**Background**

Our property was a new build in 2011 and our strata committee was formed in 2012.

There were certain elements of the build that could have been better and as a result of having a less than satisfactory strata manager (since replaced) the committee became very active in completing the bulk of the remedial work.

The major outcome of the work was a very good understanding of the overall property and what we needed to do to maintain the property at a level we wanted.

This handbook was developed over a number of years and is based on the learnings from that work and the work we have done since.

We saw no value in engaging a building manager as we were very hands-on and had established a professional and very reliable group of service providers.

We are however now in the process of engaging a building manager who will take over as much as the hands-on work as possible.

Until now the committee has been acting as the property / building manager.

The building manager will use this handbook as a guide to how the property can be managed.

The handbook will be updated to reflect the building manager engagement.

**MANAGEMENT HANDBOOK**

**PROPERTY STRATA COMMITTEE**

**Address**

**Strata Plan 99999**

**Version 1.0**

**MAY 2021**

[1. Overview 4](#_Toc80273606)

[2. Strata Management 4](#_Toc80273607)

[A. Strata Committee Responsibilities 4](#_Toc80273608)

[B. Secretary’s Responsibilities 5](#_Toc80273609)

[3. Property Management 6](#_Toc80273610)

[A. Property Manager’s Responsibilities 6](#_Toc80273611)

[B. Property Management Responsibilities 7](#_Toc80273612)

[C. Monthly Maintenance Schedule 11](#_Toc80273613)

[4. Process for managing on-site attendance and use of key safe 12](#_Toc80273614)

[5. Problem Management 13](#_Toc80273615)

[6. Abloy and Control Box Keys 13](#_Toc80273616)

[7. Remote Keys for Main Garage Door 14](#_Toc80273617)

[8. Lift Keys 14](#_Toc80273618)

[9. Resident Keys 14](#_Toc80273619)

[10. Property Inspections 14](#_Toc80273620)

[A. Informal Property Inspections 15](#_Toc80273621)

[B. Stormwater System 15](#_Toc80273622)

[C. Separate Waste System 15](#_Toc80273623)

[D. Filter Tank 16](#_Toc80273624)

[E. Lighting – Common Areas 16](#_Toc80273625)

[a) Basement Car Park and Stairwells 16](#_Toc80273626)

[b) Lobbies 16](#_Toc80273627)

[c) Lifts 16](#_Toc80273628)

[d) Courtyard and Driveway 16](#_Toc80273629)

[e) Pathway Sensor Lights 17](#_Toc80273630)

[11. CCTV 17](#_Toc80273631)

[12. Security 17](#_Toc80273632)

[13. Fire Services 17](#_Toc80273633)

[14. Lobbies – Ground Floors 18](#_Toc80273634)

[15. Anchor Points (Roof and Penthouse decks) 18](#_Toc80273635)

[16. Gardening / Landscaping 18](#_Toc80273636)

[17. Irrigation 19](#_Toc80273637)

[18. Electrical 19](#_Toc80273638)

[19. Authorisation of Work in Common Areas 21](#_Toc80273639)

[20. Authorisation of Work in Apartments 22](#_Toc80273640)

[21. SMS Messaging Service 22](#_Toc80273641)

[22. Administration / Documentation 23](#_Toc80273642)

[23. Appendix A - CCTV 24](#_Toc80273643)

[24. Appendix B – Action Items 25](#_Toc80273644)

[25. Appendix C – Air Conditioning Units for Apartments 26](#_Toc80273645)

[26. Appendix D – Solar Hot Water Systems for Apartments 27](#_Toc80273646)

[27. Appendix E – Some Things Are Good to Know 27](#_Toc80273647)

[ GAS Meters 27](#_Toc80273648)

[ TV Antenna 27](#_Toc80273649)

[ Power Outages 27](#_Toc80273650)

[ Car Wash Drain 28](#_Toc80273651)

[ Individual Garage Doors – reprogramming remotes 28](#_Toc80273652)

[ Individual Air Conditioners – Maintenance 28](#_Toc80273653)

[ Evacuation due to Fire 28](#_Toc80273654)

[28. Appendix F –Handyman 29](#_Toc80273655)

[a) Management 29](#_Toc80273656)

[b) Working Hours 29](#_Toc80273657)

[29. Appendix G – Set up of the Irrigation System 30](#_Toc80273658)

[30. Appendix H – Committee Structure and Skills 31](#_Toc80273659)

[31. Appendix I – Resident Information Booklet 32](#_Toc80273660)

[32. Appendix J – Monthly Inspection Report 33](#_Toc80273661)

# Overview

The Strata Committee responsibilities are two-fold, Strata Management and Property Management.

# Strata Management

The Strata Committee responsibilities, in conjunction with the Strata Manager, are to ensure the Strata laws and the Property by-laws are communicated effectively to all residents and upheld accordingly.

The committee must also ensure the by-laws are fair and equitable to all residents.

## Strata Committee Responsibilities

The following table is provided as a guideline to each member’s responsibilities, in addition to managing conformance to the strata laws and by-laws:

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Chairman | * Overall accountability for the workings of the Strata Committee, particularly finances/budgets
* Manage and update long term (10 years) forecasts of the Capital Works program as identified in the Building Report
* Evaluate and sign off on major contracts
* Identify & recommend new members for The Strata Committee
* Establish, maintain & negotiate Strata Management Agreement
* Management of monthly meetings with Strata Committee and Strata Manager
* Facilitation and presentation of AGM
* Agree to accept special assignments in order that matters can be progressed
 |
| Treasurer | * Work with the Strata Manager to maintain and report the financial status of the Administrative and Capital Works accounts.
* Develop annual budgets and recommend strata fees for the coming year.
 |
| Secretary | * Maintain all resident, service provider and contractor information.
* Ensure Lift and Fire Notices are displayed on notice board.
* Ensure all meetings are accurately documented.
* Ensure all notices and meeting are displayed as required.
* Maintain all Strata documentation as required.
* Maintain the security system and register of security swipes.
* Support the Property Manager as required.
 |
| Gardening Manager | * Manage the engagement of the gardening contractors.
* Manage the overall design and maintenance of the landscaping.
* Assist residents as required in their gardening requests.
 |
| Gardening & Property Management  | * Assist the Gardening and Property Manager as required
 |
| Property Manager | * Manage the engagement of external property services as required, ensuring regular contracted services are completed as per schedules.
 |
| Property Management  | * Assist the Property Manager as required
 |

## Secretary’s Responsibilities

It is important for at least one committee member to keep abreast of all committee activities and be able to efficiently report on matters to both the committee and the residents (via the newsletter).

The Secretary currently fills this role and has also been appointed as the primary contact point for the Strata Manager.

Detailed below are the Secretary’s responsibilities, which can be delegated if and when required.

|  |  |
| --- | --- |
|  | **ACTIVITY** |
| **Strata Meetings** | Collate agenda items and provide to Strata Manager for distribution  |
|  | Review SC minutes (provided by Strata Manager) and provide feedback |
|  | Display all Meeting Notices and Minutes on Notice Board  |
| **Annual General Meeting** | Review financials with SC and provide feedback |
|  | Provide AGM Attendance Record for completion at AGM. |
| **Notice Board** | Ensure all compliance notices are current |
|  | Display signs and notices on the common property as reasonably necessary for the control of the use of the common property |
| **Action Items** | Maintain register of action items |
| **Key Safe** | Maintain a usage register for keys in & out |
|  | Change combination as required and advise SC members |
| **Security Swipes** | Maintain the security system and a register of swipe keys issued to residents, SC members and third parties, such as cleaners, plumber and electrician |
| **Abloy Keys** | Maintain a register of all Abloy keys issued to SC members  |
| **Residents’ Information** | Maintain register of residents’ information (names, apartment numbers, contact details – phones and email addresses) |
| **Maintenance Information** | Maintain register of service providers and contractors |
| **Apartments for Sale** | Ensure Strata Manager advises selling agent of protocols in place for the advertising and open inspections of properties |
| **Newsletters** | Compile and distribute newsletters to all residents as required |

# Property Management

The Strata Manager is ultimately responsible for the management of the property and resolution of all issues and will require on-site assistance in both these areas.

Property is defined as both buildings and the garden areas.

The property management model is based on the Strata Manager being notified of all issues, whether they are resident or common property related.

All Strata Committee members have access to a set of master keys, via the key safe on B0, to be able to provide appropriate on-site assistance.

The additional responsibilities for the Strata Committee extend to maintaining an overview of the entire property and identifying any areas that need attention.

Guidelines for how this may be accomplished are detailed in this document.

It is important that one person is abreast of all property issues and/activities, for this reason a committee member is to be assigned the Property Manager role.

Detailed below are the Property Manager’s responsibilities, which can be delegated as required.

## Property Manager’s Responsibilities

|  |  |
| --- | --- |
|  | **ACTIVITY** |
| **Problem Management** | Be the recipient of problems referred to the Strata Manager and assign ownership accordingly.Ensure all problems are resolved satisfactorily. |
| **CCTV** | On a regular basis, check the CCTV system is operational |
| **Maintenance Contracts** | Check that all contracted services are being provided as per contracts. |
| **Ad-Hoc Work** | Meet any contractors engaged to carry out work on common property, ensure their brief is consistent with requirements and the work is completed satisfactorily |
| **Minor Work** | Where possible, carry out minor repairs or maintenance work that does not require any contractor services. |
| **Management of Handyman** | Ensure conformance to scope of works as per contract.  |
| **Building Inspections** | Ensure regular walk-throughs/inspections of property are conducted, looking for signs of wear and tear or anything that may require attention. |
| **Documentation** | Assist the Secretary in maintaining all documentation relevant to property management  |

## Property Management Responsibilities

The aim of the table below is to identify accountabilities for all activities associated with the management of the property.

Primary accountability is to manage the maintenance schedule for the provider.

The owner needs to be aware of what the scope of works entails for each provider.

PMC indicates the Property Management Committee, consisting of a number of committee members, and will have overall responsibility for the management of the property.

Issues affecting residents require an SMS to be sent, this is the responsibility of the owner.

The service providers we regularly use are marked in green.

| **Property - Property Management Responsibilities**   |
| --- |
| **Category** | **Provider** | **Comments** | **Owner** | **Maintenance Schedule** |
| Air Conditioning |  |  | PM | January |
| Car Wash Filter |  |  | Secretary | Every 2 years, next visit by July 2021 |
| CCTV |  |  | PMC |   |
| Cleaning |  |  | RPG | Tuesday and Friday |
| Door Keys |  |  | Secretary |   |
| Fire Alarm Monitoring |  |  | RPG |   |
| Fire Safety |  |  | RPG | Monthly |
| Floodlight |  |  | RPG |   |
| Garage Door |  |  | RPG | Quarterly  |
| Garage Door |  |  | Secretary |  |
| Garage Door |  |  | RPG |  |
| Garden |  |  | GM | Weekly & Fortnightly (June 1 through to August 31) |
| Garden - Irrigation system |  |  | GM | April & September |
| Handyman |  |  | PMC |  |
| Handyman |  |  | PMC |   |
| *Handyman* |  |  | *PMC* |   |
| Handyman |  |  | PMC |   |
| Lifts |  |  | RPG | Monthly |
| Lifts |  |  | Secretary |   |
| Major projects |  |  | As delegated |   |
| Monthly inspections |  |  | PMC | Monthly |
| Notices |  |  | PMC |   |
| Pest Control |  |  |   | Quarterly |
| Plumbing |  |  | PMC |   |
| Plumbing |  |  | PMC |   |
| Plumbing |  |  | PMC |  |
| Post Box Locks |  |  | RPG |   |
| Electrician |  |  | PMC |   |
| Electrician (alternative) |  |  | PMC |  |
| Security (swipes) |  |  | Secretary |  |
| *Security (swipes)* |  |  | Secretary |  |
| SMS messaging |  |  | All |   |
| Stormwater Pump Maintenance |  |  | Secretary | January & July |
| Fire Compliance Notice |  |  | RPG | January |
| Lift Compliance Notice |  |  | RPG | December  |
|  |  |  |  |  |

## Monthly Maintenance Schedule

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **January** | **February** | **March** | **April** | **May** | **June** |
| Air Conditioning Services |   |   | Watermatic |   | Fire Services  |
|   |   | MDI |   |   | MDI |
| Liftronic | Liftronic | Liftronic | Liftronic | Liftronic | Liftronic |
|   | Pest Help |   |   | Pest Help |   |
| New World |   |   |   |   |   |
|   |   |  Property Inspection |   |   |  Property Inspection |
| **July** | **August** | **September** | **October** | **November** | **December** |
|   |   | Watermatic |   |   | Fire Services |
|   |   | MDI |   |   | MDI |
| Liftronic | Liftronic | Liftronic | Liftronic | Liftronic | Liftronic |
|   | Pest Help |   |   | Pest Help |   |
| New World |   |   |   |   |   |
| Chlorocheck (2021) |   |  Property Inspection |   |   |  Property Inspection |

# Process for managing on-site attendance and use of key safe

The Strata Committee currently provide on-site assistance to the Strata Manager by:

* Meeting service providers, such as Pest Help, to provide access to the common areas, ie car parking and lobbies
* Meeting tradesmen who have been requested to provide a quote
* Meeting tradesmen who need access to common areas and water and power in order to do repair or maintenance work
* Making sure jobs are completed as per the brief / quote

The Strata Committee will use the master set of swipes/keys to provide access to the relevant areas.

On occasion it may be practical to leave the keys with the provider / tradesman, it is up to the committee member to determine the risk of doing this.

There are however selected service providers who have been issued with their own master swipe and master key:

* Electrician
* Plumber
* Cleaners
* Gardeners
* Handyman et al (keys are held in a combination key safe adjacent to driveway ramp – access code is dddd)
* Fire Services
* Liftronics

These providers generally do not require any on-site assistance but may request attendance of a committee member from time to time.

We do provide Plumbing with a resident contact list as they often need apartment access.

A master key and master swipe, plus a remote for the main garage door, is in a combination key safe.

Access to this room is via an abloy key held by all committee members.

The safe combination is known only to the committee members and for additional security reasons may be changed after each AGM or as often as required.

The owner is responsible for the security of the master swipe and key once removed from the safe. A register will be maintained alongside the safe to record the removal and return of the swipe and key.

This is to cater for an unlikely scenario that 2 people need the swipe or key at the same time and to guard against these going missing.

A second master key and master swipe, plus a remote for the main garage door, is in a combination key safe, secured to the wall adjacent to the main driveway.

The safe combination is known to trusted service providers who are not necessarily on site on a regular basis.

# Problem Management

As a problem arises it may be reported by a resident to The Strata Manager or committee member:

* On receipt of a problem the Strata Manager determines whether a committee member is required on-site.
* If reported to a committee member he/she becomes the owner of the problem.
* The Strata Manager/committee member will contact the Property Manager, who will between them ensure an owner is allocated
* The Strata Manager will advise contact details to the service provider
* The ‘owner’ will then be contacted by the service provider or vice-versa (as advised by the Strata Manager)
* The owner is then responsible for meeting with the service provider as required, this may be for a quote or to complete the repairs or maintenance work or both
* The owner may determine the problem can be solved without any external assistance
* The owner is responsible for providing updates to the Strata Manager and the committee via SMS.
* The initial SMS will detail the problem and whether committee assistance is required.
* The owner will determine if an SMS should be sent to affected residents.
* On rare occasions it may be necessary to defer any decisions until the next Strata Committee meeting where the problem and resolution may need to be discussed in full.

# Abloy and Control Box Keys

Each Strata Committee member has been provided with an Abloy key that can access the electrical rooms and also acts as a master key for the access door opposite the garbage room.

These keys are numbered and must be secured at all times.

The Strata Manager is required to provide a reference number and other details in order for a key to be replaced or a new one to be issued.

A register of abloy keys is maintained by the Secretary.

Control Box keys are used to access the electrical boxes controlling the stormwater pit pumps and all other electrical infrastructure.

Service providers will generally have their own but there are keys on top of the control boxes at the northern end of B2 and the box outside the cage that has the pit for the car wash area.

In the event of the keys being lost or taken, additional keys are available in the store on B1.

# Remote Keys for Main Garage Door

New garage remotes from MDI are programmed off-site and given to the Strata Manager or Secretary for use when a replacement is required by a resident.

When the Secretary provides a replacement to a resident the Strata Manager is advised to invoice the resident as part of the strata fees collection process.

It has been recent practice for the Secretary to hold 3 or 4 keys in readiness.

# Lift Keys

The Secretary and Property Manager each hold a key to the lifts as part of their master set of keys.

# Resident Keys

Residents have been issued with two perimeter door keys, these doors being:

* B20 and B28 front doors
* B20 fire stairs door on B0
* Shared entry door on B0
* Entry doors to B1 and B2 via the fire stairs adjacent to the driveway

Two keys will be issued to all apartment owners, allowing access to all the perimeter doors mentioned above.

Residents should be aware that keys should not be left in letter boxes as a means of allowing someone else access to your apartment.

# Property Inspections

The Strata Committee responsibilities extend to maintaining an overview of the entire property and identifying any areas that may need attention.

Inspections can be done in a number of ways:

1. By being vigilant when walking through the property and noticing anything that may seem out of the ordinary, this could be water being where it shouldn’t be, cracks in walls or as simple as peeling paint.
2. Conducting your own inspection, perhaps targeting areas in which you don’t normally walk.
3. The Strata Committee conducting a regular inspection of all areas, this includes all the fan rooms, pump room, electrical rooms, stairways and any other areas not generally open to view.
4. As part of the development and maintenance of the Building Report

A formal inspection by the Strata Committee may be arranged each quarter, the first being after the AGM to allow new members to familiarise themselves with the environs.

Strata Committee members should familiarise themselves with some of the more important components in the various rooms.

A checklist is provided in the Appendix as a guide.

## Informal Property Inspections

We should not rely on the monthly inspections to identify all the problems around the property.

Committee members may not frequent all the areas that should be checked more regularly.

A good example is that unless a committee member parks on B2 there is no reason for them to go there.

Here is a short list of suggested areas that could be inspected on an informal basis:

* Pump Room on B2 (check for water leaks and error messages on the pumps themselves)
* Pump control panels on B2, southern and northern ends and one adjacent to the B20 lift
* Downlights in external foyers that operate at night
* Path lights that only operate at night
* Car park exhaust fans operate at designated times
* CCTV is operational (should be a view from 3 cameras)
* The cables on the garage door have not started to fray
* Always worth checking there are no non-visitors or residents using the visitors’ car spaces

## Stormwater System

Important note for the stormwater system is that when the red light is flashing on any of the control panels on B2 it may mean the water level in the pit is high and the provider must be contacted as soon as possible.

The reticulation pumps in the Pump Room on B2 should be checked regularly. This includes a check of any obvious leaks and that the status on the pumps show ‘normal’.

Also included in the maintenance schedule are:

* The pit in the garbage room
* The pit on B2 in the storage cage for apartment 101/20 and the car space for 402/20
* The overflow pumps at the north western corner of B28.
* The overflow pit outside 104/28 (to be cleaned of debris that prevents the water from flowing into the stormwater drain)

Regular maintenance of the stormwater system is conducted in January and July.

## Separate Waste System

There is a separate waste water pit opposite the B20 lifts on B2, southern end. It is located in the floor of the storage cage for apartment 101/20 and the car space for 402/20.

The pit services the utility washroom in the visitors’ car park.

This pit has a control panel on the wall adjacent to the pit, with its own red light, which should also be checked.

If the light is flashing it must be referred to the provider for action.

## Filter Tank

The tank in the garbage room is used to filter the waste from the car wash waste water. It should be serviced every 2 years.

Chlorocheck have provided this service to date.

## Lighting – Common Areas

### Basement Car Park and Stairwells

LED lighting has been installed in all 3 levels of the basement car park as well as the stairwells of each building.

In recent times SFS have replaced those lights that have failed the 90 minute emergency test.

*Standard light fittings must not be used.*

### Lobbies

LED lighting has been installed in all the foyer common areas. These lights are checked by the cleaners on a weekly basis. Faulty lights are replaced by them as part of their service.

### Lifts

These lights require LED light fittings.

When faulty the Strata Committee can replace the lights or request Liftronics to replace them at the next monthly service.

### Courtyard and Driveway

The lights in these areas should be checked on a regular basis.

To minimise costs the electrician should only be contacted when there are multiple lights not working.

*A decision has been made by the SC that the driveway lights are no longer required. The Ausgrid light provides sufficient illumination plus the incumbent lights are regularly not working and it is not good financially to keep maintaining them.*

#### AUSGRID

The Division of Ausgrid which controls Private Lighting, is called “**Lighting Solutions**”

The contact is **Keri** **Stehlin** and he has offered his direct line, 02 8719 3031,to report future problems.

Email is kstehlin@ausgrid.com.au

Level 1, Oatley Depot, Bldg 1 33-45 Judd Street, Oately NSW 2000

### Pathway Sensor Lights

The pathway lights, located on the front wall and at the end of the pathway, should be checked on a regular basis. As motion activated sensor lights these will only operate at night.

The globes in these lights can be replaced by un-screwing the front of the light and removing the globes. An electrician is not required for this.

The instructions on how to adjust the settings for the sensors are held by the Secretary.

In addition, there are two lights at the end of each pathway. The globes in these are easily replaced by removing the glass cover.

# CCTV

CCTV will provide footage of vehicles and persons entering and exiting the B0 car park.

In practice, footage remains available for playback for approximately 2 months. In the event of a break-in it is expected the footage required will be within the last 24-48 hours.

This footage can be loaded onto a USB and replayed on a computer and/or given to police.

CCTV operating instructions are provided in Appendix A.

# Security

The Strata Manager will request swipe keys to be activated or de-activated as per the residents’ requirements and requests.

As an industry guideline, each apartment is limited to six (6) swipe keys. This is based on 2 keys per bedroom.

The cost of swipe keys will vary according to the reason for the request:

* Additional swipe key - $dd.00
* Replacement swipe key where the key has been lost or damaged – $dd.00
* Replacement swipe key where the key has simply stopped working – no charge

# Fire Services

Our Fire Services are responsible for the certification of emergency lighting, smoke and fire alarms in both common areas and apartments.

They conduct monthly inspections as well as annual testing for certification.

The annual test requires the power to be off so that the emergency lighting is initiated and they can test every light satisfies the 90 minute requirement by using the battery pack within the light.

When the power is off the individual garage doors cannot be operated so a notice needs to go to all residents that if they want access to their garage then they need to open the door before the test starts, this would be around 8 or 9 o’clock.

The main garage door should be opened using the control panel.

Power being turned back on during a test requires the test to be re-started, this should only be done if there is no other option as in the past SFS has taken all day to complete the test. This is not desirable.

The tests have shown there is a 10-20% failure rate for the emergency lighting. This is considered acceptable by industry standards.

Fire Services will replace the entire light rather than just the battery as there is no guarantee the battery is the problem. In addition, it is more cost-effective to do it this way, if we were to have the work completed by another company it means that Fire Services would need to return and conduct another full scale test.

# Lobbies – Ground Floors

The ground floor lobbies in both buildings have been refurbished.

Maintenance of both lobby floors should only be a sweep with a soft broom and vacuum.

Stains should be removed with a wet sponge using nothing stronger than dishwashing liquid, or similar.

The floors can be mopped but preferably not on a regular basis.

Under no circumstances should chemicals be used to clean the floor.

# Anchor Points (Roof and Penthouse decks)

Anchor points are used to abseil down the building walls or to secure someone working in a high risk area such as in the penthouse garden beds.

Anchor points should be certified annually. Alternatively they will need to be certified by the service provider prior to use. This will be at our cost.

# Gardening / Landscaping

Gardening / landscaping is also a shared Strata Committee responsibility. As a highly visible part of the property it is important it presents well to not only the residents but also to our visitors.

All matters relating to gardening and landscaping are to be referred to the Head of the Gardening Committee.

This will help consolidate any issues and facilitate a structured approach to remedial work or the regular maintenance program.

**Green Waste Bins**

Five (5) green waste bins are available for use by our gardeners, and our resident garden lovers.

The benefits are twofold in that the cost of green waste removal by the gardeners is minimised and along with our garden lovers, will be able to recycle the green waste in an environmentally friendly way.

Bins are located at either end of the property and will be emptied fortnightly. The schedule is available on the Council website.

This will require the bins to be placed on the street, preferably adjacent to the driveway or at the northern end of the property, a task which has initially being done by the Strata Committee.

# Irrigation

The garden irrigation system is controlled through the master control box on the northern wall on B0.

Instructions are available showing you how to set the watering periods for each station around the property. Unless you are familiar with these it is best to ask for assistance if the settings need to be changed.

The pumps that drive the irrigation system are located next to the B28 lift on B2 and are serviced every 6 months by New World Pumps.

The irrigation system is to be serviced in April and September by Watermatic.

The setup of the system is detailed in the Appendix section.

# Electrical

The electricity meters for each apartment and the fuse switches for the common areas are located in the Electrical Rooms for each building.

Building 20 electrical room is on B0 opposite the main garage door.

Building 28 electrical room is on B1 near the lift.

Should it be necessary to reset a switch on the main dashboard the photos below show the normal operating positions for the switches.

No-one should do this unless they are totally comfortable doing so.

 Building 20

 Building 28

# Authorisation of Work in Common Areas

The following guidelines are to be followed for authorising work:

***Major Work***

This is generally non-urgent and subject to multiple quotes being received from various providers.

*Authorisation of major works is the responsibility of the full Strata Committee.*

***Minor Work – non urgent (less than $400.00)***

This may be subject to multiple quotes being received from various providers or be small enough to not warrant more than one quote.

Authorisation for minor work may be required before the next SC meeting, due to a tradesman’s availability as an example.

*This type of minor work can be authorised by two members of the Strata Committee.*

***Minor Work – urgent***

Work required to prevent further property damage or that severely impacts residents if not carried out is considered urgent.

It is reasonable to suggest this work will generally be carried out by one of our ‘trusted’ providers with whom we have a good working relationship.

*Urgent minor work can be authorised by a single member of the Strata Committee with the proviso that a second member is made aware of the problem and resolutions as soon as is practically possible.*

It may be necessary to work outside these guidelines at times, depending on circumstances, but they are only guidelines. This should be the exception rather than the rule.

A decision as to whether minor work is funded through the Administration or Capital Works Fund will in most cases be made after the work is completed.

The Strata Manager will advise whether any work is to be the subject of an insurance claim.

# Authorisation of Work in Apartments

The Strata Manager may from time to time ask assistance to assess work required and/or requested within an apartment by the owner or representative.

The assessment will generally be for work the owner believes is the responsibility of the body corporate.

The committee member is to provide feedback as required by the Strata Manager.

The committee member tasked with the assessment will be directed by the Strata Manager and in conjunction with the Strata Manager may approve the work to be carried out.

The Strata Manager will be guided by the committee member through the feedback.

It may however be necessary to work outside these guidelines if the work is required to prevent further property damage or that severely impacts residents if not addressed.

This means the committee member may authorise the work and seek ratification at a later date.

This should be the exception rather than the rule.

The Strata Manager will advise whether any work is to be the subject of an insurance claim.

That a part time property manager be employed to carry out designated general maintenance, cleaning and inspection tasks.

This is in addition to any other jobs that may arise from time to time that are approved by the Strata committee.

# SMS Messaging Service

An SMS Messaging Service is available at 160.com.au.

An account has been set up for the Property and groups all residents into B20, B28, Strata Committee and Strata Manager.

Account Name: XXXXX

Password: ddddd

There is too much detail to provide in this document but in essence the service enables you to:

* Access the website via a PC or smartphone/android/tablet
* Purchase credits (using your own credit card)
* Send SMS messages to selected residents, individually or by group
* Modify resident information

Preferably, messages should be limited to 160 characters, any longer and the message is split into two SMS messages, thus increasing costs.

Each SMS costs around 7.5c.

At first sight it is not an easy website to navigate so care should be taken when modifying contacts and sending SMSs.

*An important note is that SMS credits can be removed if a message is not sent in the last 6 months, as happened to us in September 2020.*

*When this occurred 160.com.au deemed us to be a ’dead’ account and does not want outstanding credits to be included in their bottom line.*

*The legality of doing this was challenged by us with the end result being our credits were reinstated.*

*Suggestion is to ensure the minimum number of credits are kept on the account and that every 6 months an SMS is sent, if only to the committee to stop this from happening.*

# Administration / Documentation

**Maintenance / Action Items**

Action items are maintained and managed by the Strata Manager and Secretary.

Good version control is necessary to ensure these are synchronised.

The action items displayed in the minutes should only contain those items relevant to common property or strata administration.

An example of the action item list is contained in Appendix B.

**Maintenance Contracts and Contact Information**

The Strata Manager maintains information pertaining to all maintenance contracts and their contact information.

The committee members will from time to time require this information so the Secretary retains contract and contact information for the majority of the service providers.

**Residents’ Contact Details**

The Strata Manager maintains contact details for all residents (owners and tenants).

The Secretary holds a copy of this information.

This information is distributed to all the committee members but care must be taken to maintain the privacy of the residents.

**Swipe Key Register**

A swipe key register is maintained by the Secretary and Strata Manager.

**Abloy Key Register**

An Abloy key register is maintained by the Secretary.

This generally needs to be updated after the AGM as keys are given to the new members of the Strata Committee.

# Appendix A - CCTV

**Instructions on how to operate the NVR (CCTV)**

The operation of the NVR is similar to the operation of a VCR, with buttons to fast forward, stop, pause, etc.

These functions are self-explanatory but there is an instruction booklet in the box underneath the NVR if you need further details.

There is no keyboard so everything has to be done with the mouse.

Step by step

* Turn the monitor on by pressing the power button at the bottom right of the screen.
* Click the right side of the mouse, the login menu will appear.
* Username ‘admin’ can be seen, enter ‘ddddddd’ as the password and click OK.
* To play back what a camera has recorded for a particular date and time:
* Select Playback
* Select Camera (only 1 camera at a time)
* Select Date
* Select Play (it will start at 00:00 for the selected day)
* Once playback starts you can then progress to the required time by clicking on the time-bar at the bottom of the screen.
* Use the controls at the bottom of the screen to speed up or slow down playback as required.
* Locate and identify the timeframe you want to copy onto a USB memory stick.
* Stop playback by clicking the stop button.
* Repeat the above processes for each camera. Once you have identified the timeframes for each camera, should be the same, then click the ‘X’ at top right of screen to exit Playback.
* Insert USB into USB port at back right of NVR.
* Go to menu and select Export.
* Select D1,D2 and D3 only.
* Select Start Date
* Select Start Time
* Select End Date
* Select End Time
* Leave all other fields unchanged.
* Select Quick Export.
* Once the Export is complete:
* Select Back
* Select Shutdown
* Select Logout (do not use any other function as this may shutdown the CCTV system)
* Power monitor off using button at bottom right of screen.
* Remove USB.

# Appendix B – Action Items

In the following table the ID is made up ddmm-nn where:

* dd is the day of the Strata Committee meeting
* mm is the month of the meeting
* nn is a unique number for the action item

This enables the easy tracking of action items through a unique number rather than a description.

|  |  |  |  |
| --- | --- | --- | --- |
| ID No. | Description | Owner | Action/Complete |
| ddmm-nn |  |  |  |
|  |  |  |  |
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# Appendix C – Air Conditioning Units for Apartments

While we are now confident that the units are correctly identified on the schematic it is recommended that residents instruct the air conditioning service personnel to check the correct unit is being serviced.

A simple on/off check to ensure the right unit is activated when turned on will suffice.

This schematic is available to the technicians, located below the roof hatches on P level of both buildings.

*Schematic removed as it identifies our address.*

# Appendix D – Solar Hot Water Systems for Apartments

This schematic details the allocation of the solar panels to each apartment. The numbers were sourced from the stickers on the roof top units.

The subsequent replacement program has confirmed the numbers as being correct.

This schematic is available to the technicians, located below the roof hatches on P level of both buildings.

*Schematic removed as it identifies our address.*

Solar or PV panel maintenance is the responsibility of each apartment owner.

# Appendix E – Some Things Are Good to Know

A section of ‘nice to know’ things that are more of interest rather than something with which the committee needs to be involved.

## GAS Meters

A computer for the gas meters is housed in the electricity cupboards on level 1 of both buildings.

A connection runs from each apartment into this computer with a phone line out to enable meter readings to be sent for billing purposes.

## TV Antenna

The TV antenna for both buildings is on the roof of building 28. There is an amplifier / splitter in each of the electrical cupboards on level 3 for buildings 20 and 28. This splits and strengthens the signal for the individual apartments.

The contractor was Clear Vision Pty Ltd, the proprietor is Phillip Cox. Contact 9399 6515 and mobile 0419 478 289.

It is suggested that we find a company that is closer to home the next time we have a problem.

*Notes:*

*On two separate occasions there was no free to air reception, firstly in B20 and then in B28.*

*Clear Vision do not fix TV problems in apartments.*

## Power Outages

Power outages may cause problems in the following areas:

* Irrigation – clock to be reset so that watering starts at the correct time, SC can do this.
* Car Park exhaust fans – clock may need to be reset (Air)
* Path light timer at the southern end of B20, adjacent to the fire exit door.

##  Car Wash Drain

The car wash drain has a filter underneath the grill which should be cleaned on a regular basis.

The grill lifts up and the filter can be removed by pulling on the handle.

A simple wash in cold water is all that is required.

## Individual Garage Doors – reprogramming remotes

The re-programming of remotes to individual garage doors is not a committee responsibility.

Ian has provided us with some detail on how he did this for his door and it is captured below for information only.

*Having taken the cover down (from the front) two buttons can be seen, S1 and S2. On my model S1 is the left hand button. Push S1 and a red light comes on and while it is on push the button on the remote that is to be used to open the door. The connection should then occur. Test to see all is OK.

I had difficulty tracking down much information on the Forza 1000 Blue model that seems to be the main one installed in our building. Most information relates to the Red model. As I  had no need to alter the range of movement I didn’t go any further with my enquiry although my search did determine that appropriate instructions were hard to find( I didn’t find any).

He would be happy to help if anyone else has the same problem.*

## Individual Air Conditioners – Maintenance

Air Conditioning will continue to service individual air conditioners. Ideally the owners should quote SP99999 when requesting a service.

## Evacuation due to Fire

Residents are responsible for their own evacuation when they hear the fire alarm and evacuation announcement.

Strata has no responsibility to ensure residents evacuate, therefore no need for evacuation drills or to keep lists of who has responded.

The Fire Brigade have instructed us to make ourselves safe and they will take care of clearing the building.

# Appendix F –Handyman

There are a number of tasks that should be carried out on a regular basis, some of which are currently done by the Strata Committee and possibly the cleaners.

## Management

The PMC representative will retain overall liaison responsibilities with the handyman.

## Working Hours

There are no set hours for the handyman, he will attend as required and as requested by the PMC.

The handyman may refer jobs requiring specialist skills or too big, back to the PMC who may need to arrange for a quote to be provided.

# Appendix G – Set up of the Irrigation System

The system itself is comprised of 2 programs, A and B.

Each program manages a specific group of stations throughout the garden.

Program A manages stations 1 to 6 which are all the lawn areas.

Program B manages stations 7 to 13 which are all the areas that have drip lines.

**Schedule settings for activation of watering**

Program A (lawns) is scheduled to commence at 6.30am on Tuesday, Thursday and Saturday.

Program B (drip lines) is scheduled to commence at 6.30am on Monday, Wednesday, Friday and Sunday.

Duration is based on the current weather conditions so this is detailed as various, along with the start and finish times for the subsequent stations.

Only one station can operate at any one time so when a program starts up it begins on the first station, either 1 or 7, and then moves sequentially through the stations for that program.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Station Number** | **Program** | **Start Time** | **Duration (mins)** | **Finish Time** | **Area Covered** |
| 1 | A | 06.30 | Various | Various | Lawn – left and right at front of B20 |
| 2 | A |  | Various | Various | Lawn – rear of B20 (outside apartment 102) |
| 3 | A |  | Various | Various | Lawn - rear of B28 (outside apartment 102) |
| 4 | A |  | Various | Various | Lawn – northern end (outside apartments 103 and 104) |
| 5 | A |  | Various | Various | Lawn – front of B28 |
| 6 | A |  | Various | Various | Lawn – in courtyard between B20 and B28 |
| 7 | B | 06.30 | Various | Various | Drip line – front of B20 (below hedge) |
| 8 | B |  | Various | Various | Drip line – southern end of B20 |
| 9 | B |  | Various | Various | Drip line – western boundary of B20 |
| 10 | B |  | Various | Various | Drip line – rear and western boundary of B28 |
| 11 | B |  | Various | Various | Drip line – northern boundary and garden beds of B28 |
| 12 | B |  | Various | Various | Drip line – front of B28 (below hedge) |
| 13 | B |  | Various | Various | Drip line – upper courtyard beds |
| 14 | B |  | Various | Various | Drip line – ornamental pear trees |

*Important Note: at time of writing the power to the control box is switched off for 90 minutes as part of fire testing of the emergency lighting.*

*The clock therefore needs to be reset to the current time once Fire Services has completed this test.*

*Failure to do this means the programs will start approximately 90 minutes later than expected*.

# Appendix H – Committee Structure and Skills

**Future Committee Structure**

The number of committee members can be set at the AGM but ideally a team of seven (7) members has worked very well.

The table below could be used as a guide for those residents who feel they would like to be on the committee but are unsure of what they would need to do.

|  |  |
| --- | --- |
| **Position** | **Attributes / Skill Sets** |
| Chairman | * Overall management experience, financial acumen
 |
| Secretary | * Adept in working with various computer systems, good oral and written communication skills
 |
| Treasurer | * Financial acumen, business management experience
 |
| Garden Manager | * General knowledge of how to resolve gardening problems associated with a property or know who to refer to.
* Able to approach problems logically.
 |
| Garden Management  | * General knowledge of how to resolve gardening problems associated with a property or know who to refer to.
* Able to approach problems logically.
 |
| Property Manager | * General knowledge of how to resolve problems associated with a property or know who to refer to.
* Able to approach problems logically.
* Desirable to be able to complete minor repairs.
* Some computer skills
 |
| Property Management  | * General knowledge of how to resolve problems associated with a property or know who to refer to.
* Able to approach problems logically.
 |

# Appendix I – Resident Information Booklet

The Strata Manager is to provide an information booklet to all new residents prior to taking up residence.

This is dependent on agents and/or owners providing him with the contact details in a timely manner.

The booklet is maintained by the Secretary who will provide updates to the SM and committee as required.

Of particular concern is that removalists are chocking the front doors open for an extended period of time.

The hydraulic door closers are prone to damage when they do this and it is made clear in the pack that this must not happen.

Included in the booklet is an indication the Strata Manager, in consultation with the committee, may impose a $500.00 Removalist Bond on anyone moving in or out.

# Appendix J – Monthly Inspection Report

This report should be printed and used as an inspection tool to manage and record any items that need to be addressed.

**PROPERTY APARTMENTS - MONTHLY INSPECTION REPORT FOR ………………………….**

This checklist is to be used when conducting an inspection of Property Apartments and environs.

The areas that should be inspected **monthly** are marked with an X, the other areas are optional but should be checked **quarterly**.

*Note: a torch will be required for some areas.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **LOCATION** | **INSPECTION AREAS** | **CRITICAL (must be checked)** | **WORK** **REQ’D** | **THINGS TO LOOK FOR** |
| **BUILDING 20** |  |  |  |  |
|  |  **Entrance / Foyer** | X |  |   |
|  | Path | X |  | No loose pavers |
|  | Pathway sensor lights  | X |  | Sensor lights activate on approach (includes 1 downlight in external foyer) |
|  | External foyer lights | X |  | Lights activate as expected  |
|  | Internal foyer lights | X |  | Lights activate as expected  |
|  | Electrical cupboard | X |  | No evidence of water leaks, overall in good condition |
|  | Paintwork - walls & ceiling | X |  | Not peeling, free of marks/stains |
| **COMMON AREA** |  **Level 1** |  |  |   |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
| **COMMON AREA** |  **Level 2** |  |  |   |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
| **COMMON AREA** |  **Level 3** |  |  |   |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
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| **LOCATION** | **INSPECTION AREAS** | **CRITICAL (must be checked)** | **WORK****REQ’D** | **THINGS TO LOOK FOR** |
| **COMMON AREA** |  **Level 4** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
| **COMMON AREA** |  **Penthouse Level** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard | X |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
|  | Skylight |  |  | In good condition allowing required light |
| **STAIRWELL** **(ALL LEVELS)** |  | X |  |  |
|  | Walls and stairs | X |  | In good condition, no excessive wear and tear |
|  | Access | X |  | No obstructions  |
|  | Fire Doors | X |  | Doors close automatically |
|  | Light Fittings | X |  | All lights operational |
| **ROOF** |  |  |  |  |
|  | Air Conditioning Units | X |  | No obvious problems such as water leaking, all panels intact.Ensure diagrams for roof equipment is still available beneath the roof hatch. |
|  | Water Storage Units | X |  | No obvious problems such as water leaking, all panels intact |
|  | Solar Panels – Water Heating | X |  | No obvious problems, all panels intact |
|  | Roof covering | X |  | Roof covering has no obvious problems such as excessive wear and tear |
|  | Roof - general | X |  | Roof is generally clean of debris |
| **BUILDING 28** |  |  |  |  |
|  |  **Entrance / Foyer** |  |  |  |
|  | Path | X |  | No loose pavers |
|  | Pathway sensor lights  | X |  | Sensor lights activate on approach (includes 1 downlight in external foyer) |
|  | External foyer lights | X |  | Lights activate as expected  |
|  | Internal foyer lights | X |  | Lights activate as expected  |
|  | Electrical cupboard | X |  | No evidence of water leaks, overall in good condition |
|  | Paintwork - walls & ceiling | X |  | Not peeling, free of marks/stains |
|  |  |  |  |  |
|  |  |  |  |  |
| **LOCATION** | **INSPECTION AREAS** | **CRITICAL (must be checked)** | **WORK****REQ’D** | **THINGS TO LOOK FOR** |
| **COMMON AREA** |  **Level 1** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
| **COMMON AREA** |  **Level 2** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
| **COMMON AREA** |  **Level 3** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
| **COMMON AREA** |  **Level 4** |  |  |  |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard |  |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
| **COMMON AREA** |  **Penthouse Level** |  |  |   |
|  | Floor Coverings |  |  | Not worn, clean |
|  | Light Fittings |  |  | Lights activate as expected, all working |
|  | Paintwork - walls & ceiling |  |  | Not peeling, free of marks/stains |
|  | Electrical cupboard | X |  | No evidence of water leaks, overall in good condition |
|  | Air Conditioning |  |  | Temperature is as expected for the day |
|  | Skylight |  |  | In good condition allowing required light |
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|  |  |  |  |  |
| **LOCATION** | **INSPECTION AREAS** | **CRITICAL (must be checked)** | **WORK****REQ’D** | **THINGS TO LOOK FOR** |
| **STAIRWELL** **(ALL LEVELS)** |  |  |  |  |
|  | Walls and stairs | X |  | In good condition, no excessive wear and tear |
|  | Access | X |  | No obstructions  |
|  | Fire Doors | X |  | Doors close automatically |
|  | Light Fittings | X |  | All lights operational |
| **ROOF** |  |  |  |  |
|  | Air Conditioning Units | X |  | No obvious problems such as water leaking, all panels intact. Ensure diagrams for roof equipment is still available beneath the roof hatch. |
|  | Water Storage Units | X |  | No obvious problems such as water leaking, all panels intact |
|  | Solar Panels – Water Heating | X |  | No obvious problems, all panels intact |
|  | Roof covering | X |  | Roof covering has no obvious problems such as excessive wear and tear |
|  | Roof - general | X |  | Roof is generally clean of debris |
| **COMMON AREAS** |  **Basement Level 0** |  |  |  |
|  | Parking Area | X |  | In good condition, no excessive wear and tear on walls, floor and ceiling |
|  | Light Fittings | X |  | All lights operational (includes garbage room & Mechanical fan room) |
|  | Garbage Room Signage | X |  | Signs in good condition, area neat and tidy |
|  | Bathroom  | X |  | Toilet and taps in wash basin working, no leaks, room is neat and tidy |
|  | Stormwater | X |  | Red light not flashing |
|  | Electrical Room General Area | X |  | Room is neat and tidy, covering on AC outlet is in good repair |
|  | CCTV | X |  | Check CCTV is operational |
|  | Pipes | X |  | No evidence of water leaks, overall in good condition |
| **COMMON AREAS** |  **Basement Level 1** |  |  |  |
|  | Parking Areas | X |  | In good condition, no excessive wear and tear on walls, floor and ceiling |
|  | Parking Areas | X |  | Personal items stored in parking spaces are not a safety risk |
|  | Light Fittings | X |  | All lights operational (includes ramp, cavity areas & mechanical fan rooms) |
|  | Electrical Room General Area | X |  | Room is neat and tidy, covering on AC outlet is in good repair |
|  | Wall cavities | X |  | No excess water or signs of excessive deterioration of walls |
|  | Wall cavities | X |  | Cavities are clear of debris |
|  | Pipes | X |  | No evidence of water leaks, overall in good condition |
|  |  |  |  |  |
| **LOCATION** | **INSPECTION AREAS** | **CRITICAL (must be checked)** | **WORK****REQ’D** | **THINGS TO LOOK FOR** |
|  |  |  |  |  |
| **COMMON AREAS** |  **Basement Level 2** |  |  |  |
|  | Parking Areas | X |  | In good condition, no excessive wear and tear on walls, floor and ceiling |
|  | Light Fittings | X |  | All lights operational (includes ramp, cavity areas & mechanical fan rooms) |
|  | Stormwater | X |  | Red lights not flashing on control panels, recycled pumps indicate ‘status=normal” |
|  | Wall cavities | X |  | No excess water or signs of excessive deterioration of walls |
|  | Wall cavities | X |  | Cavities are clear of debris |
|  | Pipes | X |  | No evidence of water leaks, overall in good condition |
|  | Exhaust Fans | X |  | Confirm fans are operational (currently set at 9.00am and 4.00pm) |
| **BUILDINGS / GARDENS** | **External** |  |  |   |
|  | External  | X |  | In good condition, walls to be checked for excessive leaching or discoloration |
|  | Light Fittings | X |  | All lights operational (includes driveway, courtyard and pathways) |
|  | Driveway drains | X |  | No excessive water or debris in drains, not blocked  |
|  | Garden Paths | X |  | In good condition, identify any areas needing attention |
|  | Garden Paths -Lighting | X |  | All lights working and in good condition |
|  | Garden - Gates |  |  | Gates to close automatically |
|  | Garden | X |   | General walk-around to identify any safety issues or areas needing attention |