



DRUMMOND STREET





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## OUR COMMITMENT

Total Home & Property Services are guided by the needs of the complex community, and in accordance with the local Government Act 2002. We strive to maintain the highest standard of overall care and attention to all our services without compromising integrity. Efficiency is at the forefront of our commitment and vital to the maintenance and care-taking role of the complex, as no year presents the same. The many challenging encounters drive innovative thinking to help achieve positive partnerships and outcomes while remaining cost effective, allowing us to provide our unwavering excellence. These are the core foundations of our business and we have steadily led the way in creating a community complex environment. Thus the focus for us has been effective communication, constructive interaction and beneficial involvement with tenants, owners, contractors, property managers and visitors.

## WORKING FOR YOU

Planning ahead to be ahead. We strive to achieve this by thinking forward, cultivating and building on the environment that we have created. We align our maintenance model programme with the Cove Kinloch long term maintenance plan to achieve our annual targets. These are scheduled and monitored for ongoing performance efficiency. Last year we turned our attention to improving the efficiency of the maintenance system so that it effectively aligns with structured scheduling, monitoring and three monthly target blocks. Success and failure has been measured by communication, interaction and involvement. These have been monitored via email, phone communication or onsite meetings. Regular contact between the contractors, property managers, tenants and myself allows me to adequately sustain relationships from a distance.

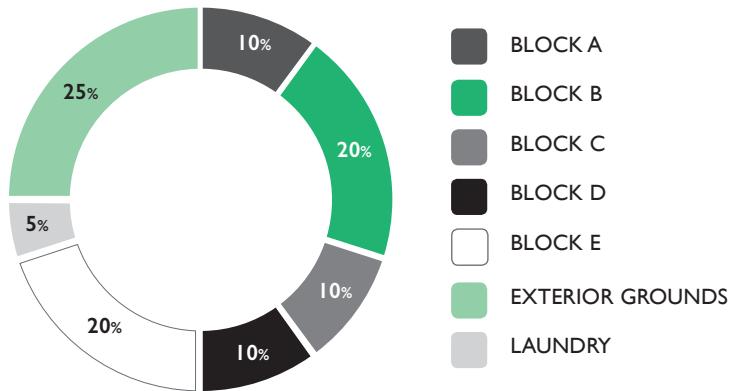
## HERE'S WHAT A CONTRACTER HAS TO SAY....

**"St Just Services has been engaged to perform electrical services at the Drummond Street apartment complex a number of times in recent years by Donna. We find Donna to be organised and professional in her dealings with us. Her contact with us is always friendly, and we appreciate the consistency in her dealings with us, showing us she has good systems in place to make sure everything runs smoothly. We always know that we will find the apartment complex clean and tidy, or there will be prompt action to remedy any issues. We look forward to continuing to work with Donna in the future.**

**Yours sincerely, Gavin St Just "**

Gavin - St Just Services Ltd

## MAINTENANCE - TOTAL OF INTERIOR AND EXTERIOR WORK COMPLETED IN EACH AREA



## WHERE DO THE DOLLARS GO?

Below shows work accomplished throughout the year on a 3- 4, 6 monthly and yearly. Details of highlighted larger works follow in the diagrams with 2 dimension drawings recording maintenance over the year.

**2 - 3 - 4 X MONTHLY** Weed spraying | Waterblasting | Fire testing of fire systems | Pestproof ant control | Exterior window cleaning

**6 MONTHLY** Block stairwells & carpet professionally cleaned | Full building window wash  
Rubbish bin cleans | Dogtech search

**YEARLY** Engine fire testing of all fire systems in each apartment | Window and fire door maintenance check

## MAINTENANCE - WHERE DO THE DOLLARS GO?

- All block door latches and locking components have been cleaned and lubed
- Apartment doors 1, 2, 9, 10, 17, 18, 23 and 26 that have been painted due to wearing
- Block entry door sills A, B, C, D, E and laundry have been painted
- 8 door frames in Blocks D & E repainted due to wear and tear
- Harbour City completed window clean completed August, November and February 2019 to the entire complex
- Pest proof completed their 2 monthly treatment for ants. This has kept the ants away
- Ongoing weed spraying of entire complex including back areas
- Annual window check to all apartments. Checking all hinges and drainage holes are clear
- Painting contractor finished painting entire handrails in Blocks D & E.
- Safety First completed the trial evacuation
- New building warrant of fitness completed
- Pest proof completed their 2 monthly treatment for ants
- Courtyard water blasted
- September the courtyard becomes largely engrained with mass amounts of green moss from all the wet weather. Sometimes chemicals don't do the trick that you hope for so it is scrubbed a few times with a waterblaster.
- The front concrete patio scrubbed with a water blaster twice



## MAINTENANCE - WHERE DO THE DOLLARS GO?

- Building wash and exterior windows completed in October and February 2019
- Block B light defuser replaced
- Reattached loose hose tap outside of Block E.
- Commercial buffering of all vinyl floor coverings to remove scuffing
- Walls and ceiling washed in the laundry
- Handrails repainted Blocks A, B & C
- Patch plastering to all wall areas of impact damage and repainting of all plaster board wall. All entrances repainted to cover scuff markings
- New door closer Block E
- New Exterior Exit lights Blocks B & C
- Front entrance gate latch replaced
- Carpark lines marked
- Courtyard large trees trimmed back
- Gutters clean Blocks A & B



## 2019/20 AT A GLANCE

In the year ahead the programme we have started highlights the need for accuracy and accountability. This programme aims to strengthen our maintenance system and provide stability to the tenants, the property managers and the body corporate. Our goal is to ensure effective communication with our contractors to guarantee accuracy in their responsibility and accountability with the products and/or services they provide and the warranties that may be relevant and this will be monitored by our tracking system.

### THE FOCUS AREAS

Taking care of things that really matter

We aim to maintain and utilise the built environment by introducing subtle changes that enhance Complex living for the tenants. These are highlighted advantages that will set us apart from others. The installation of an outdoor clothesline to provide tenants the option to use this to save money and remove the possibility of condensation and mould growing due to hanging wet washing indoors. Also a marked parking space provided for scooter users around the back of Block C could eliminate courtyard gates being left open or vandalised. A register could be held to keep track of the scooter users.



#### CARING FOR OUR ENVIRONMENT



#### UTILISING THE ENVIRONMENT TO SUPPORT WELL-BEING



#### FEELING SAFE



#### KEY ACCESS

## **CARING FOR OUR ENVIRONMENT**

We would like to propose that the Complex participate in supporting New Zealand's Sustainable Development Goals, and ensuring environmental improvements are being made to enhance the living standards.

Reviewing our current system of waste and recycling removal, endeavouring to make a firm stand as an environmentally friendly and sustainable complex, therefore allowing tenants to have a choice to make a difference.

We currently spend approximately \$510 a month (excluding GST) on waste removal and \$130 a month (excluding GST) on recycling with the overall costing being \$640 a month approx. We believe that setting a goal of reducing the overall waste by 1/3 is achievable for our next financial year by increasing waste collection while decreasing the waste bin size and encouraging effective recycling options aiming for \$396 a month for waste removal, and \$150 a month for recycling removal, reducing the costs to \$546 to align this with our intention. Currently 30% of our waste removal is organic, so we propose that it be considered that savings from waste removal be put towards utilising the services of Kai Cycle. Kai Cycle is a Wellington based enterprise that picks up to recycle food waste on their urban farm, into useful compost. By achieving these targets I believe the Drummond Street Complex will continue to build on its foundation as the ideal place to live, while establishing a reputation as a sustainable living environment.

## **UTILISING THE ENVIRONMENT TO SUPPORT WELL-BEING**

We also propose to introduce an edible element into the landscaping over a period of time. The idea of incorporating citrus and fruit trees to encourage an ideal of healthier living as well as maintaining our look of low maintenance.

## **FEELING SAFE**

A small survey was held with tenants to see what they liked and didn't like within the Complex. The biggest negative that stood out from this was the courtyard noise at night due to small group gatherings. This disturbance in the evenings has a number of tenants feeling unsafe and unwilling to exit their apartments sometimes, which is unacceptable. Encouraging a liquor ban would be a simple way of eliminating this issue.

## **KEY ACCESS**

Entry into the Basin Reserve Complex is currently managed by key access. This is the same key that allows access into the Block. We, along with the locksmith feel this system could be upgraded to an electronic system to improve overall security of the complex.

## INNOVATIVE THINKING

Another highlight of the survey was that the Complex was hard to find, it is not visible on Google Maps nor can it be found online. Currently the signage for the Drummond Complex is not visible to locate. We would suggest new signage that is clearly visible from the road and passing motorists, possibly placed on block A or E and could be supported by environmental branding displaying our initiatives to the wider community.

Student accommodation demands modern facilities, and technology plays an essential role in the lives of young people today. With an upgrade to fibre this will be a positive boost to all tenants. We would like to piggy back off this step to propose a Drummond Street webpage. The aim of this page would be for tenants to access information about the complex, provide the rules of the Complex, trouble shooting, links to emergency services in case of earthquakes, tsunami or any other extreme weather events and a moving out plan (a guideline to avoid wall damage, gate access, rubbish). This could also include a page for owner only access, where we can include plans and any other relevant information. Also a Facebook page, this would build the image of the Complex online and will be another connection to Google maps. Difficulty finding the Complex was a highlight of our survey.

A Complex community BBQ. This would give us the opportunity to establish the Body Corporate rules and build positive relationships with the tenants on their arrival and also during the mid year to reaffirm the boundaries.

