

NATIONAL NEWS

NEWSLETTER OF OWNERS CORPORATION OF UNITS PLAN #2265

Summer 2011

In this issue:

Action Items	1
Managers' Message	2
Maintenance	3
Gardens	4
On the Job List	4
Viewpoint	4
Contacts	4
Dates	4



The Executive Committee Members

Richard Grant	Chair
John Payne	Secretary
Chris Aulmann	Treasurer
(Chris has since resigned due to interstate work commitments)	
Liz Grant	Comms Officer
Nick Haridemos	
Pamela Guilfoyle	
Adrian Guilfoyle	
Lisa Carley	
to replace Chris Aulmann	
– Welcome on board Lisa.	

A new start, a new team, and lots of activity around The National

Since the last newsletter, a lot has been going on at The National Apartments.

The AGM for The National was held on 22 August 2011 and the newly elected Executive Committee came into office 21 days after on 12 September 2011.

The Executive Committee (EC) met with the managers, Capital Strata on 28 September 2011, 17 October 2011 and 28 November 2011 in order to progress many long standing issues.

The new EC also undertook a site inspection with Capital Strata on Saturday 15 October 2011. The Committee were surprised to learn of the many water leak issues at The National which, in some cases, are now over 5 years old! We are pleased to advise that all water leak issues have now been actioned. Some water issues have now been resolved and only require internal painting repairs, whilst others are more substantial and will not be completed until early next year.

We would like to thank you for your patience in finally having these matters attended to.

Action Items

One of the tasks on the list of the previous EC was to review all the contractors providing services to the National. This task has been expeditiously undertaken by the current EC together with Capital Strata resulting in the following contractor changes:

1. *Kone* has replaced *ACT Doorland* for the quarterly servicing of the garage doors and garbage roller door.
2. *Fire Systems Solutions* was appointed on 1 November 2011 to replace *National Fire Solutions*, providing fire services such as checking fire extinguishers, emergency lights and exit lights.
3. A new gardening company has been appointed. *Dimension Gardenscape* has started work around The National this month, replacing *The Groundsmen*.
4. The landscaping of National Circuit at the time of this newsletter has commenced, undertaken by *Dimension Gardenscape*.

Did you know Capital Strata is paid a set fee for providing their service and do not receive any commission for allocation of work to tradesmen or service providers.

– Richard Grant, Chair

Christmas Cheer



Residents and owners are again invited to an informal gathering to celebrate the festive season. We will be gathering in the central courtyard on **Monday 19th December** from 6pm. Please bring a plate to share, a glass and a folding chair. We look forward to meeting many of you here.

The EC has arranged for extra security to be present around the complex over the Christmas /New Year period.



Message from the Managers

Dear Residents

Thank you to all those owners and residents who have been very helpful and co-operative with both Capital Strata and the trades personnel we have sent to various units to undertake investigative and repair work. Please remember Capital Strata has only been looking after the National for 5 months. Some residents have mistakenly thought we have been around for a lot longer.

We are pleased that the current Executive Committee (EC) actually wants to action and resolve outstanding water leak issues instead of seeking repeated quotations and reports on what to do. The current EC has prioritised addressing water leak issues with roofing repairs being viewed as the first priority followed by balcony repairs.

Work completed on various units has been prioritised based on roofing first, then balconies, then other factors such as the amount of damage in units, the age of the problem, whether water is actually entering the unit and real or actual legal action taken by owners dissatisfied with waiting any period of time for the work to be completed.

It is important that owners and residents are aware that we take all matters seriously. However, priority is given to those units with water leaks entering into

their unit which leave wet spots or are considered a health and safety issue.

The timing of when repairs are completed is based on the following factors:

- completed corporate register forms from ALL owners;
- determining the SOURCE of the leak
- the availability and co-operation of residents;*
- the availability of trades personnel to complete the work; and
- wet weather.

Once the water leaks are fixed, the insurance claims for any internal damage repairs takes a little time, due to the relevant number of quotes we need to obtain for consideration and approval by the insurer.

We re-iterate that the co-operation of residents, particularly residents in the units above those units affected by water leaks, is needed, in order for trades personnel to find and properly deal with the source of leaks. Naturally, it takes additional time to co-ordinate access to two or more units so that work can be undertaken. This is not helped if residents are unavailable during the window of opportunity the trades personnel have to do the work. Because of this, work needs to be rescheduled to the next available window of opportunity.

Implementation of new ACT

As of 1 January 2011, when the *Work Health and Safety Act 2011* takes effect, it will be important that all trades personnel engaged by The National have appropriate work, health and safety practices and procedures. The National will need to ensure that the trades personnel it

engages understand their own work, health and safety obligations when working at The National.

Canberra does not have an abundance of competent trades expertise, particularly in the specialist areas of roofing, waterproofing and balcony work. Some of these services are provided by trades specialists from NSW. This means that repair and maintenance work cannot be undertaken until the relevant trades personnel are available to undertake the work. We have noticed that too often in the past The National has engaged trades services without the relevant expertise to undertake repairs or maintenance, which has only resulted in a recurrence of maintenance problems.

Christmas Period

Capital Strata will be closed from 19 December 2011 and open again on 9 January 2012. In cases of emergencies or losing keys, swipes or garage remotes, we will be contactable on 0434 520 430 and available to deal with your matter. For all non-urgent matters please email Capital Strata at mail@capitalstrata.com.au and we will respond to you in the New Year. Of course, if we receive lots of emails over this period it will take us some time to respond to you all in January.

We at Capital Strata would like to wish everyone at The National and their families a very Merry Christmas and Happy and Safe New Year. We look forward to working with you in the New Year.

Mark and Maria Mansfield



**We are still waiting for a number of owners to return to us completed corporate register forms with their contact details and where appropriate, those of their tenants, despite writing twice to some owners for this information.*

Thank you to The National resident graphic designer, Liz Grant for designing the new newsletter for The National. Liz is also planning new signage around the complex and new website, information flyer and communication stationery for next year.



Etiquette:
Everyone's time is important.

If you are contacted by trades personnel organised through Capital Strata, please respond to the contacts and promptly make arrangements to provide the access the trades personnel need.

This will assist your neighbours greatly when maintenance is required in your part of the complex.

Where is the...?

A lot of information about The National is available on our website:
**www.
thenationalapartments.
com.au**

In the 2012 we intend to publish a simple flyer that can be given to every new resident, welcoming them to The National, and informing them of our house rules, basic information such as location of rubbish bins, pet policies, noise limits, and general community-living expectations. We will be encouraging all current landlords at The National to make this flyer available to their tenants, and will distribute to new owners.

MAINTENANCE

There's been a lot of behind-the-scenes activity happening around The National in the last few months, as several long-standing tasks get done, and we continue an ongoing maintenance upgrade.

Garage Door

On 22 September 2011 Capital Strata organised emergency repairs to the garage roller door. The roller door was not opening and the manual opening override mechanism on the door was broken. The automatic door opening mechanism was repaired. Some of the slats on the door were misaligned which would have damaged the door curtain if not repaired.

This has now been repaired and residents no longer need to use their remote to drive their vehicles out of the basement carpark.

Swipes and Keys

The manager has reported that a number of residents have advised of failed swipes. If you are having any problems with your swipes please notify the manager.

Lighting around the complex

You may have noticed that the colour of the internal passage lights have now been standardised. Fred, our handyman, has been busy cleaning and changing these internal lights in the complex.

Kris from Charlton's Electrical, known by many residents, has been engaged by the body corporate and has fixed the courtyard and outer rim basement lights. "At last!" we hear some of you say...

New Cameras in the Basement

Four new cameras will be installed in the basement to cover an area in the basement that until now was not adequately covered. The camera recording system is monitored regularly as we continue to improve safety and security at The National for owners and residents.

Cleaning at the National

The EC have agreed that *Empire Management Services*, the current cleaning company, will undertake the following additional services:

1. Replacement of the 2 carpets at the Darling Street entrances with suitable rubber mats; as a number of owners at the Darling Street buildings have complained that the carpets at the entrances are not cleaned when wet. The cleaners will not use a vacuum cleaner on wet carpet.
2. Pressure hose cleaning of the common-paved areas.
3. Basement cleaning and pipe dusting with a scrubbing machine and detergent.
4. Steam cleaning of all common area carpets.
5. Machine cleaning of foyer tiles.
6. Cleaning of all 3 stories of Darling Street foyer windows

A big project in progress

Long-standing water problems in 17 units are in the process of being addressed, subject to scheduling arrangements with trades personnel availability and suitable weather conditions for the work to proceed.



The long-awaited replanting of National Circuit garden occurred this week

Our Gardens

The EC has appointed Dimension Gardenscape to maintain and protect our gardens. Over the next few months, we will be working with Dimension to consolidate existing plantings, and repair and replace plants that are unsuitable or diseased. The long awaited replanting of National Circuit gardens is a welcome start of a bigger plan to slowly refurbish all our street frontages over the next few years. We would appreciate your feedback.

Viewpoint

The EC is very aware that everyone has an opinion, and we all have ideas of how things should be and could be. We would like to hear your ideas, and are considering an informal forum early next year, where we can hear your feedback, and suggestions on a wide range of subjects. Our time recently has been occupied with a large amount of maintenance issues, but soon we will have space to discuss our environs, how we would like to see our public spaces utilised, and how we can create a better sense of community within The National.



MAINTENANCE

The National's process for repairs and maintenance

It is important for residents to be aware of the processes and procedures involved in any action being taken by the body corporate, that is, by the executive committee. The manager, Capital Strata undertakes all work on instruction by the Executive Committee. All requests by owners or residents should in the first instance be emailed to the manager who then notifies the Executive Committee. The Executive Committee takes its

responsibility seriously and together with the assistance and advice provided by Capital Strata ensures that the National's monies are spent prudently and appropriately. Decisions on repairs and maintenance and the level of expenditure to be made for each item of work is taken by the Executive Committee.

Once the Executive Committee approves expenditure on a particular piece of work, it can take time to get the work completed because the relevant trades expertise needs to be scheduled for the work and residents need to co-operate to provide access for the trades personnel to undertake the work.

ON THE EC's JOBS LIST:

There is a long list of tasks ahead of us in 2012: Here are some of the projects we will be addressing in the next 6 months:

- The EC will be reviewing the National's Articles, House Rules and Pet Policy in the new year.
- It will also be reviewing the way forward for security including keys, swipes and garage remotes.
- The EC will be considering replacement carpet flooring options next year in lobbies and lifts.



- The EC have agreed that The National's feature corner walls and the fire box wall along Brisbane Avenue needs to be repaired.
- The EC will be looking at on-going maintenance requirements, and ensuring contracts have appropriate service level agreements.

– Richard Grant, Chair.

IMPORTANT DATES AND CONTACTS

The National Christmas Drinks: 19 Dec
Body Corporate Levies due: 15 Mar 2012
2012 AGM: Early August 2012

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