

DRUMMOND STREET COMPLEX

JUNE 2014
• REPORT •

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Total Home & Property Services Invoicing Structure

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

Caretaking

&

Maintenance

All invoices are itemised clearly and are checked by Richard Cooke

Structure of Caretaking

6 Days a week

1.5 Thorough weekly clean

- 37mins A, Block
- 37mins E Block
- 16 mins Caretaking

1hrs Weekly Clean

- 20mins A Block
- 20mins E Block
- 20mins Caretaking

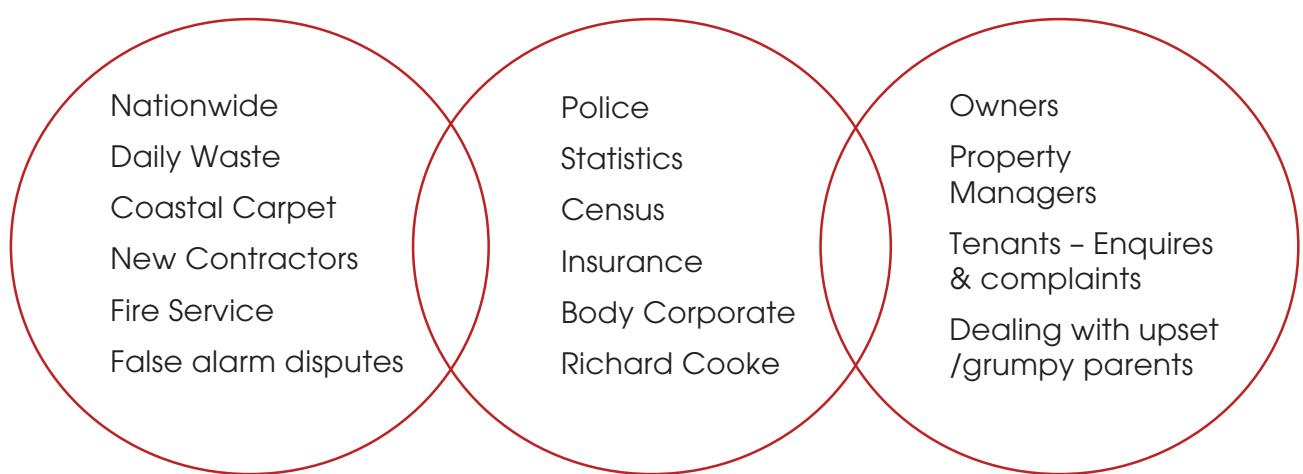
45mins Caretaking

Structure of Maintenance

Administration

- Daily receiving & replying to emails
- Daily receiving & replying to phone calls
- Quote acceptance
- Letter writing
- Quote comparisons for best price & service
- Incident reports
- Updating maintenance plan

Just to name a few who I received emails, phone calls and meet with:



Meeting with Contractors / Owners / Body Corporates

Meeting with contractors are arranged by the Body Corporate / Richard Cooke / Myself

These include:

- Access
- Quotes
- Maintenance
- Assessment
- Visual inspection & reports
- Final inspection for completion of maintenance work

24 Hour Emergencies

Result from Natural or Manmade causes and occur at anytime or night throughout the year

- Earthquakes
- Power cuts
- Wind Damage
- False Alarms
- Broken windows
- Broken Block Doors
- Damage
- Break ins
- Police
- Leaks

Caretaking Ongoing Tasks

Paving Areas

- Free of Moss & Markings by Water-blasting

Graffiti Removal

Targeted areas are:

- Front Entrance
- Brick Fence outside the front

Rubbish

Back areas of Block C, D & E

- Keeping free of Window dropped rubbish

Rubbish bin has down sized and is tucked away in a fenced area.

- Hidden
- A lot cleaner
- Stop public use

Maintenance

Building Warrant fitness due 9th July 2014, currently processing.



Fire Door apartment issues

Apartment 19

Tenant was cooking and left pots on to check laundry then realised after closing the door the key was left inside. He phoned the Fire Service to notify and soon after they arrived. They axed the door open and the smoke had caused the detectors to sound.

Tenant and Property manager was aware of the, Nationwide reset and Insurance excess of \$500.

Door has been fixed but not yet painted due to the work that has started in Block C. Insurance claim was made by Richard Cooke. Nationwide reset was paid by tenant and we are still waiting for the Insurance claim to be processed.



Apartment 8

Police officer confirmed a random person tried to break into Apartment 8 and caused damage. This has just been fixed and another Insurance claim will need to be lodged. The \$500 excess will be a Body Corporate cost.

Apartment 6

Police broke down the Apartment door and has emailed to invoice all cost to them. Currently being fixed.

Contractors



Communication with the contractors onsite is usually done firstly with Regan Stallard from Helfon. I believe that so far the work hasn't caused to much interruption to the tenants living onsite.

Parking is limited around the area due to contractors vans/ cars. The contractors have a container parked outside of Block E end, beginning of Block D, I haven't heard of it been much of a disturbance.

Laundry

Washing machine contractor has reported recently damage to a washing machine.

Daily Waste

Once everything is completed the rubbish area, size and company needs to be addressed. There is a huge problem with sharing the bin with the public.



Profit / Savings

False Alarms

They continue to activate due to tenants forgetting to close doors while cooking. To date we have had 3 charges of \$1150 each which have been disputed ,by myself & tenants, and waived. Nationwide cost to reset the alarm panel has been paid by the person responsible.

Property Manager

Homes & Properties 2007 Ltd MREINZ

There has been a huge reduction in the hours spent managing naughty tenants who disrespect others along with the complex common areas.

I believe this is due to Liz Parson's experience with tenants and long hours spent enforcing the Body Corporate Rules - she is consistent and tenants show a great deal of respect to her.

When there are issues Liz and I work together to resolve them quickly before they escalate into something bigger.

Adding Value

UHF Aerial

To install a Commercial grade Satellite Dish and UHF aerial to enable tenants to just plug-in

Vodaphone at the Complex

Cable network (internet fixed without a phone) is supplied by Vodafone (was Telstra) and was installed by Total Telecommunications Ltd. Vodafone provides a package called Vodafone in Home which offers:

- Telephone Broadband Sky Freeview decoder Installation
- A 12 month contract has to be signed, 1 account holder and authorization to other occupiers if they wanted to phone in.
- Each apartment room has a cable connection that supplies all of the services.
- Cable connection also allows any of these services to be supplied without a phone connection.

Maintenance is carried out by two contractors:

- TTL, Total Telecommunications Ltd, solution provider 22 Barnes Street Seaview Lower Hutt 04 9208682 sales@ totaltelco.co.nz
- Downer 14/16 Makaro Street, Porirua Wellington 04 4773490

Both TTL and Downer have keys for access to the cabling. Television without a plan can only work by a UHF or maybe a home aerial. Representative of Vodafone is Andrew McLeod 0508 537837, 0274737865.

Andrew visits the apartments throughout the year offering advise and promotional offers through Vodafone.

Property Manager

Having a good property manager and that works with the Building manager, tenants, cares for the whole complex and firmly communicates the Body Corporate Rules from the beginning to the end of the tenancy I believe saves the Body Corporate money and uplifts the standards of the Complex also, making it a safe place to live in.

Vistagate

- A fast speed internet provider that offers small to large plans paying as you go.
- No contracts
- 24 hour support line



Total

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