



DRUMMOND STREET



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### THE DRUMMOND STREET COMPLEX WORKS WELL LIKE THIS....

Total Homes & Property Services is a husband and wife team. We have been part of the furniture for a while now so we can say we know how the complex runs. We have designed a maintenance model that strickly follows the buildings listed recommended maintenance plan and procedures. These are part of the code of compliance certificate (form 6) provided by the contractors who have produce warranties. Each year we make adjustments to keep improving the running performance and integrity of the complex.

We know the complex works well when there is a joint effort. This means we will go that extra mile to work with contractors, tenants, visitors, property managers, owners and the corporate body to ensure the running of the complex is efficient with little disruption. The Drummond Street Complex is a reserved place tucked away quietly in the heart of Mt Cook, Wellington. Tenants often describe it as a library “a good place for study”



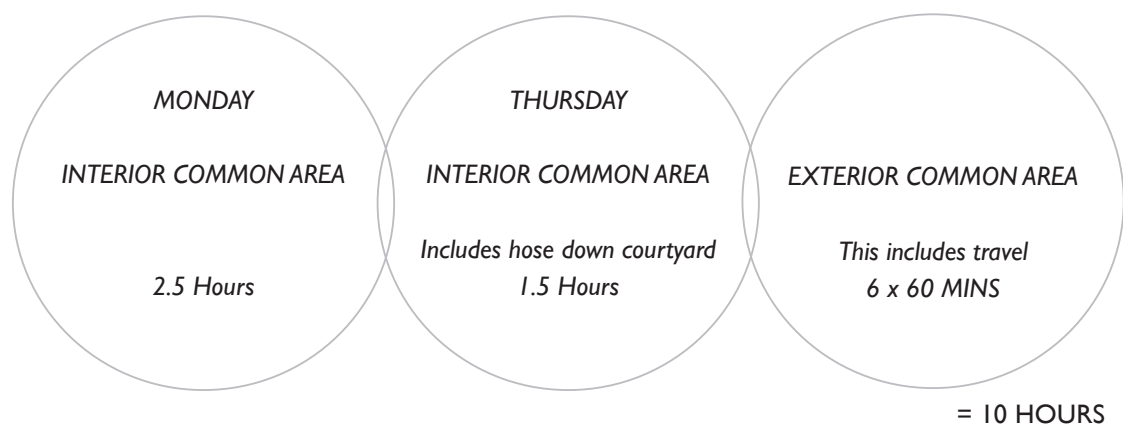
## OUR STRUCTURE...THE WAY IT WORKS

Each month Total Home & Property Services invoice the Body Corporate for two lots of work.

Caretaking (Look after the interior and exterior common areas)

Maintenance (Look after the interior and exterior of the building)

### CARETAKING WORKS WELL LIKE THIS...



## MAINTENANCE - WORKS

We are qualified contractors that carryout a variety of maintenance work and throughout the year. This also includes arranging contractors along with checking their works are completed and to a high standard, arranging compliance building services to be maintained and on time as well as being on call 7 days a week, 24hrs a day for any emergency events that may happen.

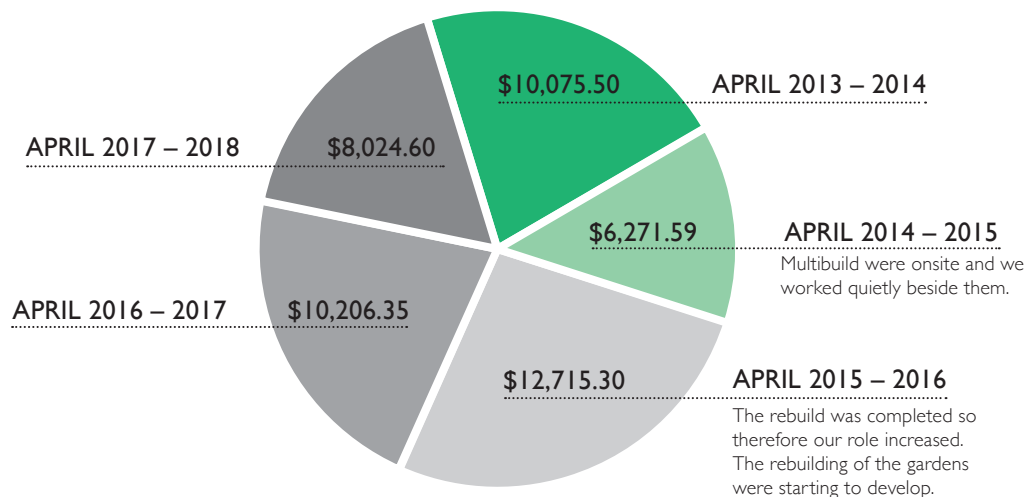
We attend to maintenance work as it is needed, if an entry door falls off its hinges or gets stuck it is attended to immediately.

Since 2013 maintenance works are discussed and communicated with Richard Cooke along with an annual report for all the owners. Since 2015, working closely with Terry Jones during 2015, 2016 and 2017, maintenance issues or improvement plans have been discussed and communicated by onsite meetings, emails and phone conversations with either Terry or Richard.

Each year in our report a detailed maintenance list is provided of the work completed throughout the year. The figures vary from year to year depending on what may occur in that year. For example we may have earthquakes or large works like restructuring of the gardens. This large work was accepted by the body corporate and showed an increase in 2015 - 2016 year figure chart.

Below is a chart that tables each year's figures. Our charging rate is \$40 per hour plus GST.

**MAINTENANCE COSTS 2013 - 2018**



## MAINTENANCE - WORKS ACHIEVED

### Interior Stairwells

Stairwells, landings and entrances have been painted where needed. Plastered and repaint surfaces have been damaged by furniture or worn from heavy traffic. Block C, D and E interior painting was completed in early 2017. Block A, B and laundry has been completed this year 2018. All entrances of block C, D and E have been refreshed with a touch of new paint.

All stairwell common area carpets are well maintained by being professionally cleaned twice a year by Coastal Carpet. Completed on the 14th February 2018.

### Building services

#### Fire Alarm service

Engie completes an annual fire service check where every apartment is entered and lounge sounders are checked for operation. This has just been completed. Engie confirms that the fire alarm is serviced yearly and the operating is checked monthly. Common area emergency lighting are checked every 6 months. We complete the owner monthly schedule check.

Building warrant of fitness is completed by Certa Engineering.  
This is next due on the 9th July 2018.

#### Safety First

Conducts trial evacuation twice a year. A report has been provided. This is passed to all tenants highlighting areas for safety improvement.

#### Dog Tech

Location that were searched was from Block A – E stairwells, laundry and outsides.  
Dog gave no indications in any of the areas searched.

Gutter clean to Block B and C. There was sighting of grass starting to emerge from the gutters in Block B and just recently the corner of C.

Harbour City Window Cleaners quote was accepted to remove the dirt/grass from Block B gutter down the lane. The owner Shona O'Brien reported a four by two piece of wood stuck in the gutter and more than likely caused the growing of the grass. A discussion has been held about the guttering on Block C and the likely process of full replacement.

The fascias on Block C back and front and now Block E front are showing rust. For a while now Block C fascia's by Block D has been discussed during onsite maintenance meetings along with the gathering of quotes.

It was suggested to 'hold tight' on the quotes until there was an indication as to which year this would be upgraded. This year a variety of quotes have been gathered for consideration.



#### Laundry

There has been an upgrade to all the wall taps on the right side. The taps were not functioning correctly and causing the washing machines to leak. There has been no further reports of leaky washing machines.

#### Exterior

There is an ongoing ant problem and does increase at certain times of the year.

Pest proof completes 6 inspection and treats annually. This works well.

### Building Wash

Harbour City Window Wash completes the building and window wash once a year. As from 2018 the building and window wash will be completed every 6 months.

### Window wash

2015 and 2016 we completed the window washes for Multibuild. Part of our window wash was cleaning the aluminium frames. As per specified in the maintenance procedure 'The owner should clean the aluminium frames each time the windows are washed'. We continued this work into 2017, 4 times a year and the building wash included a window wash.

Harbour City Cleaners are the new contractors for the window clean which was completed on the 30th April 2018. They will also provide a schedule for the year.

Block C and E back gate keys have been provided to all the contractors that require this access.

We follow the VentClad maintenance procedure (provided by the installer) to complete a visual inspection from the ground, after every building wash.





## LANDSCAPE

Two big trees in front of block C have been trimmed back and the area has been cleaned.



There was an extra tree growing over the gate into the carpark that was required to be removed. This has been cut down and removed. The giant aloe vera plant outside of Block C has been cut back and now sits away from the building.

We often get furniture put in the car parks. There were two couches left in the carpark by the laundry these were removed the following day. There was a fridge/freezer in the courtyard and a freezer by Block C entrance. These are removed immediately.

The recycle rubbish has been overflowing causing it to blow everywhere. It is great that so much tenants are recycling. We have been working with Daily Waste to work out how much empties are needed for the complex. At the moment we are trialing 3 empties a week.

The letterboxes are filling with junk mail and these are falling on the ground. Each mail box has a sign posted no junk mail. I have phoned the advertising company but it hasn't stopped. A large wooden sign No Junk Mail is being made and will be installed where it can be clearly seen.

## ONGOING

Weed spraying is completed every 6 - 8 weeks depending on the weather (we don't spray when there is rain or wind) and includes these areas - courtyard, carparks, back of Block C, D and E, front garden and all pavers by the letterbox and all stones where plants are not growing.

### Graffiti

We continue to clean graffiti from the lane on Block C wall. There is a busy time for this and it is usually between November – March.



The laundry entry door continues to show movement from the hinges after excessive use. This has been looked at by Multibuild and the installer. It has been put down to excessive use that is causing the problem. We will continue to adjust the hinges and closure to keep the door in good working functional order.

Below shows small areas of behind Block C. The small walking path allows the building wash contractors access to the back of Block D. This is always kept clean and tidy however there has been great difficulty in fitting in the smaller area (approx. 30cms wide) if light rubbish happens to blow over the neighbours fencing and down the brick wall. Very rarely this happens and the most that has been cleared recently was about 5 papers that were stuck by the piping. Rodney has successfully created a gadget to remove any rubbish from this area.

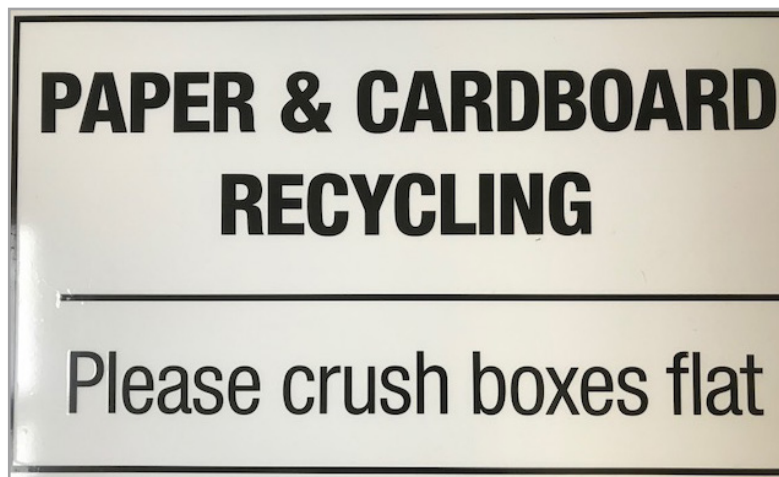


## MAINTENANCE NOW

Letter box handles are being replaced and lids are being tidied up.

Water blasting pavers and the concrete behind Block D

This new sign will be placed on the recycled bin to help with reducing the amounts.



Stairwell handrails are looking worn. Block E handrail was repainted, where needed, 12 months ago. The entire handrails in Block C, D and E have been arranged to be painted.

Electrical cupboards are kept locked and checked after every clean on Mondays and Thursdays. There was a period where we were finding they had been left opened. This was quickly sorted and we have been asked would the Body Corporate consider a key available for every apartment for the tenants to access. At the moment only the property manager's hold the key for access. Many tenants are experiencing power trips and the switch board in the electrical cupboard needs to be accessed to reset their power. This usually happens after hours and is a cost to the owners.

Apartment entry fire doors are checked annually to ensure door closer's, hinges and locking functions are all in working order. This is due next month along with the checking of all the interior aluminium windows. Part of the care and maintenance procedure requires these to be checked and ensure the drainage holes remain unobstructed.

## MAINTENANCE PLANNING

The block entrances are vinyl and have been a concern when the vinyl is wet. It becomes quite slippery on very wet days with lots of traffic. We are awaiting a quote from Robert Inwood and All In One Flooring to install Autex, hard wearing carpet in the entrances.

Replacement of Block C and D fascias.

A full gutter clean to entire complex. A discussion has been held with Harbour City Window Wash to provide a quote.

The finishing bars in Blocks C, D and E are also looking worn. I believe you would get another 12 months wear from the existing ones but, to uplift the stairwell appearance I would suggest they be replaced with new ones when the tenants next exit. Around this time it would be presented pleasantly to possible tenants.