



**UP 3259 Capital Hill Apartments
Executive Committee Meeting No 107
10th December, 2018 at 5.00 pm***
at 30/23 State Circle, Forrest.**

*****Or earlier, after:
3.00pm meeting with ASHS (Luke & Christine)
in forecourt of 21 & 23 State Circle.**

Minutes of Meeting.

Present: Paul Perkins (PP) 30/23, Chairman/Secretary; Richard Heaney (RH) 28/23, Treasurer; Karin Gassner (KG), 12/19, Assistant Secretary; Gaye McDermott (GM) 203/17; Peter Ford (PF), 115/21; Terry Gassner (TG), 12/19; Horace Saducas (HS), 118/23.

1. WELCOME & INTRODUCTIONS.

The chair declared the meeting open at 4.00PM and welcomed returning member Gaye McDermott to her first meeting.

2. MINUTES.

Resolved: The minutes of Executive Committee meeting 106, 5 November 2018, be approved as circulated.

Note: Matters arising are subject to specific recommendations under relevant heading following.

3. IN CAMERA SESSION

Following his appointment as chairman and secretary at the November meeting, Paul Perkins foreshadowed that at this meeting, with new member Gaye McDermott present, the members would discuss "in camera" his proposals for team development and culture to guide the transition. This provided an opportunity for the new team to openly discuss issues, options and accountabilities for the proposed collegiate approach to management and communications.

The approach:

- * has an over-riding presumption that all owners and residents are entitled to “quiet enjoyment” of their apartment and “entitlements”.
- * The powers and functions of the executive committee are generally limited to the common property areas and services of the UP. Major decisions all are reserved to the owners in general meeting.
- * The executive committee should best operate in a collegiate teamwork style to encourage wider participation and share authority and responsibility.
- * In such an environment, achieving efficiency of operations necessitates simple but rigorous formal systems including procurement, performance assessment etc.
- * Accountability demands transparency of decision-making and communications.
- * This approach is very different from our past and requires the above to apply equally in our relationships with our contracted managing agent and service providers.

The various organisational decisions already agreed and now proposed below are all framed with the firm belief that operationalising along these lines will ensure a collaborate but commercial model suited to Capital Apartments’ maturing future.

Resolved: The Executive Committee noted and accepted the proposed collegiate approach to management and communications.

4. GOVERNANCE & WORK CALENDAR

ECM 106 requested proposals below for consideration at this meeting:

- a. Implementing reviews and updated arrangements for all key tools/processes in this transitional year,
- b. Establishing an Owners Advisory Group (OAG)
- c. Establishing a Works and Landscape Advisory Committee (WALAC)
- d. Communications Policy, engagement priorities and implementation plan.

For ease of discussion, we have included all in a Works Calendar Schedule below with brief discussion points for each following:

ECM Work Calendar 2019

Description: Tools & Processes	#	Janua	Febru	March	April	May	June	July	Augu	Septe	Octof	Novem	Dece	Responsible for action.
ECM + Minutes Register. (2nd Monday)	1		X		X		X		X		X		X	C, AS.
ECM Special (Budget, EOFY, etc)	2								29		9			Tr, AS
AGM + Minutes Register	3											16		C, Tr, AS, MA
WALAC (inputs to ECM)	4	Xx		X		X		X		X		X		C, AS, Xnom
Owners Advisory Panel (OAP)	5		Inau				X						X	C., AS, Co-C
GM (as needed)	6													C, Tr, AS, MA
Corporate Register	7	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	C, AS, MA
Budgets, Admin & Sinking Fund	8							SFp	Ap	X	AG			Tr, C, MA
MA Monthly Building Status Report	9	RR	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	MA, C, Tr, AS
Sinking Fund Review/Plan (incl Landscape)	10		Xxxx	Xxx	Xxx	Xxx	Xxx							C, Tr, AS, WALAC, HS
Contractors & Service Providers Register	11	RR	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	C, AS, + Xnom, MA
Communications Policy & Processes	12	Xxxx x	Xxxx	Xxxx	Xxxx	Xxx	Xxx	Xxx	Xxx	Xxxx	Xxx	Xxx	Xxx	C, AS, +Xnom, MA
Security & Keys Policy & Processes	14	RR	R	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	Ops	C, Tr, Xnom? Cont?
Privacy Policy	15		R, Ap	Com										C, PF, MA
Risk Mgt Policy	16		R	R	App	Com	Ops	Ops	Ops	Ops	Ops	Ops	Ops	MA, C, PF, AS, WALAC.
WH&S Policy	17		R	R	App	Com	Ops	Ops	Ops	Ops	Ops	Ops	Ops	MA, C, PF, AS, MA, WALAC.
Emergency Response Plan(s), incl Fire.	18		R	R	App	Com	Ops	Ops	Ops	Ops	Ops	Ops	Ops	C, MA, AS, WALAC, Xnom?
Audit.	19		App	X	X									C, Tr, MA.

1. Executive Committee Meetings (ECM) & Minutes Register

- Suggest hold on 2nd Monday of each alternate month.
- Time: 5pm for max 2 hours
- Location: TBD . Discuss.
- Require all proposals involving expenditure to use proforma see (QMax below).
- To facilitate, delegate authority to Chair+ Asst Sec + Tr (acting together) to authorise minor works (<\$2000) via MA Works Order with referral to next ECM. This would help minimise the out of session email process, as agreed at ECM 106
- Action: Chair, Asst Sec, Tr.

Resolved: The Committee approved holding bi-monthly Executive Committee Meetings. KG to prepare a location roster for future EC meetings to be considered at the February EC meeting.

Resolved: The Executive Committee approved the facilitation and delegation of the Chair, Asst Sec and Tr (together) to authorise minor works (<\$2000) via MA Work Orders with referral to the next ECM.

2. ECM (Special) & Minutes Register

- As required but limited eg. prelim Budget meeting and EoY matters prior to AGM.

Resolved: Meeting to be arranged with MA, Chair, Asst Sec. and Tr.

3. Annual General Meeting & Register: No change

4. Works and Landscape Advisory Committee

- Establish with Advisory roles only, reporting to ECM as required
- ECM appoint Executive member to convene (Xnom) for year.
- Works performance reporting role using Approved schedules for Contractors , reporting to Xnom for each contractor.
- Engage in review studies eg. Landscape, Policy, Sinking Fund Review , etc.

Resolved: Terry Gassner accepted the role of Convenor with the assistance of the Chair.

Resolved: A letter inviting expressions of interest be sent to all residents for February ECM appointments and inaugural meeting.

5. Owners Advisory Panel (OAP)

- Authorise Chair to Invite all owners to receive and provide advice to ECM beyond statutory requirements on ad hoc basis, say by mail and several casual gathering each year; maybe upgraded “under the oak” eg. Drinks at Approp location or co-chairs apartment?
- All Executive members to be ex officio members.

Resolved: Adopt the above with Chair, Horace Saducas and David Campbell (MA Re contact owners) to coordinate the establishment of the OAP.

6. General Meetings & Minutes Register: No change

7. Corporate Register

- MA maintains statutory register and advises of notified changes with monthly Status Report
- Asst Secretary now updating our comprehensive Register.
- Chair issuing “welcome letters” + FAQs to new owners and lessees. Note: ECM to sign off on updated pro formas in due course. (See Comms policy below).
- New proforma required for Tenants advice of moving in/out.
- ECM to decide if “Welcome letters” should include contact details for Executive members in their building? (See Privacy Policy below).

Resolved: Chair and Asst Sec to meet with MA regarding the sending of Welcome Letters to new owners and Tenants and review what is in the current “Welcome Pack”.

8. Budgets: Admin and Sinking Fund: No change

9. MA Monthly Building Status Report:

- Liaise re short/alert reporting on non routine invoices
- Liaise re Contractors Register, Periodic Works Schedule and Procurement, including All Works Orders issued/ outstanding?
- Engage re resident changes: Asst Sec advise and correlate Corp Registers

Resolved: Chair, Tr, Asst Sec and MA to liaise.

10. Sinking Fund Review/Plan:

- Liaise MA re approp Building Surveyor. Then decide procurement.
- Consider including landscape in 10 year renewal plan.
- Assume Review Feb thru May to enable ECM Review and consideration of recommendations to AGM re \$ Levy, major investments etc.
- WALAC and OAG consultation and engagement.

Resolved: Adopt the above with Chair, Tr, HS, PF and MA to review and plan with report to ECM before commitment.

11. Contractors & Service Providers Register

- Finalise meetings and agree schedules by end Jan2019
- Finalise Periodic Work Schedule for better ops management

Resolved: Chair, Xnoms, MA (No nomination; various to assist as available)

12. Communications Policy & Processes

- Set up Comms log and shared register with MA for all Executive and WALAC members
- Setup shared secure documents folder with MA
- Agree Xnoms and roles for each building contacts
- Report specific/ significant comms each ECM
- Refine use of Lift/Door Notices, letterbox drops etc
- Decide WALAC role in discussion and social groups,
- Review/update Manual, Rules(?), Web Pages
- Review/update proformas after Policy reviews

Resolved: Adopt the above with Richard Heaney to assist the Chair, Asst Sec and MA in review and setup of draft Communications policy and processes. ECM sign-off February.

13. Security & Keys Policy and Processes

- Review security of and remote online access to systems including contractor and MA roles
- Review/Update, and communicate, Move in/out procedures

Resolved: Adopted the above with action by Chair, Tr, Xnoms, MA (No nomination received)

14. Privacy Policy

- Review and update especially re contacts and access to Coms
- Special review as to ECM “in confidence” definition and import.
- Consider in all other policy/ process communications reviews

Resolved: Adopt the above with Chair, PF and Asst Sec to review and update for February ECM sign-off.

15. Risk Mgt Policy

- View Peter Ford’s earlier documentation after Privacy Review, applying Asst Sec KM’s commercial experience to exercise.
- Test reliance on MA’s RMP and include.
- Articulate and communicate thru Web, Manual and other comms media.

Resolved: Adopt the above. PF, Asst Sec and MA to review, test and communicate. ECM sign-off February or April.

16. Workplace Health & Safety Policy

- View existing best practise against MA’s system
- Adopt, articulate and communicate thru Web, Manual and other comms media
- Include reporting in Monthly Status Report (MA) and ECM

Resolved: Chair, Asst Sec, WALAC and TG to review best practice and make recommendations to ECM February.

17. Emergency Response Plans

- Scope coverage: Flood, Fire, Lift failures, etc. Evacuation, services restoration(?)
- Involve MA, ACT Emergency Services Advisors with WALAC in focus groups.
- Adopt, articulate and communicate thru Web, Manual and other comms media. Training (??)

Resolved: Chair, Asst Sec, WALAC, TG and MA to scope and make recommendations to ECM February.

18. Audit

- Scope and put formal proposal to Feb ECM for approval.
- Outcomes to input ongoing systems and practises reviews.

Resolved: TR, Chair and MA to scope and present at Feb ECM

4. MONTHLY MA STATUS REPORT

1. Workplace Health & Safety

- No Incidents reported in MA report
- Pooling water in fire exit near comms room reported. Awaiting quote from DLR.
- Risk re tree spraying proposal. Meeting ASHS 10Dec.
- R&M report refuse driver counselled re protective footwear and generally.
- Review scheduled for 2019 (see 4.17 above).

2. Treasurer's Report

RH reports that a number of unexplained items are being followed up with JT. Some are referred to in items elsewhere but impact is not material.

Liquidity is satisfactory and budgetary position is good as shown in the table below.

<u>Funds on Hand:</u>	
Administrative Fund	21,254.49
Sinking Fund	186,307.22
Total	207,561.71
<u>Funds Represented by:</u>	
Bank balance Admin Fund	76,106.45
Bank balance Sinking Fund	116,773.52
Investment	102,051.84
Levies in arrears	29.76
Other Arrears	377.13
Interest on Overdue Levies	65.17
Total Assets	295,403.87
<u>Less liabilities</u>	
GST Clearing Account	-3,076.89
PAYG Clearing Account	2304.5
Levies in advance	88,614.55
Total liabilities	87,842.16
Net Assets	207,561.71
<u>Administrative expense relative to budget</u>	
expenditure financial year to date	48,291.13
Budget for the financial year	219,890.00
Pro Rata Administrative Expenditure, re fin year	22%
Budget for the first 3 months	54972.50
Pro Rata Administration Expenditure year to date	88%
Sinking Fund Expenditure financial year to date	2,095.00

3. Corporate Register

- Resident changes: two new owners and three tenants. Welcome letters issued.
- Asst Sec liaising with MA re info exchange.

Resolved (4): The matters reported and arising from the Monthly Status Report be noted.

5. CONTRACTS & SERVICE PROVIDERS REGISTER

Work is continuing on updating the Register (including contractor functional and price details) and Periodic Service Schedules, with four new contractors' "courtesy meetings" held since last ECM and three follow-up meetings.

I expect we will complete all necessary before the February ECM with Register and Periodic Works Schedule then submitted for sign-off. Thanks to Executive members who have made themselves available for the meetings, often at short notice.

Activities and proposals specific to contractors and non contracted service providers are presented below;

1. Strata Management (other than Monthly Status Report above)

- Tony Stevens on leave. Jeanette Tym acting.
- New CVs (finally) updated on Web page.
- Engagement and liaison with Asst Sec re Fire response.
- JT to advise on shared secure folders for documents, comms log etc.
- Customer mail out and letter box drop re theft.

2. Sinking Fund Advisor

- See 4.10 above.

3. Insurance Broker CHU

- Certificate of placed insurance issued 6 November.
- Fire door insurance claim settlement (\$1700) pending.

4. Lift Services. Schlindler

- MA (JT) renegotiating contract proposal. Pending.

5a. Fire Equipment M&M. P&T Fire Services

- Meeting with principal Peter Sutton (and technician Morgan) 19 Nov. following fire alarm, Sunday 18 Nov. (See 5b. Below).
- Valuable info for contractor, M&M inventory update.
- Morgan attended re Fire door painting and signs. Still not fixed.
- Periodic monitoring of equipment inventory scheduled for December. MA to provide report and any repair/ replacements proposed for ECM review.

Resolved: Chair and MA to discuss with 5b. Below with report to ECM.

5b. Fire Alarm Monitoring. ADT/Tyco.

- Fire alarm sounded c.9am Sunday 18 Nov.
- Brigade attended and via outside panel isolated to smoke alarm in ceiling of B19. DC, HS escorted to inspect. Callout fee unlikely as first in ten years.
- Incident showed lack of plan (alerting residents, evacuation, not use lifts etc). Asst Sec consulting's with MA and see 4.18 above.

Resolved: Chair and MA to arrange for urgent review (Dec 5a. Above scheduled?) of Fire Alarms operation in all Buildings. Approved Works order to correct if necessary.

6. Plumbing & Drainage. 6 Star Plumbing, Robert Edwards

- Courtesy meeting pending.
- No work outstanding.

7. Sump Pumps, Oil Separator M&M. QMax.

- Courtesy meeting with Jonno Pridham, 27 Nov.

- New proposal including 6 monthly servicing of 4 sump pumps, control equipment and oil separation equipment and an annual sillage pumpout of all sump pits and oil separator. All for \$1440+GST pa. See Works Proposal 6. below.

8. Electrical. Wayne Taylor

- Normal servicing twice during November.
- Works proposal re External Fire stair lighting (HS). See Works proposal 6. below.

9. HVAC. Seda Services P/Ltd

- Courtesy meeting still to be arranged.
- Scheduled servicing (?) billed in November.

10. Doors. Capital Doorworks

- Courtesy meeting. Check MA re ownership.
- Melb. Av fire door repair still not complete (see 5.5a above).

11. Cleaning. R&M Woodrow

- Remedial work done to complete 6 monthly external tiles cleaning. Generally successful but entrance to 21 and 23 stained from poor water drainage. Will require investigation in 2019. Meanwhile, weekly internal mopping is extended to drainage area.
- Periodic cobweb process reviewed and actioned successfully.
- Loose gravel after road re-pealing removed from external entrance. Basement clean scheduled for Tuesday's in December.
- Awaiting quote for one off scrub/wet vacuum clean of basement extremities where heavy build up of rubber, dust etc.
- Lift and garbage room cleaning Now OK. Will look at floor repainting in g-rooms which remain grotty despite monthly mopping.
- Several abandoned items require disposal. Will schedule for January. Meanwhile remove to janitors cage?
- Expect to finalise delayed Agreement and Work Schedule detail before February ECM.
- Long time weekly cleaner Neal retires in January. We have had excellent service from him and I propose we make a gift of say \$100 as a token of appreciation.

Resolved: Authorised payment of \$100 with thanks to Neal on retirement. MA to be contacted regarding the processing of the \$100.

12. General Mtnce. DLR, Dave Lereux

- Broken paving tiles completed & billed November.
- Quote for silicon filler along entrance walkways pending
- Quote for water seal at rear fire exit (near comms room) pending
- Quote for refixing sagging ceiling insulation in basement pending.

Resolved: Noted. Quotes were received during Meeting. It was resolved to accept the quotes (See 6 (Works Orders) below).

13a. 13b. Security and Access Control Systems

- Courtesy meetings held with John Hogh (Security Solutions) and Jason Hogh (Blitz Security)
- Comms room security an issue. Access to equipment and data security require review. Off site online access will be investigated and reported to ECM. The software does not appear user friendly or documented, necessitating ongoing contractor involvement.
- Security incident. A new tenant's gym equipment was "relocated" during the month. Due to sensitivities, camera images were secured and independently analysed for use in any investigation. MA handled letting agent complaint and did a mail out inviting immediate "restoration". The matter was resolved satisfactorily.
- Invoice from Blitz awaited. Lessons re protocols will be included in reviews. Note Rules do not allow storage of non vehicle items in car spaces. The complainant has been formally reminded and asked to comply.
- Reports of fire exit door alarms taped off (HS).
- Building 21 door not locking due to recliner bounce. See Works Proposal 6. below.

14. Intercom Systems. No activity.

15. Window Cleaning.

- Courtesy meeting still to be scheduled.

Resolved: Gaye Mc Dermott to attend meeting.

16. Electricity & Gas Supply.

- No activity and little electricity bill!

17. Water & Sewerage Services.

- Water supply costs will be a major review in 2019 in tandem with Sinking Fund and Landscape studies.

18. Gardening & Irrigation. ASHS, Luke Oldfield

- Awaiting updated works schedules, conditions etc to complete Contractors Register.
- Footpath irrigation done. Flags removed. Weeds may need a second treatment.
- Flooded garden tub building 19 awaiting expedited service call?
- Tree infestation Works Proposal. See below and note meeting with ASHS, 3pm.

19a. 19b. Telecommunications Services. NEXT & Hi-Rise

- No apparent progress on August WO for Internet connection. MA to expedite.
- MA to provide November bill(s) for review.(See Tr report).

23. Website Services. Technowand.

- CVs updated.
- MA (JT) advising re shared secure space, (see 4.12 above).

24. Et Seq. Roof Services

- Major studies input to Sinking Fund Review 2019.

6. WORK ORDER PROPOSALS.

We have foreshadowed a proforma template for all Works Order Proposals to simplify and speed the review process. The following transactions are submitted for discussion and decision.

1. Sump Pumps & Oil Separator M&M.

- **Proposer:** PP
- **Purpose:** Extend longstanding annual M&M contract to include oil separator and sullage removal. Compliance requires extra coverage.
- **Budget Impact (Admin):** \$1440+GST per annum + callouts, parts etc. Increase <\$700, for annual sullage removal so we get the separator M&M gratis.
- Offer includes callout rates and charge basis which appear reasonable.
- Further offer to extend alarm system are not recommended.
- **Resolved:** Authorise MA to issue amended Works Order, subject to agreement to provide manual over-ride operating instructions for the sump pumps.

2. Replace External stairway light fittings.

- **Proposer:** HS, Wayne Taylor, electrical contractor
- **Purpose:** Replacement of old fittings, prone to water damage hence high lamp replacement rate with marginal safety issues.
- **Cost:** HS to provide cost and implications of full replacement proposed.
- **Budget:** Sinking Fund?
- **Issues:** Total project cost not known with possible wall sealing, repainting etc. Light output compared with presently installed fittings unknown.
- **Resolved:** Agreed in principle to install one fitting of type proposed as trial. If WT advice is positive, EC to purchase supply of fittings and keep them for installation as existing fleet fail. Approximate cost \$3800.

3. Building 21 Door Recloser Replacement.

- **Proposer:** PP
- **Purpose:** Try recommended solution to long-standing problem with door closing and noise on one door. Extend if successful.

- **Trial cost:** \$379.00+GST
- Paul Solomons, the principal has undertaken many similar replacements in Canberra apartment blocks (LJHooker) and twin problems of worn low standard reclosers and doors not engaging the locking mechanism due to bounce is simply fixed by installation of Lockwood commercial grade reclosers.
- **Issue:** This has been an ongoing alarm security problem and a vexatious noise issue.

GAUNTLET ENGINEERING QUOTE
 0011 921 998 478 289
 1 POTTERY PLANE
 ENGLAND ACT 2617
 AUSTRALIA
 PHONE: 048 009 7478
 EMAIL: GAUNTLETENGINEERING@OUTLOOK.COM

Date	Work/Shipping Address	Client's Billing Address
26/11/2018	Body Corporate 21 Stone Circle Forrest ACT 2603	Body Corporate 21 Stone Circle Forrest ACT 2603
Issue:		
01524		

Description	Quantity	Unit Price (incl GST)	Sub Total (incl GST)	GST Amount	Amount Payable (incl GST)
Replace worn out door closer with Lockwood brand commercial door closer & adjust.	1	\$379.00	\$379.00	\$37.90	\$416.90
Totals			\$379.00	\$37.90	\$416.90

Total (excluding GST)	\$379.00
Total GST Amount Payable	\$37.90
Total Amount Payable (incl GST)	\$416.90

0011 921 998 478 289
 ACCOUNT NAME: PAUL A. SOLOMONS

Resolved: Without prejudice, authorise MA to issue a Works Order as per the quote above.

• 4. Ornamental Pear Tree treatment

- **Proposer:** PP
- **Purpose:** Treat unhealthy chanticleer pear trees.
- **Cost:** Quote \$2850 but probably double.
- **Risks:** WHS and aesthetic impacts of spray with risk of poor functional outcome due to height if trees.
- **Alternatives:** 1) Don't spray but do landscape review before next planting year. 2) Spray only after trimming trees that encroach on balconies, walls.
- **Horticulturalist Christine and principal Luke will discuss with ECM before meeting.**
- **Resolution:** After discussion with Luke and Christine it was determined to accept Alternative 1 with Luke to provide examples of replacement trees before the ECM in February.

5. Basement .Mntce.

Proposer: PP

Purpose: 1) correct water problem in fire exit corridor near Comms room. 2) refasten ceiling insulation panels as required.

Quote: \$954.80 + GST (Admin)

Resolved: Approve issue of Works Order to DLR.

6. Re-seal Entrance walk edges

Proposer: DC (job delayed)

Purpose: Apply waterproof white silicon to re-seal edges on all front entrances.

Price: \$2060.00+GST (Admin)

Resolved: Approve issue of Works Order to DLR.

7. OTHER BUSINESS

- PF reported on the Owners Corporation Network meeting which he and the Chair attended. Issues discussed included Air BNB, building defects and the availability of advice from private and public sector
- **Resolved:** The next meeting of the EC will be at 5pm on Monday 11 February 2019 at Unit 12 /19 State Circle.
- **Resolved:** To approve TG and KG's request for approval for a new puppy in Dec/January
- **Resolved:** Seek MA's advice re future use of a pro-forma for similar proposals.

Meeting closed at 6.25pm.

Paul J Perkins, Chair and Secretary

Karen Gassner, Asst Secretary

10 December 2018