



DRUMMOND STREET MAINTENANCE REPORT





## CONTENTS

INTRODUCTION .....	1
MARKETING .....	1
MARKETING CONTINUED .....	2
BUILDING COMMUNITY .....	3
HEALTHIER LIVING .....	3
MAINTENANCE & PROJECTS COMPLETED .....	4
PREVENTATIVE MAINTENANCE .....	4
COMPLETED MAINTENANCE/REPAIRS .....	4
RECOMMENDATION .....	4
GENERAL MAINTENANCE COMPLETED .....	5
SCHEDULED MAINTENANCE .....	5
ONGOING MAINTENANCE .....	5
IMPROVEMENTS .....	5
CURRENT MAINTENANCE ISSUES .....	6
RECOMMENDATIONS .....	6
IMPROVEMENTS .....	6
IMPROVEMENTS CONTINUED .....	7
WASTE MANAGEMENT PROPOSAL .....	8

## INTRODUCTION

Welcome!

The Drummond Street Complex ("Complex") is a place that is often referred to as the perfect location, being in a convenient spot and close to the bus stops and supermarket but just that little bit away from the city, which gives that breathe of ease when everything gets too busy.

The environment has strong foundations of honesty, comradery and kindness which was evident during and post the Covid 19 lock down, where I believe the Complex stood above the rest. Observing individuals' behaviour, either willingly or struggling, to adapt to these values built a deeper sense of community. Increasing the Complex's online visibility will enable these connections to grow, ultimately encouraging residents to renew leases.

Adapting to the new normal has required the proactive introduction of innovative strategies to build prosperity and add value for the residents and the environment of the Complex.

We have re-branded to Nxt Lvl Building Management Ltd and made improvements to the running of our maintenance structure. We work with a new digital system that is being built to the way we believe will operate best for this complex. This is an exciting partnership for us - data can now be frequently analysed to keep improving.

## MARKETING

Our best chance of positioning the Complex at the top end of the market, and enabling sustained returns for owners, is having a Long-Term Maintenance Plan (LTMP), and actively following it, to properly maintain the Complex.

Being present in digital platforms enables us to position ourselves ahead of our competition.

- As new consumer behaviours are emerging, we have broadened the Complex's marketing capability by generating a website to advertise the attractive nature of the Complex.
- As the Complex was not visible on Google Maps, we have now registered it.
- We have also set up a managed tenant Facebook page to build community and a sense of belonging.

Our major points of difference, compared to our main competitors in the student/affordable housing market, are:

- The Complex has fibre.
- CCTV cameras have been installed around the Complex.
- The presence of an active and creative on-site building manager.
- An active Body Corporate; and
- The Complex is being managed in an environmentally responsible manner.

## CCTV POSITIONS



MAIN ENTRY



MIDDLE ENTRY

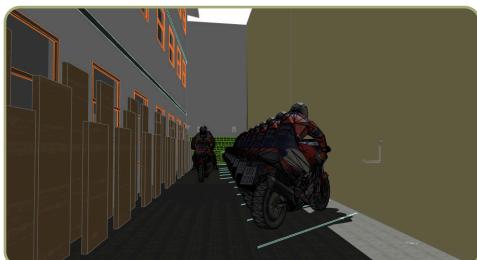


SOUTH COURTYARD



SOUTH GATE ENTRY

- In 2017, Karariki Landscape Design put together a landscaping plan to beautify the existing garden beds around the complex. Not only will this landscaping improve the exterior appeal of the complex, but it also includes a variety of edible plants which all residents would be able to enjoy. Green spaces are prized in Wellington due to the density of the city and this project would present a further point of difference for the complex. We believe that the time is right to implement this plan and would be able to manage the project through to completion [\[view the plans here\]](#).
- We have an opportunity to further develop the desirability of the complex using the empty land spaces around the buildings. In July 2019, a design was developed by graduate architect, Tina Lee, and presented to the Body Corporate for consideration. Located behind Block C, the design included [scooter parking, a clothesline and a shared, edible garden](#). These changes would improve the market position of the complex and increase desirability for prospective residents.



- Secure scooter and bicycle parking are extremely hard to find in Mount Cook. We have an opportunity to provide this to our residents by building a covered, secure lock-up, for which users could be charged a fee. For example, fees could be payable in 3, 6 or 12 monthly increments, with staggered pricing (e.g. 3 months = \$30, 6 months = \$50, 12 months = \$80). Over time we could recover the costs of the project through the collection of fees. The continued income generated from these fees could then be used towards other projects in the future.

- An outdoor clothesline would be beneficial to both residents and owners as a way of reducing dampness in apartments generated by drying clothes inside. If at all possible, having this area covered using a suitable see-through polycarbonate roofing material so that it can be used in wet weather as well as in fine, would be a great advantage.
- The Shared Garden would be operated by a collective of residents who would decide what to plant and how best to care for it. This model has been trialled at the Basin Reserve Complex with great results. It has developed community spirit, nurtured relationships between residents and added aesthetic appeal to the complex.

## BUILDING COMMUNITY

The number one request from feedback from current residents is for a shared community space for residents to interact and get to know each other.

We would like to introduce a Book Swap Library (Huri Pukapuka) for residents to donate and use textbooks and other relevant literature. We will use the 'take a book, share a book' model to encourage residents to increase the life of their unwanted textbooks, rather than disposing of them in recycling bins at the Complex. This library will be in our existing laundry, will not take up much space and will uphold our sustainability model.

We could host one annual community BBQ at the beginning of each year to get to know the new residents and to foster a sense of community from early on in our relationship.

We will use this opportunity to discuss the Body Corporate Rules with residents and will have them acknowledge their understanding of the Health and Safety regulations for the Complex via digital means. We will also utilise this BBQ as a means of receiving feedback from existing residents on their views of the strengths and weaknesses of the Complex, as well as encouraging new residents to offer their input.

## HEALTHIER LIVING

The residents have expressed their desire to improve our recycling facilities to reduce the amount of waste sent to landfill. As we are aiming to create an environmentally responsible complex, adding additional recycling facilities for residents would be advantageous in this vision.

The Wellington Sustainability Trust offers recycling facilities for plastic and metal lids, textbooks, and stationery at no cost to the Complex. These items cannot be recycled in traditional curb-side collections and are generally sent to landfill. To implement this, we would need to create a small recycling station with three bins in the laundry area. This programme would be trialled for 12 months in partnership with residents and Wellington Sustainability Trust. [\[sustainability trust\]](#) [\[wellington.govt\]](#)

## MAINTENANCE & PROJECTS COMPLETED

All of the works below have been either completed by us or the Body Corporate contractors.

### PREVENTATIVE MAINTENANCE

- All block entrance doors are serviced.
- An ant control programme has been put in place with Pestproof which has been successful in keeping the ants away, especially throughout summer.
- The two big trees in the front gardens of Block C are kept trimmed to maximise natural light into the Block C apartments.
- A narcotics search has been undertaken in all the common areas by Scenttech Canine Drug Detection, who use a dog trained for this purpose. See comments under Recommendations.

### COMPLETED MAINTENANCE/ REPAIRS

- Apartment 9 front entry door - Replaced the door closer arm and architrave.
- Block A under window ledge cut open to investigate any water ingress - nothing present. Reinstated back to new.
- The three entry gates have been repaired by GarWah Welding Services.
- The main entrance gate has been stabilised with extra aluminium rods.



- Drain repair in front of Block C

A quote was obtained to undertake repairs around the drain in front of Block C. However, because it was a tripping hazard, this work had to be undertaken as a matter of urgency. All of the sunken pavers around the drain in front of Block C had to be removed. Repairs were then undertaken by filling with paving sand, compacting and levelling, setting the fall and raising the sump and putting concrete nibbing where required.

### RECOMMENDATION

It is recommended (after the gardens are completed) that all the pavers are redone as they have sunk and are uneven. This will eliminate further tripping hazards and also enhance the overall appearance of the Complex.



- LED lights in the stairwells

The LED lights in the stairwells are failing and the 2 year warranty which came with the original installation has expired. Currently 6 replacement light have been installed with Eurotech brand. These were recommended because of the commercial type use they receive. The lights are slightly smaller, have a 5 year warranty and a life expectancy of 36,000 hours. We will continue to replace older LED lights with these more commercially viable lights, particularly having regard to the longer warranty period provided.

#### **GENERAL MAINTENANCE COMPLETED**

- All interior walls are painted where needed to maintain a generally fresh appearance.
- Damage to walls caused by furniture removals and general wear and tear are repaired as needed.

#### **SCHEDULED MAINTENANCE**

The common area doors are scheduled to be repainted during the summer break as some of these are looking quite tired.

#### **ONGOING MAINTENANCE**

As much as possible, small jobs are fixed on the spot by us.

- Hose washing down all white gates to remove dirt and soot. Includes back gates and 3 entrances.
- Building and window wash.
- Annual window check in each apartment.
- Weed spraying entire courtyard and around the back of Blocks C, D, E and down lane area.
- Graffiti removed.
- Tidying up and maintenance of the gardens.
- All plants trimmed so they are not touching the buildings.
- All leaves and rubbish in the stones has been removed.
- There have been a few faulty smoke detectors that have activated the alarm system. These are managed by Engie.



#### **IMPROVEMENTS**

##### **Health & Safety performance**

- Building Warrant of Fitness
- Quarterly fire system testings
- Annual alarm testing and checking that they are still in place
- 6 monthly safety trial evacuation
- 6 monthly fire extinguishers checked
- 3 monthly apartment fire door checks
- Monthly common area fire safety check as per BWOF
- Health & Safety risks management plan

### **Online**

- Scooter and bike register.
- Health & Safety Tenant induction.
- Health & Safety Contractor induction.
- Incident reporting.

## **CURRENT MAINTENANCE ISSUES**

### **Keys**

We are having problems with the keys not working correctly or lining up with the barrels. The keys just do not work accurately. There is a lot of wriggling and trying to align keys to gain access into the Complex or Block door, which is frustrating for residents.

### **Guttering and Fascias**

The front and back fascias and guttering on Block C are strongly rusted and need replacing this year.

### **Entry Way Slip Hazard**

Water accumulates on wet days in entry ways.

## **RECOMMENDATIONS**

### **Keys**

Change to a fob tag system

Upgrading access through the gates and Block doors by a fob tag system would not only remove the frustration of wriggling keys to gain entry but improve security.

### **Guttering and fascias**

This is the most urgent in maintenance terms. The gutters need cleaning but this is not worth doing if they are to be replaced within the next month.

The most cost-effective way to ensure the best use of funds and accurate quote comparisons would be to consider a sizing and product specification. If a suitable quotation is in place by October, then in December, when it is quieter, not only can the guttering and fascias be attended to, the roof and building wash can be undertaken at the same time so that scaffolding will be used most effectively. This would also be an ideal opportunity to install anchor points on the Block roof tops to make addressing future building, gutter and roof cleaning easier going forward.

## **IMPROVEMENTS**

### **Entry way slip hazard**

Residents continue to have to navigate their way around water that sits inside the entrance doors to avoid a slip. This builds on wet days from run off from personal items such as wet shoes, work boots or raincoats. The recommendation is that these areas be lined with specialised carpet designed for this purpose.

### **Discontinuation of Scenttech drug search.**

A sniffer dog is followed throughout all the stairwells and courtyard space to detect if any drugs are found. During the time of search no one is usually present or even aware of the search being undertaken. The purpose of this was to act as a deterrent. Now the camera system is in operation we believe that it is no longer needed, which would mean a yearly saving of \$669.00.

### **Updating of washing and drying machines**

There is an ongoing problem with washing machines flooding. While the laundry operators attend to this promptly when they are notified, it is ongoing and a safety issue. The machines are old and require updating.



### **Proposed change in rubbish and recycling service**

The financial savings are \$1,632.40, which is quite significant, and 1,680 litres of waste each year will not go to landfill. This will also enhance the environmentally responsible ethos that we are aiming for. The Government has increased waste costs, which will mean our costs will increase. To save money, and to be consistent with our ethos, recycling more is the way to go.

### WASTE MANAGEMENT PROPOSAL FOR DRUMMOND STREET

COMPARISON

DESCRIPTION	WEEKLY	CONTAINER SIZE (LITRES)	TOTAL CONT. SIZE WEEKLY (LITRES)	PRICE QUOTED	WEEKLY TOTAL	YEARLY	YEARLY PRICE
GENERAL WASTE	5 times	660 L	3300 L	\$16	\$80	\$4,160	
MIX	3 times	660 L	1980 L	\$16	\$48	\$2,496	
GLASS	1 time	240 L	240 L	\$9	\$9	\$468	
						\$7,124.00	
					GST	\$1,068.60	
TOTAL			5520 L			\$8,192.60	\$8,192.60

### COMPARISON

DESCRIPTION	WEEKLY	CONTAINER SIZE (LITRES)	TOTAL CONTAINER SIZE WEEKLY (LITRES)	PRICE CHARGED	MONTH-LY TOTAL	YEARLY	
GENERAL WASTE	4 times	1.5 L	6000 L				
MIX	3 times	240 L	720 L			\$3,120	
PAPER BIN	2 times	240 L	480 L			\$260	
					\$711.96	\$8,543.52	
				GST	\$106.79	\$1,281.48	
TOTAL			7200 L		\$818.75	\$9,825.00	\$9,825.00

**\$1,632.40**  
Saving Yearly

### CONTAINER SIZE COMPARISON WEEKLY

	PROPOSED WEEKLY	CURRENT WEEKLY	SAVING VOLUME
GENERAL WASTE	3300 L	6000 L	
MIX	1980 L	720 L	
PAPER BIN	240 L	480 L	
TOTAL	5520 L	7200 L	<b>1680 L</b>