



# DRUMMOND STREET APARTMENTS

Report: May 2013

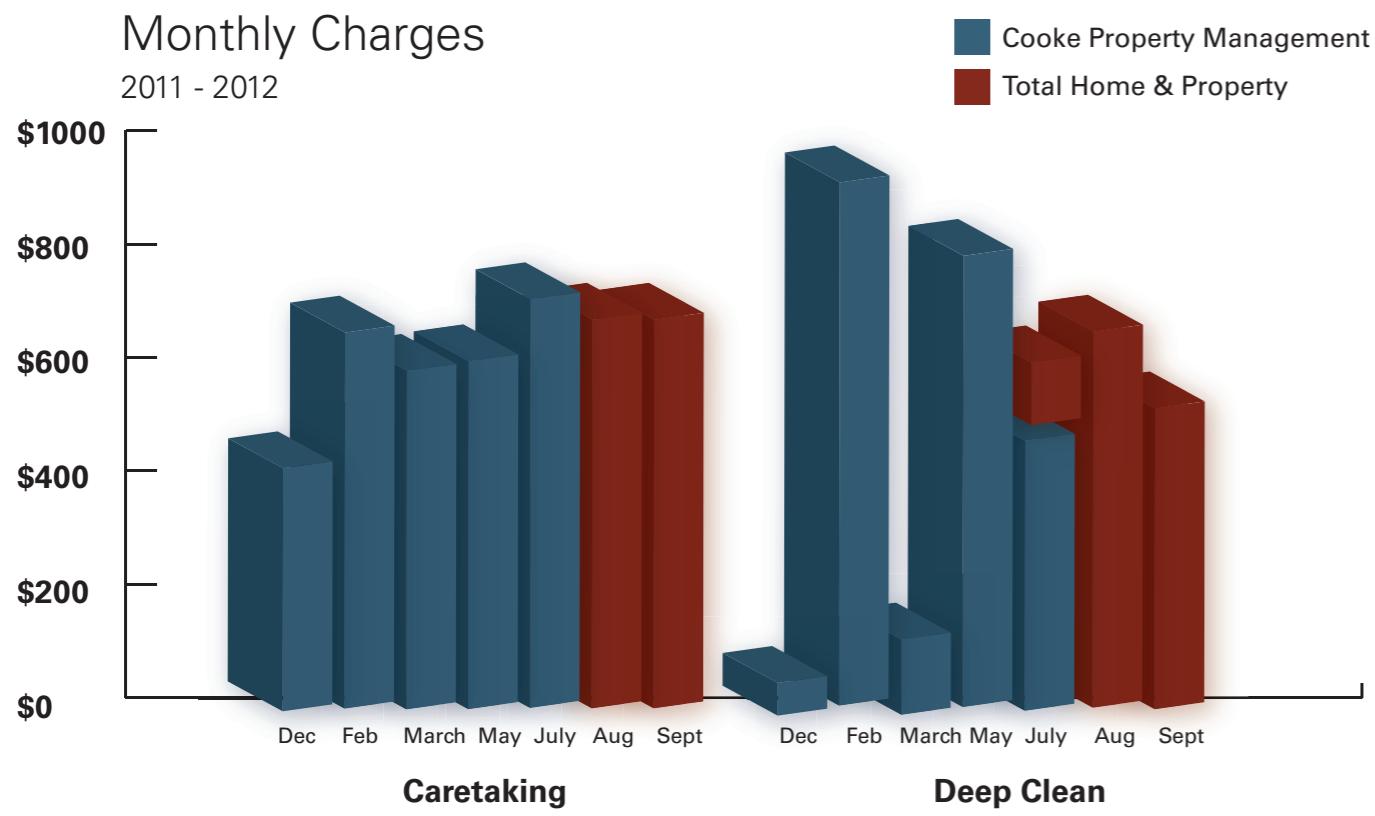
# DRUMMOND STREET REPORT

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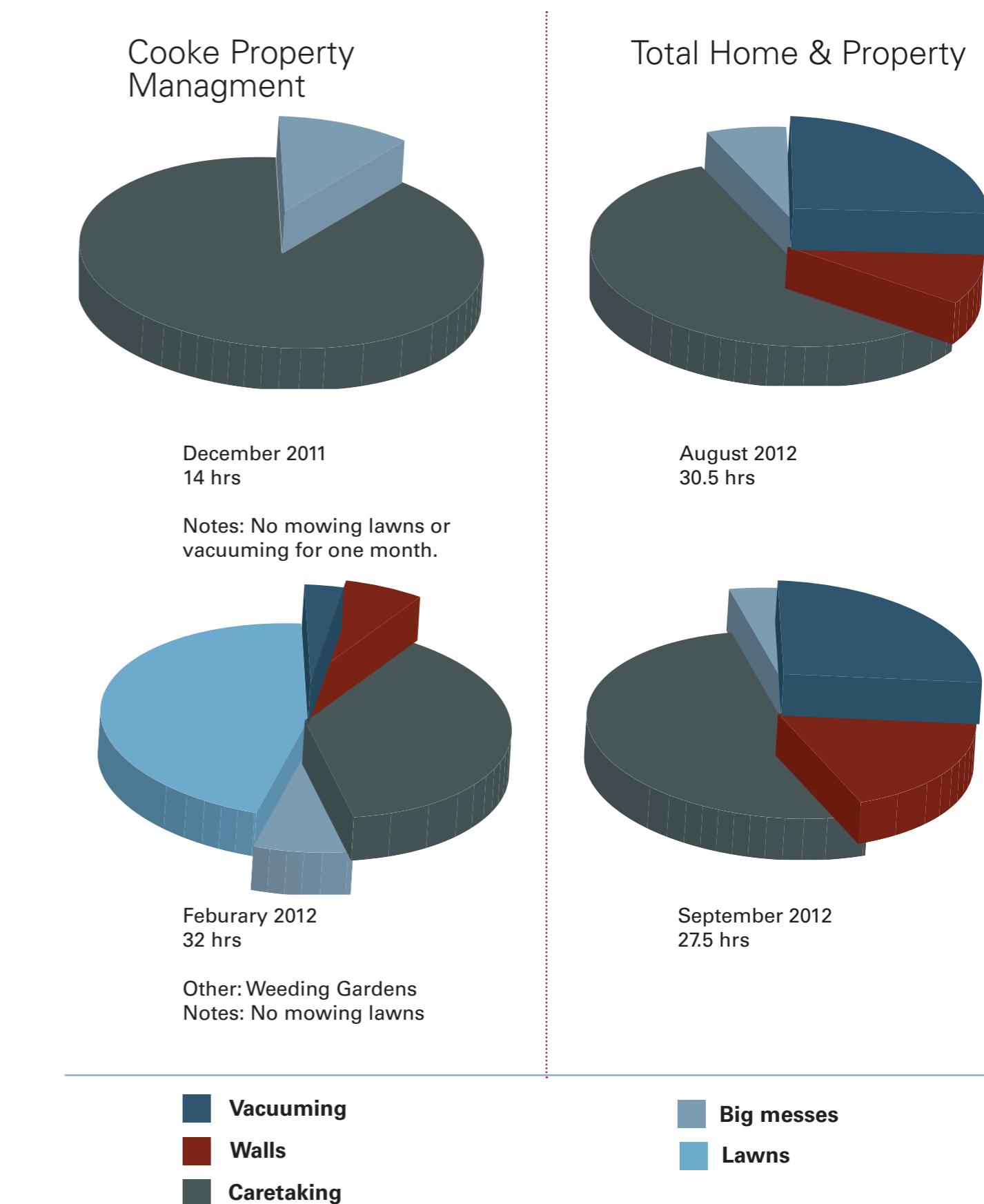
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## MONTHLY CARETAKING CHARGES OVERVIEW



## TIME SPENT OVERVIEW



## CARETAKING TASKS CHECK SHEET



Donna Walford  
5 Macaulay Street  
Johnsonville, 6037  
WELLINGTON

### CLEANING SPECIFICATIONS

#### DRUMMOND STREET COMPLEX

19 Drummond Street  
Mount Cook, 6021  
WELLINGTON

Frequency: 2 days a week

1 day	= Deep Clean
1 day	= Clean

The following is a detailed breakdown of a Deep Clean that is carried out every Monday and a Clean which is carried out every Thursday at the Drummond Street Complex.

#### DEEP CLEAN – Monday

- Remove any junk mail or items left behind on ground floors
- Pick up any loose rubbish from entrances (5), courtyard, and inside complex's
- Vacuum clean carpet areas, entrances (5), staircases to all corners and edges of each block including the skirting boards
- Vacuum and mop all vinyl areas
- Check that the Fire Extinguishers are all there and are not damaged
- Clean any small vomit from the exterior or interior of all common areas
- Notify of any graffiti
- Check that the laundry is not damaged and in good state
- Wash down all exterior entrance ways, floor, walls (only as needed), steps, under and around the daily waste bin area using a bucket of hot water, chemical and a broom to scrub clean.
- Clean all glass - windows and glass door entrances
- Wipe clean the bottom of all doors in each block
- Wipe clean all skirting boards in stairwells and hallways
- Wipe clean all visible marks from hallway walls, doorways and stairways
- Remove all rubbish to skip bin - clean up litter around skip bin, garden areas, remove any overflowing rubbish from wheelie bins to big skip bin, sweep up any broken glass
- Hose courtyard
- Ensure cleaners area is kept tidy after use e.g. rinse out buckets, sink hole in tub is kept clear etc.
- Check storage area and entrances are locked before leaving

## CARETAKING TASKS CHECK SHEET

### **CLEAN – Thursday**

- Vacuum all five blocks and mop all vinyl entrance areas
- Remove marks from all walls in each block and doors as required
- Wipe down the bottom of each door in each block
- Check that the Fire Extinguishers are all there and are not damaged
- Clean any small vomit from exterior or interior of all common areas
- Notify of any graffiti
- Check that laundry's are not damaged and in good state
- Clean exterior and interior of glass door entrances
- Remove all rubbish to skip bin - clean up litter around skip bin, garden areas, remove any overflowing rubbish from wheelie bins to big skip bin, sweep up any broken glass and if required, wash under and around skip bin with water, chemical and a broom to scrub
- Ensure cleaners area is kept tidy after use e.g. rinse out buckets, sink hole in tub is kept clear etc.
- Check storage area and entrances are locked before leaving

## AREAS THAT HAVE BEEN ADDRESSED

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### Systems

- Key system
- Cost & allocating false alarm charges to apartments concerned

### Notices

Notifying Apartment owners / Property Managers:

- Key replacement policy
- Smoke detectors, damaging / tampering / cost involved, who pays and the process for collecting payment

### I have an arrangement with Nationwide:

- To contact me straight away every time they are on site
- To e-mail job sheets straight away
- To invoice within 1 week

### Pamphlets distributed twice yearly to keep tenants well informed of the Complex rules and policies in place:

- Key replacement policy
- Maintenance within individual apartments
- Smoke detectors
- Social gatherings

### Signage in Apartments

- Smoke Detectors
- Don't open door when cooking

### General Information:

- Replace all the missing numbers on complex entry doors
- Repairs to the common area walls

### Scheduled Maintenance:

- Window clean
- Carpet clean
- Removal of the chew gum on the pathing
- A few small pathing areas to be repaired
- Gardens - a lot of the plants were browned by the sun and lack of water.

### Daily Waste

Angela from Daily Waste has confirmed the recycled bins currently in place are not recycled in anyway they go to the rubbish. You pay for a monthly recycle fee (recycle mix) of \$90.00 and \$30.00 (recycle paper).

### Envirowaste quote as attached:

- Slightly cheaper
- Cleaning service for free once a month
- I would like to proceed with envirowaste for 3 months trial - Contract attached.

### Issues Addressed:

- Mice reported in the apartments of block C and D - Fraser Pest Control has laid bait in a bait trap of all affected , informed and left pamphlets for the tenants.

# PAMPHLET TO BE ISSUED TO ALL TENANTS TWICE PER YEAR

## Our responsibilities

### The Complex

- To maintain and repair damages to the complex and to ensure it is clean and tidy.

### Total Home & Property Services Ltd.

We are the Maintenance and Caretaking facilitators of the building. If there are any issues or damages to the common areas of the Complex we would like to know.

If you have any queries or concerns regarding rent, bond or damages within your apartment you are to contact your property manager or owner of your apartment straight away.

## Letters & Parcels

### Your mailing address at Martin Square Complex

(Your Name)  
Apartment Number XXX  
Drummond Street Apartments  
27 Drummond St.  
Wellington  
New Zealand

Please include your mobile number when ordering parcels as they courier drivers cannot get into the individual blocks at the complex.

## Noise Concerns

### When to Contact Noise Control

0800 209 020

- loud party and stereo noise
- very excessive noise anytime of day

The Contact Centre will take your contact details. These are not given to the person you are calling about. The operator will ask you to phone back after 15 minutes to confirm whether the noise is continuing.

Noise Control Officers consider the effect the noise is having on the complainant, and take into account the time of day, background noise and duration.

### Noise Direction Notice

If the Noise Control Officer finds that the noise reported is excessive, they issue a noise direction notice. It states that the noise has to be reduced to a reasonable level. This notice applies for 72 hours from the time it is issued.

If excessive noise starts up within the 72 hours, contact the Council again and an officer will re-visit the address.

### Penalties for Excessive Noise

If the person responsible for the noise does not comply with the noise direction notice, Noise Control Officers may take the equipment making the noise.



# PAMPHLET TO BE ISSUED TO ALL TENANTS TWICE PER YEAR

## Your responsibilities

### While on-site at the Apartment Complex

- Your guests are your responsibility. If they are causing excessive noise or damage the consequences of their actions come to you. Make sure you inform your friends and guest of the rules.
- Smoking only in the designated outside area, there will be signs indicating this for you. There is to be no smoking inside the apartments.
- No drugs are to be used in or around the complex.
- No drinking in the courtyard
- No parties or music in the courtyard
- 10pm is a respectable time to lower any noise if you have visitors. Please be respectful to the tenants in apartments surrounding you at all times.
- If you or your guests actions are consistently inappropriate you may be liable for eviction.
- No pets may enter/visit your apartment building and you may not own pets while living in this complex.
- Throwing eggs in any of the grounds will result in a cleaning fee of up to \$200
- Leaving your block door open with objects causes the door hinges to buckle- may result in a repair fee of up to \$500

### Insurance

- We recommend you get contents insurance if you have valuable belongings in your apartment.
- Do not jam your block door or apartment door open, this is how things get stolen very easily.
- Be aware of people 'tailgating' and following you into your block.
- If you see anyone loitering around who looks suspicious or you have something stolen please call the Local Police station in Wellington (04) 381 2000. If it is an emergency call 111 straight away instead.

### Interference or obstruction of common property

- You must not obstruct any entrance or exit to doors or driveways.
- Be aware of people tailgating and following you into your block.
- If you see anyone loitering around who looks suspicious or you have something stolen please call the Local Police station in Wellington (04) 381 2000. If it is an emergency call 111 straight away instead.
- You must not deface any part of common property: including marking, painting, using nails or screws.
- If you have wilfully caused damage to a unit or common area you will be liable to pay for the costs of such intentional damage.
- Do not tamper, cover or remove the smoke detectors as it alarms the monitors. If they are falsely activated you must immediately press the Hush button.

### Fire Equipment

The smoke detectors are connected to the alarm panel, they will activate the fire alarms and the Fire Brigade will come out. If it is a false alarm the tenants will be charged a callout fee. DO NOT smoke, light incense, use heat devices that cause smoke or leave the door open while cooking.

DON'T OPEN YOUR APARTMENT / STUDIO DOOR WHEN COOKING - SMOKE / STEAM WILL ACTIVATE THE ALARM  
AND THE FIRE BRIGADE WILL BE CALLED RESULTING IN A \$2,000.00 CALLOUT FEE

### Loss of keys

- \$195.00 to change a lock and **apartment** replacement keys
- \$28.75 if your key is damaged. You have to pass the damaged one back in order to receive your new key.
- Entry key replacement keys \$28.75

## Facilities & Contact

### Damages or Issues within your apartment

In the first instance contact your property manager or owner. If you lose electricity within your apartment this is also the correct person to contact.

### Internet - Telstra Clear

Telstra provides a package called 'Telstra Clear in Home' which offers: Telephone, Broadband, Sky, Freeview decoder and Installation.

Call Telstra Clear for further details  
04 920 3950  
100 Courtenay Place

### Laundry Facilities

The washing machines take 4x \$1 coins (\$4 total). The dryers are the same. Put the coins into the slots and push the coin slot in and pull it out again to begin your washing or drying cycle.

Call .....  
.....

If you have problems with the washing machines. Be sure to tell them which machine you had problems with and what the exact problem was.

### Courtyard

Within the complex there is a courtyard for your leisure. Treat it with respect. There is to be no smoking or drinking in this area.

### Lock out Service

- During the day 8am - 5pm \$50.00
- After hours including the weekend and Public Holidays \$70.00
- The Lock Out Service can be arranged by phone or text 027 7104 160.
- Please state the Complex name and apartment number.
- All costs are payable at the time of the service.

## NEW SIGNS



## NEW SIGNS

### DRUMMOND ST. POLICY

- No smoking inside the apartments
- Any smoke butts found outside your window you will be charged for
- No drinking in the courtyard
- No drugs in or around the apartments
- No parties or loud music in the courtyard
- No furniture is to be brought into the courtyard
- Be respectful of your neighbours, keep noise to a minimum
- No pets visiting or living in the apartments
- No jamming any entry or exit doors open
- You must not deface any part of common property
- Do not tamper, cover or remove the smoke detectors
- Don't open your bedroom door or apartment door when cooking, cooking steam activates the alarm (up to \$2000 false call out charges will be on-charged to you)
- If you lose electricity or have water leaks within your apartment, contact your property manager or the owner of your apartment
- Water leaks within the common areas contact the building manager promptly
- Lost keys occurs maximum cost \$220
- You are responsible for your visitors actions any charges occurred by them will be oncharged to you

**All of the above will incur charges**

## KEY POLICY

CSI has confirmed that there are 7 Master keys out and only 3 are accounted for.

A notice to the tradesmans / contractors that we know of has been issued to return any keys they may hold.

- There is a Lockbox that has been put in place for Body Corporate tradesman/ contractors
- Tradesman using the lock box will sign a Terms and Conditions Agreement
- Monitored by text when taking keys and again when returning them

The list below has been provided from CSI Locksmith and outlines how many security keys your flat has been issued.

In order to maintain a good security system flats should have no more than 6 keys issued and all keys should be accounted for.

Block door entries do have a separate key however when tenants leave the entry block doors open with objects ie, rocks or give entry to other people then flat doors are easily accessed.

We have been working with CSI Locksmith to tighten the security system of the complex by introducing a Key Policy.

If a key is lost to a flat door entry then it has jeopardized the security of all tenants safety and belongings of that flat.

The person(s) concerned is required to get a lock change replacement issued with 5 keys and at their cost.

All property managers were notified by email of the new key policy.

## KEY POLICY

### CSI Key records

Key Number	Key Description	Category	Key Above	Designation	Quantity	Ship Separate
MK	Master Key			M		7 F
A1	Key for Apartment 1	MK	C		10 F	
A2	Key for Apartment 2	MK	C		7 F	
A3	Key for Apartment 3	MK	C		8 F	
A4	[Del 17-Feb-2009] Key for	MK	C		5 F	
A4A	Key for Apartment 4	MK	C		7 F	
A5	Key for Apartment 5	MK	C		6 F	
A6	Key for Apartment 6	MK	C		7 F	
A7	Key for Apartment 7	MK	C		8 F	
A8A	Key for Apartment 8	MK	C		12 F	
A8	[Del 04-Feb-2010] Key for	MK	C		7 F	
A9	Key for Apartment 9	MK	C		7 F	
A10A	Key for Apartment 10	MK	C		6 F	
A10	[Del 14-Feb-2012] Key for	MK	C		10 F	
A11A	Key for Apartment 11	MK	C		5 F	
A11	[Del 12-Sep-2012] Key for	MK	C		8 F	
A12	Key for Apartment 12	MK	C		5 F	
A13	Key for Apartment 13	MK	C		8 F	
A14B	Key for Apartment 14	MK	C		9 F	
A14A	[Del 02-Feb-2010] Key for	MK	C		6 F	
A14	[Del 03-Aug-2009] Key for	MK	C		8 F	
A15	Key for Apartment 15	MK	C		15 F	
A16	Key for Apartment 16	MK	C		7 F	
A17	Key for Apartment 17	MK	C		12 F	
A18	Key for Apartment 18	MK	C		8 F	
A19A	Key for Apartment 19	MK	C		7 F	
A19	[Del 23-Feb-2011] Key for	MK	C		7 F	
A20	Key for Apartment 20	MK	C		7 F	
A21B	Key for Apartment 21	MK	C		5 F	
A21A	[Del 03-Sep-2012] Key for	MK	C		6 F	
A21	[Del 24-Feb-2012] Key for	MK	C		8 F	
A22	Key for Apartment 22	MK	C		6 F	
A23	Key for Apartment 23	MK	C		8 F	
A24	Key for Apartment 24	MK	C		8 F	
A25	Key for Apartment 25	MK	C		7 F	
A26	Key for Apartment 26	MK	C		5 F	
A27	Key for Apartment 27	MK	C		6 F	
A28A	Key for Apartment 28	MK	C		5 F	
A28	[Del 16-Oct-2012] Key for	MK	C		8 F	
L1	Key for Laundry	MK	C		1 F	

## FALSE FIRE ALARMS

### Details

In the last 12 months there have been 10 false fire alarm activations at the complex. We have been working with New Zealand Fire Service to find ways to reduce these incidents. To help us identify the reasons for these false alarms, we have reviewed and attached a summary of the false alarm activations which occurred before we took over as Facilitators(79), and also a summary of false alarm activations which have occurred up until December 2012. This is to clearly identify a smoke detector system fault.

The current Fire layout for the Drummond Street Complex are a combination of a Type 4 setup(Blocks C, D and E) and Type 3 set up(Block A and B). A Type 4 set up consists of a smoke and heat detector where the Type 3 setup only consists of a heat detector. The difference in the two setups is due to The Fire Design Layout and Regulations for this complex. The history (attached documents) of the false fire alarm activations at this location shows there are more incidents with the Type 4 set up as opposed to a Type 3 setup. The smoke detector is set off from simple appliances such as the toaster and hair straighteners. The alarm immediately sounds the whole complex not just the individual flat then the Fire Brigade is called.

I have disputed two on behalf of the Body Corporate, 1 has been waived the other still under investigation. We have requested advice from companies such as Nationwide Fire Protection LTD and the Fire Service as well as Jay Handy, the administrator of False Alarm and Bruce Cole, the local fire safety officer, for ways we can address the issue of false alarms at this complex.

To raise awareness about false fire alarms within this complex. We have advised the Property Managers of the Smoke Alarm Policy. In efforts of educating each tenant we have distributed letters to every letterbox and placed laminated signs in each apartment explaining what may or may not cause False Alarm activations within the premises and also what the consequences are should the alarms be falsely activated. We have introduced a new process that we follow after activation has occurred which is:

1. Nationwide Fire Protection LTD are to reset the alarm panel, investigate the problem and relay their findings to myself.
2. I will meet with the concerned tenant(s) to review the situation and explain the seriousness and consequences of the False Fire alarm activation.
3. An incident report is filed and notification will be given to The Body Corporate and Property Manager/Owner to advise their tenant of the process and cost.
4. Once notification is given from the Fire Service of a charge then the concern tenant(s) is provided with the Fire Service Incident number and email address to make a dispute within 21 days of receiving the activation.
5. Once invoices arrive they are forwarded to the Tenant (if an email address is supplied) and to Owner/Property manager to ensure the tenant pays the invoice.
  - Nationwide
  - Fire Service if not disputed

## FALSE FIRE ALARMS

Summary of the 79 False Alarm Activations at Drummond Street Prior to Change

Year	False Alarms	Reference Number
2001	3	W232934, W233146, W250727
2002	16	W282123, W288763, W299143, W299843, W302210, W303611, W306356, W310321, W314126, W315627, W328690, W339745, W339751, W344957, W346453, W347812
2003	7	W366382, W374108, W377955, W386427, W393632, W398106, W423928
2004	9	W465603, W474097, W483172, W484769, W485543, W495328, W496388, W507106, W517222
2005	10	W547318, W551447, W555967, W557878, W570614, W571949, W578200, W584330, W586674, W588170
2006	5	W645953, W646307, W658076, W686256, W695270
2007	7	W723798, W735634, W740839, W746182, W774126, W776030, W785615
2008	8	F090484, F095379, F096016, F174667, F207809, F2200038, F236065, F0299255
2009	4	F0366819, F0431363, F0443409, F0465797
2010	3	F0679792, F0683750, F0685159
2011	3	F1019131, F1052503, F1060967
2012	4	F1152167, F1155475, F1159959, F1172948

## DRUMMOND STREET COMPLEX

August 2012 Invoice for Daily Waste

# DAILY WASTE LTD

PHONE 383 5692 - WELLINGTON



INDUSTRIAL  
COMMERCIAL PREMISES  
SCHOOLS  
HOSPITALS  
CLUBS  
PRIVATE HOMES

34 Landfill Road, Happy Valley, PO Box 9549 Marion Sq Wellington, Fax 383 5696

Email: dw.waste@ihug.co.nz [www.dailywaste.co.nz](http://www.dailywaste.co.nz)



**Tax Invoice**

**To:** CA Total Home & Property services  
5 Macaulay St  
Johnsonville  
Wellington 6037

**Tax Invoice** : 00122704  
**Date** : 31/08/2012  
**Cust Code** : COR 90315  
**Order No.** :  
**Our Ref** :  
**G.S.T. Reg No** : 051-399-793

Page no: 1

Description	Qty	Unit	Price	Ext Price
DRUMMOND ST BIN HIRE & MAINTENANCE			15.66	15.66
Current monthly Calls			503.57	503.57
TIP FEES			374.39	374.39
Recycling Mixed			90.00	90.00
Recycling paper			30.00	30.00

	Sub Total	GST	TOTAL DUE
	1,013.62	152.04	<b>\$1,165.66</b>

Front Lift Bin Services : Jumbo Bins : Midi Bins : Skip Bins : On site Compaction Units : Daily Karts  
 Liquid Waste Disposal : Grease Traps : Sumps Cleaned : Document Destruction : Demolition Work : Office Strip-Outs

REMITTANCE ADVICE - Please detach and return with your payment

Direct Credit Details	Account No
National Bank	06 0589 0531815 00

**DAILY WASTE LTD**  
 P O Box 9549  
 Marion Square Wellington

## DRUMMOND STREET APARTMENTS

Quote for Envirowaste



Type	QTY	Size	Waste Type	Frequency 6 Days Per Week	Monthly Cost
Rear load	1	660L	General	Mon - Sat	\$815.40
Rear load	1	1100L	General		
Wheelie Bin	2	240L	Mixed	M,W,F	\$120.00
Wheelie Bin	1	240L	Paper/Cardboard	M,W,F	\$20.00
<b>Total Monthly Cost</b>					<b>\$955.40</b>

Due to Council & CPI increases which in the past we have ABSORBED, we reluctantly have no option other than pass this cost on to you our client.

Payment Terms: Cash

Sub Total	1,013.62
GST	152.04
<b>TOTAL DUE</b>	<b>\$1,165.66</b>

Front Lift Bin Services : Jumbo Bins : Midi Bins : Skip Bins : On site Compaction Units : Daily Karts  
 Liquid Waste Disposal : Grease Traps : Sumps Cleaned : Document Destruction : Demolition Work : Office Strip-Outs

REMITTANCE ADVICE - Please detach and return with your payment

Direct Credit Details	Account No
National Bank	06 0589 0531815 00

Cust Code	: COR 90315
Date	: 31/08/2012
Tax Invoice	: 00122704
<b>Invoice Amount</b>	<b>\$1,165.66</b>

If you require any further information or clarification to points written in this document please do not hesitate to contact me direct on 027 285 8127

Kind regards,

Chas Quin  
Territory Manager

EnviroWaste Services Limited

[www.envirowaste.co.nz](http://www.envirowaste.co.nz)

### Proposed Changes for Drummond St. Complex

- Will have increased waste capabilities from current amount of 1.5 cubic metres to 1.76 cubic meters daily.
- Increase in waste availability and reduction in costs.

All prices provided are ex GST.

Savings per month: \$66.95

Savings per year: \$803.40