. Not everyone on F/B. Not everyone accesses the website. Not everyone recovers mail from their mailbox.
- COM passed a motion to purchase and place 2 Notice Boards in the foyer of the main building each side of the fireplace. One for COM news and another for Social News. COM Chair to manage COM board and Adam and Rebecca Mansour to manage Social board.

3 minutes – Andrew B

Gates and Gate Safety

- Some residents have raised safety concerns re: Gate 4 that require further attention.

- Gate 4 - The COM is obtaining quotes for a mesh screen to be installed across the front of the gate, warning signs be displayed on both sides of the gate, a shut off sensor strip placed along the closing end of the gate from top to bottom, and the removal of the metal fence support that intersects with the gate when they open.
- Once the quotes are received the COM will vote on each of them.
- Contractors are coming back to rectify other gate issues.

10 minutes - Carl

Gates remotes

- Building manager is getting training on the new system and the remotes will be distributed once training is complete.
- New system is latest technology for improved range, security and reliability
- Existing Elsema system is 30 years old and causing issues for many residents. Elsema no longer support or make the receiver modules.
- Lost or stolen remotes can be deleted from the system so no more need for site-wide code changes to maintain security.
- Every lot will receive 2 remotes in exchange for their old Elsema remotes. The few lots with three or more car spaces will receive one remote for each space.
- Further details will be advised soon.

10 minutes – Marcus

Gardens and Grounds

- Garden sub com met with D's Gardeners to determine priorities over autumn and spring.
- Determined some areas requiring urgent attention including the high arbour near the dungeons. High safety ladder to be purchased to enable this work and other higher than 2.4 metre work to be done.
- A number of small garden areas identified for some restoration work and a budget approved by the COM to enable plantings to occur.
- McLeod's to conduct Arborist survey throughout property to identify urgent work required to either prune or remove trees. Just been informed today that the quote is outdated (November 2020) and they need to requote. It will slow things down.
- Heritage Tree with peacock platform surround (Jack and Tony / Shelley's tree) to be the subject of an urgent assessment and if removal advised, urgent council approval to be sought for removal. Also the tree in the London courtyard (not a plane tree) needs urgent attention and may require removal.
- Leaf clearing a current priority.
- Pruning of fruit trees and rosed in June / July and spraying to control clover in August are some of the other priorities set.

10 minutes - Jalal

Townhouse Maintenance Funding

- Legal opinion is being sought to determine the status of the townhouses in terms of private vs owners corp. responsibility for maintenance and repair.
- Also, to give/provide the COM with a really clear understanding of their obligations going forward

8 minutes – Andrew B

Parcel Bay

- Problem of parcels on the ground in the main foyer. Unsightly and OH & S risk.
- Proposal to relocate the parcel bay into the foyer at the bottom level of the Library, where the newspapers are deposited.
- Need a camera in that space to deter theft.

2 minutes – Andrew B

Southland (area along the south)

- Is the area of land to the south and along the front of Willsmere from the maintenance shed to the basketball court gate. It's about 30 metres wide. 1.09 hectares in total size.
- The area now reverts to Willsmere ownership and control following no transfer of lease from Yarra Bend Park Trust to Park Vic.
- MICM were advised of this in September 2020.
- The Area is insured for public liability.
- The COM needs to consider how to approach our responsibility for the land, the obligations we have, as well as potential use/s of the land.
- Do we want to press Parks Vic re: leasehold to renew the lease?

5 minutes - Angela

Pool

- Life Saving Victoria to conduct a safety audit on the pool.
- The previous COM consulted with Commercial Pool Systems on the condition of the pool. A detailed report was completed and sent to all owners prior to the last AGM.
- Based on this report, the COM resolved to repair the pool to enable it to remain operational for another 2 – 5 years, at which point it will need to be replaced.
- \$12,750 plus GST was approved by the previous COM to alter piping around the pool to help it to remain functional for this time period.

10 minutes – Angela

MICM Helpdesk / Incident / Problem Reporting

All calls through the BM.

Content to be provided on the night

5 minutes – Thomas

Open House Melbourne

5 minutes – Jack

Heritage Gas Meter – Update

- Multinet estimates 12-18 months for remote readers
- Background – software/data are stored overseas
- Gas readings are read 3 months

5 minutes - Andrew C / Angela

High Access Project

- Several projects require high access equipment including gutter and downpipe replacement, window cleaning, historic centre wing installation of bird spikes / live wire / cleaning of bird poo off high walls.
- Need to aggregate, plan and cost these projects

2 minutes – Andrew B

Carpets

- Consultant / broker has provided a quote to provide a full analysis of the carpet requirements across the common areas of the property. He would also broker the purchase and arrange the installation of the carpet.
- COM to consider this option vs going straight to market.

2 minutes – Andrew B

Air B&B

- A concern to a number of residents and to the COM.
- Residents need to take the following action each time a breach occurs: 1) document and photograph the breach including noting the time, noise levels, crowd levels 2) call the police and require police attendance and a police report be completed 3) report the breach and supply all evidence to the Building Manager 4) Be prepared to be part of a VCAT case if required

3 minutes – Andrew B

Basketball Courts - After Hours Use and Noise levels

- A concern to a number of residents and to the COM.
- COM is exploring a way to remove or fold the rings down after hours to make the courts unplayable.

2 minutes – Andrew B

Notes from an Insurance consultant (Merv Harris) provided to David Davis on 13/5/21

On 3 May 2021 I participated in a Meeting of Chairpersons at Southbank where the subject discussed was OC Building Insurance. This group operates under Chatham House Rules.

I am able to report that 8 Chairpersons participated of the 12 OC Complexes represented. The average size of the OC represented is 254 to 440 Major Lots and budgets range from \$1.5 to \$2.3 Million. All the OCs are stand alone towers within the CBD and several have significant terrace areas.

2 OC Complexes are under 10 years of age, 9 are in the 15 to 21 years age range and 1 is over 60 years of age and transitioned due to development from a standalone commercial complex into a multiple OC.

7 of the Chairs present reported significant concerns re recent Insurance Claims in respect to water leaks from either misadventure and or failure of piping, including flexible hoses. All reported increases in premiums ranging from 4% to 34%.

Only 1 chair reported that they were able to get more than one insurer willing to quote for insurance. 7 reported only the incumbent insurer was willing to renew, although with an increase on the previous year.

Premiums ranged from \$85k to \$167K and all policies had a range of \$5k to \$20k re Excesses for Water related Claims.

3 OCs had premiums of \$85k to \$89K with \$5k water claim excess and I am familiar with the three complexes which are all in the 15 to 20 years of age category, as they all run a separate budget fund of between \$20k and \$30k to deal with minor claims as part of their Insurance Risk Strategy. We then have a group of buildings where the average premium is around \$125k to \$140k (with a \$10k to \$20k water excess) which have increasing water damage claims and are trying to mitigate risk and finally a couple of buildings where water damage claims are accelerating and they are looking at strategies to reduce the likelihood of continuing premium increases, which include major hydraulics works at considerable unplanned cost. An observation here is that buildings funding minor claims were carrying both lower excesses, lower premiums and were not disadvantaged. However, these 3 buildings also have well managed maintenance funds which are continuously adapted due to the sharing of experience by the various OCs. Identification of potential risk early certainly assisted in moving works forward and also the acquisition of knowledge alone left the Committees better placed to understand their OC.

Forwarded for your information at this time.

Regards,
Merv Harris

See also brochure / flyer on attachment from Jodie Sharman from Marsh Insurance Brokerage