

**UP3259 Capital Hill Apartments  
Executive Committee Meeting No 112  
16th September, 2019, at 4.00pm  
At City Strata Offices, 27 Torrens St, Braddon.**

**MINUTES**

**Present:** Paul Perkins (PP) 30/23, Chair & Secretary; Richard Heaney (RH) 28/23, Treasurer, Karen Gassner (KG) 12/19, Assistant Secretary; Terry Gassner (TG) 12/19; Horace Saducas(HS) 118/23; Peter Ford (PF) 115/21.

**By Invitation:** Kelly McMahon, Managing Agent (MA).

**Apology:** Gaye McDermott (GM) 203/17.

**1. Welcome and Introductions.**

The chair declared the meeting open at 3.50pm and thanked executive members for their extra efforts over the past five weeks.

He introduced and welcomed Kelly McMahon as our new Managing Agent (MA), appointed by the contractor City Strata Management on the separation of our last MA Jeanette Tym. PP, KG & RH met Kelly and Rhonda Yates on last Tuesday (10Sept19) and discussed priority issues and outstanding matters.

**Resolved:**

1. The resignation of Jeanette a Tym be Noted, and she be formally thanked for her contribution and extending our best wishes for her future, Action: PP
2. The appointment of Kelly McMahon as our Managing Agent be Noted, Kelly be formally welcomed and thanked for her attendance at the meeting.

**2. Minutes.**

**Resolved:** Minutes of Executive Committee no 111, 15 July 2019, be approved as circulated. **Action: MA**

**3. Governance.**

**Resolved:** The commitments adopted at ECM107, 10 Dec18 be re-affirmed including the contents of Schedule 1, Codes of Conduct. (UTMA) 2011, as tabled at this meeting.

**4. Work Calendar.**

ECM107 endorsed various initiatives grouped in a Work Calendar ( not included here). Those headings and numbers are used to report progress and issues for discussion. Delays, deferrals and liaison with Managing Agent and City Strata branch manager are reported in Minutes of ECM108 (11Feb19), ECM109 (1Apr19), ECM110 (12Jun19) and ECM111 (15Jul19).

**Resolved:** To prepare a new annual work plan in liaison with MA immediately after AGM. **Action: PP, MA.**

### **1.Executive Committee Meetings (ECM) & Minutes Register**

Last meeting resolved to Request MA to arrange update of Webpage to include 1) updated Determinations Register and 2) Minutes for ECM111, in the Owners Secure section. KG and RH met with MA and subsequently did extensive out of session reviews of website content etc.

**Resolved:** MA to finalise arrangement of the Determinations Register and Minutes for ECM 111 and 112 to the Webpage in the Owners Secure section.

### **3.AGM & Minutes Register**

Last meeting resolved 1) that KG, RH and MA meet to agree timeline to AGM, allowing for next ECM, budget preparation, statutory notices etc, and 2) to Request MA to expedite inclusion of Chair and Treasurers' reports in Minutes Register on Webpage and Owners Portal, and report to this meeting.

We need to discuss timelines, Nominations for committee membership, etc and if necessary schedule special meeting to finalise before deadlines.

**Resolved:** MA & KG to liaise re communications including Lift Notices regarding date of AGM, nominations for committee membership, Specific dates, responsibilities, preparation for issuing notices etc. ECM to discuss informally out of session as required. **Action MA KG PP.**

### **4.Works & Landscape Advisory Committee**

**Resolved:** ECM agreed that given priorities, any WALAC proposal and/or the Periodic Landscape Review should form part of the Sinking Fund Review. **Action. TG, ECM**

### **7. Corporate Register**

**Resolved :** MA/KG to work to collate the ECM Corporate Register and the MA register re current email addresses etc. MA to report owner/tenant movements in the Monthly Status Report.

### **8.Budgets for 19/20 Year.**

**Resolved:** RH/MA to meet to finalise the 19/20 budgets, including accounting treatment issues raised, and distribute to ECM for sign off out of session. RH to include percentage increases in relation to proposed levies. **Action MA RH, ECM.**

### **10.Sinking Fund Review**

ECM111, 15 Jul19 discussed with MA the two reports 1) Common Property Condition Report dated 4Apr19 and 2) Updated and (delayed) Sinking Fund Report dated 7May19, both only circulated to members on 2 July. The meeting resolved 1) Note Condition Report and authorise MA to obtain quotes and issue WO for the concrete cutting recommended, and 2) Note the QIA Sinking Fund Report but restate our agreed intent to complete related preliminary studies so as to enable formal review and submission to AGM in 2020, and 3) Request MA to arrange for an adviser to discuss the contents preferably at or before the September ECM.

**Resolved:**

1. Ask MA to expedite meeting out of session with QIA representative as resolved last month.
2. MA to expedite WO for concrete cutting back path as reported in QIA CPC report (4April). **Action: MA**

### **11.Contractors & Service Providers Register**

The reviews of all 25 providers, and resulting contract or Works Order adjustments were discussed with MA ( Specific outstandings See Contractors below).

The meeting Resolved to 1) Defer sign-off of Register till September ECM after Agreement with MA, 2) Note intent to consider Periodic Mtnc Schedule with the September budget meeting, and 3) Defer decision as to retention in secure webpage and or Shared Portal until after webpage work completed.

**Resolved:** Agree Chair to liaise with new MA to finalise. **Action: PP, MA**

## **12. Communications, Policy & Processes ( and See 15-18 below)**

Serious problems with our website administered by City Strata through a Works Order with TechnoWand were discussed with MA. Protocols and methodology for use need formalising urgently. Given recent breaches of Privacy (Minutes in non-secure domain), failures to update, private information concerns, etc, a strong but minority view to discontinue use of site.

The meeting resolved 1) MA to urgently meet with Technowand to ensure web Administration is in place to 30 June 2020, with clear access and security protocols and methodology documented for ongoing usage, and 2) Committee to progressively review content for relevance, use, accuracy etc before June 2020 and review continuation at that time. KG has circulated first revision to ECM members out of session.

**Resolved:** (in conjunction with see 15-18 below). ECM to progress feedback to KG for discussion at out of session ECM meeting. **Action ECM members, KG**

## **13a, 13b, 14. Access, Security & Keys Policy & Processes**

Delays in Security Rebuild Audit discussed with MA., now over 4 months late. Mentioned at our meeting last week.

Intercom System (garage door) servicing re 1) pinpad and 2) delayed lift access requires discussion

**Resolved:**

1. MA to expedite a further quote for security audit.. **Action: MA, PP, RH.**
2. MA to issue WO on Intune TV for intercom system inspection & Mtnc. **Action: PP, MA.**

## **15-18. Privacy, Risk, WH&S, Emergency Response Policies (Consider with 12 above).**

Delays in reviewing were discussed with potential to rely on MA's City Strata policies in the future. The meeting agreed that KG lead a working group to undertaken review of current Webpage inclusions, transfer to Owners Portal, etc, for sign-off by ECM by 30 May 2020, in close liaison with MA.

**Resolved:** See 12 above.

## **5. Monthly Status Report/ Treasurer's Report**

Monthly Status Reports for July and August have been circulated separately  
Treasurers summary of satisfactory financial position is provided in a separate document, including accounting treatment questions referred to MA for advice.

**Resolved:**

1. Accept the Treasurers Report, noting MA responses to accounting treatment queries.
2. Note the July and August Monthly Status Reports and Advice that WO will be included or separately forwarded. **Action. MA**

## 6. Contractors and Service Providers

### 6A. Complaints, Claims, Allegations & Offences

Current status, actions taken and proposed for all new and pending matters are flagged for discussion and MA advice:

1. Leak in 205/19.
2. Balcony Garden Box, 202/17.
3. Dead plants in small garden boxes, adjacent 2/17, 20/21.
4. Dog Droppings, 20/21.
5. Website Privacy & Control Breaches: See 4.12 above.
6. Water in Storage Cage, 31/23.
7. Rubbish disposal, 15/19.
8. Water leak, 15/19. Emergency repairs approved o-o-s (Blackett). Claim for carpet compo denied after MA advice. Retention of structural engineer Mal Wilson ( Advanced Structural Design)
9. Water leak, 23/21. Recurring ceiling leak.
10. Missing Red Wine, 121/23. Circulated to ECM o-o-s. Letter to residents Bld 23. No result.
11. Window cleaning quality, 201/17. Recurring problem.

#### Resolved:

- 1) MA to expedite WO given advice insurance clearance had been given.
- 2) MA to write again requesting owner action and offering referral to contractor at Owners cost.
- 3) Note the matter completed satisfactorily.
- 4) Watching brief plus new Lift Notices **Action: PP, KG**
- 5) Note Action in website review (see 4.12 above). **Action KG, MA**
- 6) MA to expedite quotes for protecting cage from car wash water. **ECM to Approve quote Out-of-session.**
- 7) Note matter closed.
- 8) MA expedite WO on ASD Mal Wilson. **Action MA, PP**
- 9) MA Expedite report from Blackett Investigation? **ECM then consider Out-of-session.**
- 10) PP write complainant advising no further action. **Action PP.**
- 11) PP Liaise with window cleaner before next Clean and not scheduled for Tuesdays . **Action PP.**

### 3. CHU Insurance

The committee approved out of session the MA's proposal for insurance for the coming financial year. The total cost will be \$30,002 (incl GST and rebate to MA) compared with \$27795 for the current year, an increase of 8% the same as last year. The placement is with CHU which presently holds our ten policies. Coverage is changed only by formula indexation in policy 1 (Cert. of Currency will be included in AGM papers).

The one addition is for Policy 9, Catastrophe Insurance on MA recommendation to all clients:

**Resolved:** The out of session approval of proposals from MA be confirmed including the inclusion of catastrophe insurance cover in policy 9.

#### **4.Lift Services. Schlindler**

**Resolved:**

- 1.MA to complete execution of 3 year contract as approved by ECM.
2. Note successful completion of Emergency phone installation.
3. MA to followup quote to replace Lift flouros with LED?

#### **9.HVAC SEDA**

**Resolved:** MA to follow up and action outstanding matters after Contract Renegotiation covering 1) MA expedite review of overcharging, 2) MA expedite overdue first Mtnc visit under new contract (due June), 3) MA to issue WO for one-off CO monitoring compliance audit. **Action MA, PP (copy advice to MA/SEDA).**

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#### **10. Garage Door. ACT Doorland**

Delays in finalising new contractual arrangements discussed with MA July. Issues outstanding 1) MA to issue WO covering new arrangement, 2) MA to issue WO for spare springs, 3) MA to issue WO for Remote enhancement (with first Qtrly Mtnc call).

**Resolved:** Note MA advice that outstanding issues are being addressed by contractor.

#### **11a.Cleaning. R&M Woodrow**

Followup 1) sign-off of Renegotiated Periodic Work Schedule, 2) Failure to comply with Bin removal/ return schedule (PP), and 3) Quotes for Garbage room protection strips outstanding (MA).

**Resolved:** PP to liaise with new MA re outstanding issues. **Action PP, MA**

#### **11b.Cleaning. Encore Services**

July meeting directed MA to expedite issue of WO for new 6 monthly carpet steam clean (due August).

**Resolved:** MA expedite WO, on new steam cleaner if necessary. **Action PP, MA**

#### **12.General Mtnc. Dave Le Ruez**

Discuss long outstanding matters with MA to expedite outstanding WO's for 1) Basement cage re-org and 2) Garbage room and exit door floor painting etc.

**Resolved:** MA to expedite WO s etc. PP to forward copies of earlier requests. **Action MA PP, KG**

#### **15.Window Cleaning & Solar Panels**

Last meeting resolved that MA confirm change to WO for annual only solar panel cleaning (Feb) and issue WO for Windows only 6 monthly clean (Aug).. Work completed 10 Sept. No WO to us. Contractor wasn't told of July Decisions? See also quality complaint at 6A. (11).

**Resolved:** MA to issue future WOs for Notifying Residents beforehand. WO to require no scheduling on Tuesdays (dust from Landscape and cleaning contractors). **Action MA, KG**

### **18. Gardening & Irrigation. ASHS Luke Oldfield.**

MA Reissue of WO covering matters renegotiated (including flexibility of weekly specifications but quality focus on all areas' functional outcomes, periodic proposals for upgrades by ASHS and 5% increase from 1 July 19) discussed at July meeting. WALAC review of contractor's Report discussed (See 4.4 above). Gassners to report progress.

Query irrigation operation? Front Footpath lawn looks dry.?

**Resolved:** Note ASHS confirmation that front lawn irrigation has been moved to three times a week and that other irrigation in the complex is now on.

MA/PP to liaise regarding the WO covering matters negotiated. **Action MA PP**

### **19. Telecommunications Services (Next Telecom/ Highrise -in liquidation?)**

Failure of NEXT Telecom and HighRise services to deliver on requests and crisis now presented by Highrise' being placed in liquidation, disconnection of existing services for non-payment, and Telstra's apparent refusal to re-connect landline services due to pending NBN cut-over deadline discussed with MA.

Actions agreed last meeting need Review with MA, viz: 1) Schindler installation of emergency phone facilities in all four lifts as per Proposal dated 21 May 2019 for \$14,740 (incl. gst) as Sinking Fund Expenditure as recommended by MA, 2) MA authorised to accept proposal from ADT for automated fire alarm monitoring and backup as per their quote (To be spelt out..Not yet done), and 3) MA to obtain urgent quotes from a Telco retail provider for (2) similar GSM Internet/phone/ on-line data access for 1) Gas metering ( ACTEWAGL advised HS that this was no longer required) and 2a) solar energy system and 2b) security/camera system. **ECM Approval out-of-session.** 4) MA directed to action any required notice under Insurance disclosure requirements.

**Resolved:** Given complexity, PP to liaise with new MA re outstanding matters discussed with report back to next ECM. **Action PP, MA**

### **23. Website Service. Technowand**

(See 4.12 and 6A.5 above)

**Resolved:** KG and MA to liaise and record current contractual arrangements, contacts, responsibilities etc. for report back to next ECM. **Action KG MA**

### **24. Roof Certification RIS**

Last meeting Requested MA to confirm when Certificate issued. Note also RIS has since sought comment as to performance by their subcontractor.

**Resolved:** RH confirm inspection evidence, then MA confirm Certification. **Action MA, RH**

## **7. WORKS ORDERS**

(See various specifically referred to under headings above).

**Resolved:** New MA be reminded to copy all new WOs to executive (PP,KG,RH). **Action MA**

## **8.OTHER BUSINESS**

**Resolved:** Next Executive Committee Meeting will be **Monday 21 October at 4pm at City Strata offices.**

**Meeting closed 6.30pm.**

**Paul J Perkins, Chair & Secretary.**

**Karen Gassner, Asst Secretary**