



DRUMMOND STREET APARTMENTS  
BUILDING MANAGEMENT REPORT 2022 - 2023  
NXT LVL BUILDING MANAGEMENT LTD

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## OVERVIEW

The major project at Drummond Street Apartments in 2022/23 has been the replacement of the guttering and fascias on all blocks. This required the complex to be under scaffolding for almost six months, and it was a relief when the work was finally completed in January 2023. It has required a great deal of hands-on management, but the finished product looks fantastic. To meet warranty requirements, there is an ongoing programme of maintenance scheduled.

We ensure that the grounds are kept clean and weed-free through a water-blasting, soft-wash and spraying programme, and we have cut back and removed some of the planting in front of Block C. Graffiti is quickly painted over, and any dumped furniture is broken down into the bins or taken to the landfill.

Along with our regular weekly cleaning, the laundry has had its annual full clean, and while the machines were out we took the opportunity to hire a commercial polisher for the floor, which has come up looking so much better. The nose caps in the stairwells have also been cleaned.

We continue to keep the gates, doors and windows functioning by doing continual temporary repairs - realigning strikers and catchers, lubricating locks and closers, replacing handles and latches, and realigning the gates. However damage to the gates in November has meant that the gates will now have to be replaced, and it will be a chance to install gates that are fit for purpose. The gates have been removed while we await quotes for replacements.

The Building Warrant of Fitness compliance inspections are done monthly, as well as the regulatory fire and alarm checks. All systems are compliant and certified.



## 2022/23 SUMMARY

### Guttering

The guttering and fascia replacements have been the major component of the maintenance plan this year at Drummond Street Apartments. After Covid-related delays, the scaffolding was erected in August 2022, and was finally removed at the end of January 2023. The gutters and fascias on all the blocks have been replaced with continuous spouting, with a ten-year warranty.

While the scaffolding was in place, a broken drainpipe was discovered in front of Block D and fixed.

There has been a large investment of our time in managing the project, with almost 30 hours spent on-site, as well as additional administration time. Having two contractors involved in the project has certainly added to the complexity, and I am not certain that any major cost savings were actually achieved.

Scaffolding costs increased substantially from the initial quote. Three65 insisted on further scaffolding requirements from what TL Construction had initially allowed for, and had Three65 handled the whole project I think it is likely they would have been more flexible and absorbed a large part of this additional cost themselves.

We did initially have concerns on TL Construction's safety plans, but we were proactive with on-site meetings, and some adjustments to the plans meant that these concerns were successfully addressed. We did have to remove two trees from the front of Block C to allow the scaffolding to be erected.

There are minimum maintenance requirements for the guttering, including the six-monthly washing of any areas that are not naturally rain-washed, as well as the six-monthly removal of any debris from the gutters. We will be sure to keep on top of this to meet the warranty terms, and a building wash is already scheduled for August 2023.

### Exterior Cleaning

The building wash was completed in April 2022, but the second wash in August was deferred due to the imminent installation of the scaffolding for the guttering project. The building wash schedule will revert to six-monthly once the gutters are finished. The exterior window wash was also put on hold while the scaffolding was in place, and this will revert to quarterly once the scaffolding is removed.



### Grounds Maintenance

Graffiti continues to be an ongoing problem, though we have charged for only a small amount of the removal work we have undertaken. We have managed to get the Wellington City Council graffiti team to remove some of it, and the rest we have painted over at our cost.

Our pest eradication regime is working well, with Pestproof continuing to lay ant bait and monitor the area every two months.

We keep on top of the rubbish and ensure it is compacted to fit in the bins, and we have had only one instance of dumping where we have had to take a fridge to the landfill.

We continue with our regular gardening, waterblasting & weedspraying programme to clean the courtyard, remove moss and keep weeds under control. We have removed trees and shrubs from the front of Block C to enable the scaffolding to be erected.

### Gates

We have noted previously that the gates are not fit for purpose, being domestic gates with a flimsy structure, and not suited to being used hundreds of times a day. We have continued with temporary repairs, but after an accident in November 2022, the gate now needs to be completely replaced. A furniture removal truck damaged the gate and fence, and we were fortunate that a committee member happened to be on-site and witnessed the incident. Due to the damage to the hinges, the fence and gate collapsed and were removed to storage behind the building. We are having difficulty sourcing quotes for replacement gates as contractors are still extremely busy and quoting for new work is not high on their priority list. We are expecting contractors on-site to quote in the middle of 2023.

### Vehicle Bollard

We have had issues with people parking in front of the pedestrian walkway, blocking the waste removal company from being able to move and empty the bins. As we still get charged even if the bins can't be emptied, we have installed a concrete post that physically prevents parking in the space. This has proved effective and we have had no further charges for missed collections, and it has also made it easier for residents to use the walkway.



### **Insurance Claims**

Apartment 18 experienced a leak in March 2022, and the remedial work for this was completed in June 2022. The details for the claim are with the Body Corporate Secretary.

The details for the insurance claim for damage to the gate in November 2022 by the furniture removal truck are also with the Body Corporate Secretary.

Apartment 28 experienced a leak in February 2023, when a tenant left a window open while away for a couple of days. A southerly blew heavy rain through the open window, affecting the wall and skirting board. These have been repaired and replaced, and the claim is with the Body Corporate Secretary.

### **Building Warrant of Fitness**

Monthly inspections are undertaken for Building Warrant of Fitness compliance. The building was checked by CoveKinloch and certified to July 2023, with no remedial action required. Due to Covid we have not been permitted to be present for the certification for the past couple of years, but we will be on-site for future reviews.

### **Vending Machine**

We have recommended the installation of a vending machine in the laundry as an additional facility for the residents. The Body Corporate has been presented with a proposal that will provide a monthly passive income stream from a commission on sales, and assuming the proposal will be accepted, we have made space in the laundry for the vending machine to be installed.

### **Newsletters**

We have been given approval to create and send newsletters to owners and tenants, which will happen every three to four months. This will be used to update owners on work in progress, to remind tenants of their responsibilities, and to keep everyone up to date with what is happening around the complex. It is a good way to reinforce safety procedures to tenants, but owners do need to ensure that they or their property managers update us with tenant details. Most do so, but we do have one property management company that is not obliging.



## 2023 WORK IN PROGRESS

### **Stairwell and Apartment Door Painting**

The Body Corporate accepted the quote from Nxt Lvl to repaint the stairwells and apartment doors, which were last repainted seven years ago, and were looking really rundown. Block C was completed in May, Block D in June, and the remaining three blocks will be completed in July and August 2023. We have used a more durable paint which should keep the walls looking fresh for longer; and the finished blocks look great.

### **Foundations**

We noted last year that further investigations into the north-facing foundations of Block C were required. The Body Corporate has been unable to locate the foundation plans, so Nxt Lvl has been tasked with trying to get these from Wellington City Council, who has now passed us onto the archives department. The Body Corporate has just approved CoveKinloch to prepare an updated Long Term Maintenance Plan, and no doubt they will raise this issue again. There will be an increase in the building management administration hours required for this project, as we will need to be in communication with CoveKinloch, providing reports and information, and we will need to accompany them during their inspections, and to provide access into apartments where required.

### **Roof Inspection**

When the scaffolding was in place last year, we undertook an inspection of the roof and the TV aerials, and took some photos. A subsequent review of those photos during the end of year reporting showed two small dark areas on Block C that appeared to look like a shade of rust. We managed to get a time in July when we could get clearance and suitable weather to do a drone inspection. From the footage, the dark areas appear to look more like dirt, however this will be checked and confirmed when we have the knuckle boom in place for the roof, gutter and building wash in August.

### **Laundry Contract**

We are pleased to advise that Nxt Lvl has taken over the operation of the laundry contract. We have already installed two new driers, and have removed one that was not working effectively. Going forward, we will ensure that the machines are fit for purpose and correctly maintained.



## 2023 WORK IN PROGRESS

### **Fire Safety Contract**

Last year we proposed changing from Engie (now Equans), who service our fire safety equipment, as we have not been happy with the service and pricing we have been getting. However Nationwide, whom we approached, have downsized their operation so they are not taking on new business. Nxt Lvl is now trialling Hawkeye Fire at another complex, and if they continue with the level of service we are currently receiving, we will source a quote for the Drummond Street complex.

### **Emergency Evacuation**

The trial evacuation in March 2023 was successful, but we have been working with Safety First to upgrade our notices for Fire Action plans in the common areas, Fire Instructions in the apartments, and the Assembly Area notices. Updated signage has been completed and installed. We have also sent a newsletter to tenants in June with a focus on fire safety.

### **Electronic Security**

The quote for electronic fob access to the complex gates and block doors has been approved in principle by the Body Corporate. With the ongoing delay in sourcing quotes for the gate replacement, we are getting a breakdown in the access quote so that we can consider proceeding with the block doors, and add the gates at a later stage.

### **Annual Alarm Check**

The annual alarm check was successfully completed in June 2023 and Equans have issued the I2a certificate of compliance required for the BWOF.

### **Building Warrant of Fitness**

The renewal of the Building Warrant of Fitness has been completed and the documentation has been processed. The building was checked by CoveKinloch and certified to July 2024, with no remedial action required.



## HOURS FOR NXT LVL BUILDING MANAGEMENT FOR DRUMMOND STREET APARTMENTS 2022/23

### Breakdown of the hours spent on the major facilities management tasks:

Administration:	152
Insurance Remedial Work:	57
Gates/Doors/Windows:	46
Grounds Maintenance:	44
Insurance Administration:	30
Guttering & Scaffolding Management:	28
Building Warrant of Fitness:	21
Additional Cleaning:	17
Alarms & Trial Evacuation:	16
Security:	9
General Maintenance:	5
<b>Total:</b>	<b>425</b>

Administration includes various areas of maintenance, security, and health and safety - investigating problems, getting quotes, liaising with contractors, providing access, checking their work, and checking and approving their invoices - all necessary parts of the maintenance process. Administration also includes dealing with the Body Corporate committee and accountant, property managers and tenants, minor and ongoing maintenance tasks, and reporting.

Aside from the facilities management, Nxt Lvl also quotes for and undertakes work as a contractor, including maintaining gates, doors and windows, additional cleaning, grounds maintenance, insurance remedial work, and general maintenance.