

## **2015 AGM Committee of Management / OCM report to members**

Almost another year has passed and there has been a lot of changes and considerable progress in the management of our group.

Let us say at the outset, despite some people working behind the scenes to try and discredit the work and harmonious co-operation of the committee of management, we have achieved a lot for the benefit of all members.

The first large issue that your COM had to deal with was the transference of services for the common property from the old gym, spa and sauna. Thanks to the tireless work of George meeting with several consultants to try and work out the best solution and financial outcome for the group, and Robert's contacts we finally came up with a solution that saved the group approximately \$6,000 on first initial quotes.

In the middle of handling this issue, George advised us that he had given notice to KW and we would receive a new manager. We were dismayed at this news, particularly since the issues with Lot 14 - the old gym - needed some homegrown knowledge about the building and many of its quirks which George had. A new manager would have delivered significant delays in the opinion of your COM. While we were deliberating about what to do, as you are all well aware of by now, KW sold our contract to another manager without any notice given to your COM. With the legal advice given to the group by your Chairman, we were able to retrieve our contract and finally have control over to whom we award the management contract. All of you would be well aware that the issue contract of management has been a thorn in the side of many lot owners and we even lost a few because of the way KW treated us both in the manipulation of contract rollover dates and the financial rewards that KW obtained in the contract. Both of these issues have been resolved quite satisfactorily. We have a new Manager, George, who has worked tirelessly for the group since April. We have a contract with a fixed term so that your COM can award a new contract at the conclusion of the contract to whoever it wishes. In addition to this, the price quoted by George was \$10,000 less than we were paying KW.

One of the other issues that was a thorn in our side was that of insurance. George agreed that he would not charge the group the commission that was charged by Whitbreads and KW. Another saving of \$8,000 to the group! In addition, Robert obtained a quote from AON that saved us another \$20,000.

Robert also found pool cleaning company that will do a better job of carrying out the cleaning of the pool and also monitor the chemicals on a daily basis for half the price that we were paying.

We have had the water meter raised to a level that can now be read instead of estimated. So now we await to see if we receive a credit or we have to pay an additional sum. But from now on the meter will be read and we will receive the appropriate bill.

We have had the gas people in to review the gas usage for the building and to put to rest the issues about who was paying or not paying their share of the gas bill.

The moat at the front of Gordon Place has been cleaned and yes Zena, we have found you some native ground cover plants which will be coming in the next couple of weeks.

We have also had to deal with homeless issues during the year. Finally they reached a point that required some action to secure the building. While the issues arising from the installation of security cobs and codes was not handled to the best of our abilities, and apologies have been given, there were extenuating circumstances that seemed to collide all at once. But apart from one or two members who are still not happy, it seems that people have got used to the new system, understand how to use it and are coping well.

Now for some housekeeping issues.

1. It has come to the attention of your COM that some residents are running commercial businesses from a residential unit. This is a friendly reminder to all that any commercial operation is forbidden under the Owner's Corporation Act. We are not talking about either cafe owners or lot owners who are running b&b's as these are allowed within the act and our constitution. If anyone wishes to run a commercial enterprise from a residential unit, they must first apply to the Owners Corporation who may grant them permission to do so, with or without special restraints, or not. The Owners Corporation is to be run for the benefit of all not for one or more special interest groups.
2. The law governing smoke alarms applies to all residential units. It appears some lot owners who do not lease their apartments to Quest have yet to install them. Again, this is a friendly reminder that you are indeed breaking the law and putting into jeopardy any insurance claim if you have not installed one. We urge each of you to check and if not to take measures to install the legal number required by law. If you would like help find a contractor to install one, or indeed to check if your smoke alarms are still working, we can recommend someone who will install and check each year for a sum of \$90 at last quote.



3. We had an issue with a hot water service. The units installed are coming around to their use by date. It would be advisable if each lot owner could get their plumber to check their hot water service to see if it requires upgrading. If lot owners could afford it, the installation of a drip tray is a wise investment, as each lot owner is responsible for any water damage done to another's property. It would also be wise that shower bases be checked as these are another source of water leakage problems.
4. We are presently working on a solution to the postal issue. The lady who was so helpful in helping with our issues regarding letterboxes with Heritage Victoria has been contacted but is currently on leave and when she returns we will continue to pursue this issue. Further, with regards to Heritage Victoria, they have asked us to inform all lot owners who own units in the front of the building that is heritage listed, that all works undertaken whether internally or externally must also be submitted to Heritage Victoria before work commences.
5. Finally, we live in a medium density development, and as such we need to pay special attention to the amenity for all residents whether owner occupiers or not. We have all paid market value for our lots and no one person has any more right to an amenity than any other whether we live in Gordon Place or not. We would like to reacquaint each owner with dispute resolution rules that each owner must follow.
  - a. The first port of call for any problem that arises is George, our manager.
  - b. If satisfaction is not achieved and an owner wishes to take it further, then he or she should contact the Chairman. If no resolution is achieved then George will inform you of your choices.
  - c. The common property access paths are like everyone's backyard. If any resident has any visitors, then it would be courteous to all residents that they are met and are accompanied back to your unit. They should not be allowed to wander through our private property on their own.
  - d. Owners need to be respectful of the fact that both Zina and Ayhan, and the operators of the other café, are operating a small business into which their customers are invited. If you are not a customer of the business at the time, please show each of them the respect of not improperly using their business premises as a short cut access into the building.