

# Newstead Terraces News

## February 2020



### RAIN, RAIN, Fabulous RAIN

All of our infrastructure may have been tested and strained with the volumes of water that we received, but the rain was most welcome. The building has had a big washdown after the months of extreme heat and dust. The gutters, drains, umbrellas, outdoor furniture and gardens have been flushed clean. Even the smallest residents in our lovely community came out to rejoice in the very welcome rain. This little guy is often heard croaking, but rarely seen.



### UBER EATS, POSTAL DELIVERIES AND UNACCOMPANIED GUESTS

A reminder for us all, and perhaps news to our newest residents. Any deliveries you have arranged need to be collected from the delivery personal at the front doors. **It is not ok to buzz in any one that does not live in the complex.** If you can't get down to meet the Australia Post Delivery man or a courier, ask them to leave the parcel on the seat outside the onsite manager's office. If you have not collected it, I will take it down to the letterbox area for safe storage. We do not want random delivery personal, Uber eats deliveries, Pizza deliveries roaming the complex, using the toilets, wandering around the pool etc. There will be a sign at the front door instructing all delivery personal to request you come to the door and collect the item, and letting them know that they are not allowed on the premises. **The committee understand this may be an inconvenience to you, but it is the security of the building and all residents that is being protected and asks you to please respect the request.**

### GLASS AND THE POOL

Another reminder :- please do not take glass into the pool area. It's a really big risk if glass gets broken and ends up in the pool. The pool must be emptied, the pool cleared of any broken glass and then refilled. A huge expense and inconvenience, and you will be asked to foot the bill. There are CCTV camera's with video footage of the area, so you will be identified.

Glass comes in many forms – drinking glasses, bottles, food containers. To be safe, put everything into plastic.

Please do enjoy the pool and don't change your plans, just stop for a moment and check that you are not taking glass with you.

### **BROKEN POOL FURNITURE**

Those of you whom regularly use the pool area and furniture will notice that five/ten of the sun lounges have broken weaving. The manufacturer believes that someone has been standing on them. I think it has more to do with the constant exposure to the sun. We have quotes to replace them. They come from Germany and we deal directly with the manufacturer, so it may take a little time, but they are coming.

### **AIR CONDITIONING SYSTEMS – GETTING THE MOST OUT OF THEM**

In this hot and humid weather, the air conditioning systems in the complex get a real work out. The majority of systems are now 15 years old, with old parts and old technology. Daily emails to me complaining about them doesn't make them work better, although I do sympathize with the discomfort. I can not wave some magic wand to make them run quietly, efficiently and immediately reduce the heat in your apartment, although I really wish I could.... But there are some things you can do to assist your aging machine work better in these horrible weather conditions.

1. Open the doors on your terrace compressor cupboard. This will help increase the air flow and heat exchange, allowing the machine to work a little less hard to cool the air.
2. Cool one room at a time. When you come home, cool the living area first. Close all the doors to bathrooms and bedrooms. Turn on the ceiling fan to help circulate the air. Draw the curtains to slow heat coming in through the glass.
3. Turn off the living area and turn on the bedroom when you are going to bed.
4. Take a cold shower and put on very little (remember to draw the curtains!) 24% will feel much cooler when you are already cool, or have a swim and get your hair wet – it reduces your body temperature very quickly.
5. Consider leaving the system running during the day so that the air is cooler to cool at night. Expensive, but how much is a good night's sleep worth to you?
6. Consider upgrading your system to a new one. But I would advise waiting till winter when the air con people are less busy and looking for work. It will make the quotes a little keener. Expect to pay \$10 000 - \$15 000 for a two bedroom apartment.

### **WATER FEATURE AT FRONT ENTRANCE CONTINUALLY RUNNING**

Thanks to everyone who diligently reported that the water feature at the front entrance has been running 24/7. We have identified the problem is with the hardwired timers on both the pumps. The water feature is supposed to run between 7.30am and 10.00pm. The timers have been reset, but the problem continued. The timers are now old timers and have been losing up to 3 hours in 2 days. We are currently sourcing new timers and will have them installed as soon as they arrive.

### **SWIMMING FOR A CAUSE**

Might as well make those laps count. Shane Harris and Georgina Bishop are making the miles in the pool count by raising money through laps for life. The aim is to raise awareness of the facilities available to young people for mental health assistance. Log on and have a look <https://www.lapsforlife.com.au/fundraiser/brisbanetritions>, may be chip in a few dollars to help us reach our fund raising targets. Georgina has pledged to swim 20 Kilometres in March, Shane is keeping his target under wraps. If you would like to join the team and boost the results there will be a link from the above website.

### **DOGS IN THE COMMON AREA**

It has been brought to the committee's attention that there are a number of dogs resident in the complex that are allowed to roam not on a leash. We are reminded (Doogie as well) that dogs are required to be on leash in the common areas. We are also reminded that if our Dogs wee or worse in the common area we should be immediately attending to the disinfecting and cleaning of the site. There have been whispers of accidents in the lift that have been left unattended and the lift is now starting to smell despite the daily cleaning of the lift.

I can lift my game in this area, and I know all the other dog lovers at Newstead Terraces will not object to being a little more conscientious about this by law to respect our not so fond of Dogs fellow residents.

### AGM RESULTS

A big Vinaka Levu (Thank you) to everyone for getting their voting papers and proxy forms lodged, and to the contingent whom made it along personally for the AGM. We welcome back the old committee for another year of smooth sailing under the command of Marion McMahan. It has been an absolute pleasure to deal with this united and diligent committee, and I look forward to working with them again this year. New comer to the community Peter, didn't get up this time even though he had a good number of votes. We appreciate you putting your name forward Peter and encourage you to put your hat in the ring again next year. Teagan will have the minutes of the meeting out to you all very soon.

### STREET ENTRANCE GATE HOUSES

All the units along Evelyn, Newstead Terrace and Austin Street have a roof over the gate. That roof has a cover over it that has collected flowers leaves, possum droppings and copious amounts of dirt. The owners of the gate houses are reminded that as the area is on their lot they are responsible for cleaning it. However, if you have ever tried to get a gennie up to the height required to get those rooves cleaned you will begin to understand why the owners have been unsuccessful in keeping them clean. The committee have asked me to investigate getting them professionally cleaned. So if you look down on these gate houses, we hope that one day very soon your outlook will be much improved.

### DID YOU KNOW THAT YOUR FRONT DOOR COSTS \$1350 TO \$1500 TO REPLACE?

Did you also know that you have to be specially qualified as a fire door rated tradesman to do any work on the front doors? The complex to comply with its insurance responsibilities has to have these doors checked once a year to make sure that they are compliant and will perform as a fire barrier should there be a fire. If you let your door slam closed on a regular basis it will result in damage to the door. The door then costs \$1350 to \$1500 to replace. May you please be aware of how you are treating your fire door. Give it some love and make sure it lives a long and healthy life. It may be that the committee will be forced to pass on the cost of replacing the door if you are found to be negligent in the care of your door. Just a heads up.

### SOME HOUSE KEEPING POINTERS FROM THE COMMITTEE

- If the first bin is empty walk to the next one ... it is usually empty
- Please do not just leave your rubbish inside the door ... put it in the bin
- If the recycling bins are full to the brim do not leave your boxes there
- If your rubbish leaks on the way to the bin please be considerate of others and mop it up
- Please close all doors and gates gently ... they do not need to be slammed

### BODY CORPORATE COMMITTEE RESPONSIBILITIES

If you have never served on a Body Corporate committee, you may not be aware of some of the aspects of the role. Asset Maintenance is a big part of looking after a building the size of Newstead Terraces. We have a lot of infrastructure. For example there are 16 pumps to handle water movement in the complex., 7 filters for the various water features and pools. Acres of tiling, grout and silicon joints, 2 bin rooms with 4 industrial bins, 10 wheelie bins for general waste and 6 recycling bins. There are two different bin collection schedules for the bin areas in Evelyn Street and Austin Street. Footpaths to be cleaned, mowed and gardens to be maintained. And let's not forget the prolific Mango Tree and its nightly deposits. There are 63 different air conditioning systems, 61 dishwashers, washing machines and dryers. 61 insinkers, ovens, microwaves, cooktops and extractor fans. 122 bathroom extractor motors. 1 lift, 1 BBQ, 1 Sauna, 1 Spa, 2 pools, 3 water features. 61 Gas lines, 61 telephone lines, Foxtel & NBN connections. 2 electrical substations, 1 communications hub room. Pool pump room. 6 carpark exhaust fans. Building lighting systems, building emergency systems, fire maintenance systems. That is not a complete list, but a bit of a guide to what needs maintenance and what needs fixing. A rigorous compliance schedule, covering Backflow devices, emergency systems, work place health and safety.

There is not a single day at Newstead Terraces where we do not have something that needs to be fixed. Trades are onsite every single day. Not always on Body Corporate maintenance, but here for some maintenance issue, and needing parking access, because as we all know there is no parking in the street during the day.

There are 61 households all leading their own busy lives, getting family members to work, appointments and being feed. We are a busy community! The following article is by a company that sells software to help keep track of all the various aspects of managing the infrastructure. We don't need the software, because you have me! But it is interesting reading.

### **ASSET MAINTENANCE SCHEDULING AND RECORDS**

By [MYBOS](#) on January 21st, 2020 in [News](#)

If you invest in, own or occupy a residential or mixed-use strata building, it likely contains substantial assets, infrastructure, plant and equipment requiring periodic maintenance. Both maintaining and keeping records of maintenance is required for not only the protection of the assets and smooth running of the building, but also in some cases to achieve required safety standards required by law.

Timely maintenance completed to standards requires expertise – in both knowledge of the asset itself and time management for frequency of testing and servicing within the required specifications – and this should not be left to chance. In this article I will provide a list of common building assets, those that have statutory maintenance obligations, recommended time frames and the cost benefit analysis of proactive vs reactive maintenance, including how the life expectancy of the asset can be affected if not properly maintained.

Depending on the size and type of the community, there may be thousands of assets in a strata building ranging from small items such as light globes and air conditioner filters to extremely critical and sophisticated equipment such as the security system to essential machinery including boilers and air conditioning plant. The Body Corporate and Community Management Act as well as the Building Act in Queensland require all buildings to ensure their infrastructure is maintained so as to function as it was intended when the building was brand new. This is best achieved by having an initial maintenance schedule established that must contain maintenance and inspection schedules for all maintainable items on common property. This applies to both statutory maintenance [i.e. mandated under law] and advisory maintenance [i.e. where the maintenance and inspection is reasonably required]. Among other things, various Acts, Regulations, Australian Standards, Codes of Practice and supplier warranty stipulations require maintenance and inspection schedules for: –

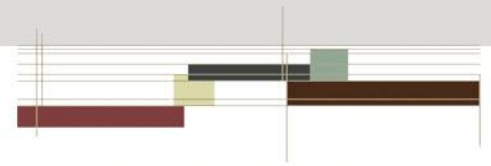
- exterior walls, guttering, downpipes and roof
- electrical systems and equipment
- motorized plant and equipment, including automatic doors and boom gates
- pools and surrounds, including fencing and gates
- air conditioning, heating and ventilation systems, including car park exhaust
- fire protection equipment, including sprinkler systems, alarms and smoke detectors
- security access systems
- embedded networks and micro-grids

These assets are obviously diverse in their maintenance requirements. The standards also require the following to be included in the maintenance schedule: –

- all warranties for systems, equipment or any other things referred to in the schedule,
- any manuals or maintenance requirements provided by manufacturers for any of those things,
- the name and contact details of the manufacturer and installer of any of those things.

For an up-to-date guidance on statutory and advisory maintenance standards is the ABMA Building Management Code©. There is a state-specific version updated annually by the ABMA which includes any legislative updates since the prior year.

Given the sheer number of critical assets in a modern strata building and their diverse nature, their specific service schedules as well as tracking of warranties, it is obvious that asset management cannot be left to archaic and outdated practices especially in today's world when performance requirements are heavily scrutinized, expected to be top notch and with diminishing scope for failures and lapses. The question then is, how to balance best performance verse lower costs?



## Newstead Terraces

Reactive or the “run-to-failure” management approach involves allowing an asset to operate until it breaks down, followed by reactive repairs and/or bringing the asset back to operational condition. Under this model, there is typically no maintenance performed between failures unless a problem is noticed by accident. While this approach may seem cost-effective, the larger cost of breakdown is often ignored. The inconsistent nature of breakdowns makes it hard to arrange resources for repairs, resulting in unplanned expenses, overtime resource costs, back up equipment costs and inflated prices of spare parts due to less bargaining power induced by quick purchasing needs – not to mention functional inconvenience to end users. Just imagine the entire building without hot water on a cold winter morning. The emergency nature would create an open cheque book scenario where you would be ready to pay anything to bring back the water heater to a working condition in the shortest possible time.

The sensible alternative is proactive or preventive assets maintenance, and for good reason. This approach involves regular planned tasks that are scheduled on either time passed or meter triggers to reduce the possibility of asset failure. The reliability and life span of an asset can be extended via periodically checking, cleaning and maintaining the equipment. These scheduled tasks improve planning capacity for schedule upgrades and reduce unplanned downtime, directly improving overall productivity and producing cost savings.

Good strata management relies on expert human resources coupled with good management practices, one of which is the utilization of robust building/facilities management systems. From the asset management point of view, a good FM system should provide a powerful and easy to use asset register which records maintenance requirements of each asset along with the standard or regulation that imposes maintenance obligations upon the building owner, and then generates logical site-specific maintenance and inspection plans for the property. An even better system would notify the users about upcoming maintenance and inspection tasks well before due dates. An excellent system would let the staff perform these tasks on-the-go using mobile apps and would provide ready-to-use reports for different user groups including bodies corporate, the committee, senior facilities management [or Caretaker] as well as the larger residential community.

There are a few reputed FM system providers in Australia, one of which is [MYBOS](#) who not only let you trial the system for up to a month for free, but also provide free onsite training and price guarantees, not to mention the incredible support during onboarding for building data transformation and import.

In the end, what matters is how much you are willing to progress with the times and change. Sticking to archaic practices might seem easier in the short term, however it is ultimately costly, inefficient and prone to failure. Changing to proactive and preventive maintenance may appear overwhelming at first, but a good management system actually lessens the workload and provides an audit trail of prudence that survives individuals. The records do not get lost, no matter who the strata manager or Caretaker is.

Approaching complex mandatory maintenance from a proactive, prudent and compliant viewpoint guarantees better site management and job performance in the long run, saves the owner’s money and improves common property functionality. Not a hard choice then, is it?

This article was contributed by *Sam Khalef, Managing Director – [MYBOS](#)*

**There is a little bit to do to keep this property running smoothly.**

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