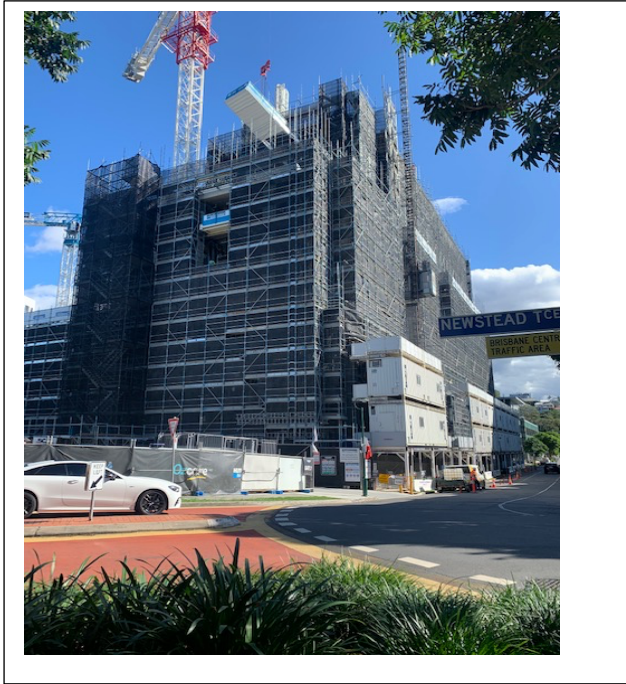
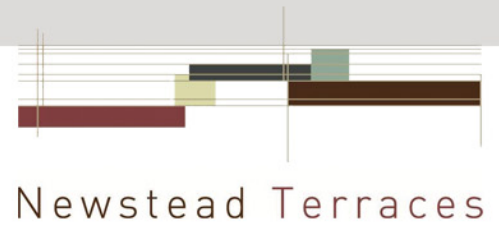


Newstead Terraces News

May 2022



OZCARE SITE PROGRESS

Still on track for Completion Feb 23.
Over the weekend they took away the
Shipping container offices over the footpath
On Evelyn Street.

THE SPA

It's not good news. There is a cracked pipe near the bottom of the spa in the wall between the spa and the pool. Access to the pipe may mean cutting into the wall of the pool as well. Now the site of the leak has been located the next steps are

1. Put a camera into the pipe to see if the crack is on an elbow. Nuflow attending 02-06-22
2. If not on an elbow, investigate sliding flexible piping inside the old piping to keep using existing pipework
3. If it is an elbow that is broken, we are looking at replacing the entire spa by either
 - A. Putting a plastic spa shell into the existing spa
 - B. Digging the spa out and the common wall with the pool and rebuilding.

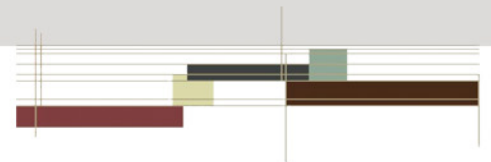
We are sourcing quotes and options, but there is not going to be a speedy fix on this one!

THE HIDDEN VALUE OF TRADE RELATIONSHIPS

From Donna

I had a burst braided pipe today and lucky I was home to turn off the water (and thanks to Alec from 38 who helped as I couldn't remember where the tap was. I have now saved the 'dealing with a leak' document you sent last July!)

Thank you for having a relationship with reliable tradesmen - Dave was here as soon as he could to fix the problem and ensure I had water again. It's great to know we can count on having things fixed quickly (and on a weekend too).



Newstead Terraces

VISITOR CARPARK REFRESHER ON THE RULES AND CONVENTIONS

We are very lucky at Newstead Terraces to have 14 visitor carparks, but every now and then, we all get a bit slack about observing the rules and being considerate of others.

With 14 spaces and judicious/conscientious use by residents we should always have enough parking. The success of the visitor's carpark use comes down to the residents using it considerately.

The General rule of thumb is – if you have a designated car space in the resident's carpark, your car should only ever be parked there. An exception would be a few minutes to load or unload a heavy load- no to duck upstairs to change out of your gym gear and into your work gear and head out again, especially in peak usage times- between 7-10am.

Visitors using the car park are limited to 24 hours. Any longer-term visitors need to apply to the committee (via the onsite office) for a visitor's carpark permit which is to be displayed on the dashboard of your visitor's car during their stay, and returned to the office when they leave.

To apply you need to email, the make and type of car, rego number, the unit they are visiting and the duration of their stay. It is entirely at the discretion of the committee as to whether the permit is granted or not.

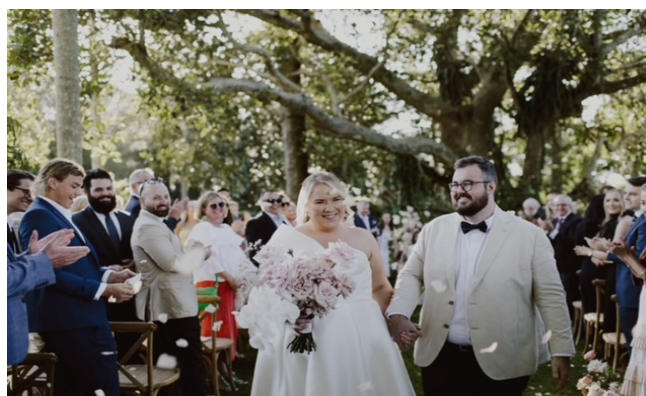
Factors that may influence issuing a permit could be – works being done on the common area, or booked in trades for the units, or the number of visitors permits already issued for the same time.

KEEPING UP WITH WHAT IS GOING ON IN OUR AREA.

A handy link to keep up with what is going on in our area in terms of crime – especially when considering walking home through the park.

<https://qps-ocm.s3-ap-southeast-2.amazonaws.com/index.html>

JUST A FEW MORE PHOTOS FROM NICHOLAS'S WEDDING



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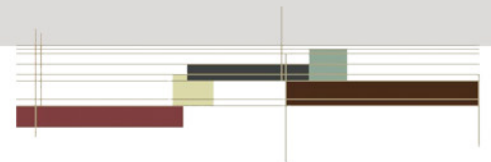
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Newstead Terraces

A REALITY CHECK ON TRADES WAIT TIMES/ INSURANCE CLAIMS.

A lot of this month has been spent dealing with water ingress issues and chasing quotes from trades. Just as an example – mould treatments. On the 15th April I tried to contact Mould Men to have them attend to mould in some areas of our building. Like many businesses at the moment, you cannot speak to them on the phone, but must fill in a form online which I did on the 15th April. On the 27th of May they came back to me requesting that I contact them to be scheduled in for a visit. They provided a telephone number which went to a voice mail requesting I push * for a call back! I called back three times and been on hold for hours – still waiting to get our appointment date.

INSURANCE CLAIM DELAYS EXPLAINED

By [Smart Strata](#) on May 24th, 2022 in [QLD](#)

QLD and NSW, in particular, have experienced an unprecedented amount of rain and as a result, the volume of Insurance claim lodgements has increased significantly.

A number of insurers have set up dedicated Catastrophe claim teams and Loss Adjusters have been brought into affected regions. Whilst from the outside, it seems that there is not much movement on these claims, it is undoubtedly not the case behind the scene and on the ground.

Insurers have established supply chains with builders and loss adjusters to assist with repairs. As can be appreciated, the scale of the declared catastrophe has had impacts nationally on the sourcing of building materials and labour.

To date, delays up to 2 months are being experienced with Insurers providing updates to Brokers due to turnaround times. Once a claim is lodged with an Insurer, a Loss Adjuster is appointed to a claim and arranges a time with the site contact to attend a site inspection. Once this occurs, a report is written and submitted to the Insurer for consideration on how the policy will respond within the policy wording. This process can often be seen on the surface as a lack of progress.

Unfortunately, this time delay is often misused with the cause of damage often not being repaired in readiness of progressing the claim to internal repairs. The conflicting side of this is the demand of trades cannot keep up with the requirement of works needed which can add to the blowout of claim times.

This probably leads you to wonder, what should I be doing to ensure I am on the front foot with my insurance claims. Well as with most things in the strata community, it pays to be organised. Recently Smart Strata published an article outlining [what to do in the current unprecedented weather](#). In this article, Marsh Advantage Insurance provided some tips to help make the claims process as efficient as possible

Some key points from this are:

- If required due to safety concerns, to reduce further damage or to recover, you can start the clean-up process before an insurance company assesses the damage. This is particularly important where floodwaters have inundated your property to prevent further costs developing from mould build up. If you have already started the clean-up process ensure that you take photos of any damaged property as this will form evidence of the damage for the insurance company in a claim.
- To save time and avoid unnecessary back and forth **When corresponding with your broker via email** ensure you provide details of your Building Name and Unit Number
- **New claims can be submitted** for Marsh clients by going to the [Forms Section](#) on Archers the Strata Professionals website
- To avoid unnecessary back and forth, **Support all costs you wish to claim with appropriate documentation** such as receipts and quotations.
- Syna/Andrew is there anything else you'd like to add?

While delays can be frustrating and at times feel never-ending. It's important for strata owners to realise this current situation is a state-wide and that everyone is doing their best under the current circumstances to ensure a smooth recovery process for all involved. Remember to stay organised, send all relevant documents when required, and if at any point you are unsure if the damage is covered by the Body Corporate or your personal contents policy, you can read the [FAQ's Here](#)

This article was written by Smart Strata

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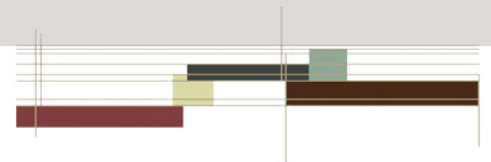
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Newstead Terraces

Official Construction Update – May 2022



Date: 31/05/2022

Target Dates*	Milestone Activities
May 2022	Removal of site sheds from Evelyn Street
Aug 2022	Completion of North & South Tower structural works
Sep 2022	Dismantle of South Tower crane pending Stage 2 works
Dec 2022	Dismantle of North Tower crane and final footpath gantry on Evelyn Street.
Jan 2023	Completion of building internal and external finishes
Mar 2023	Completion of external landscape finishes
Mar 2023	Project completion and handover

*Weather permitting these dates above may change slightly.

As always Hutchies aims to ensure our works have minimal disruption to the surrounding neighbourhood.

We apologise for any inconvenience that may be caused.

Thank you for your patience and understanding.

Georgina Bishop Licenced Real Estate Agent # 3428825, JP (Qual), Member REIQ, ARAMA, B.Bus (QIT)