
CHAIR'S REPORT

Edgewater Service Limited

2014 AGM – February, 2015

On behalf of the Board of Edgewater Service Limited (ESL), I'd like to apologise for the lateness of the 2014 AGM. This was due to the fact that we did not receive the audited accounts until 15th. January 2015 and, as these need to be sent around with the Notice of AGM, we could not schedule a meeting until we received them. I'll touch on the reason for the delay later in the report.

2014 was a difficult year for the Board. Following the EGM held in May 2014, VBCS was replaced as the Building Manager by BBC Strata Management. Hopefully you have all noticed a major difference in responses from the manager. VBCS were not happy that they were replaced and seemed to go out of their way to be as unhelpful as possible in the changeover. They left us with serious problems with ASIC, and were totally uncooperative when our auditors came to them with queries. This led to major delays in the preparation and the audit of the accounts, and resulted in us having to re-create substantial documentation. That has now been sorted out by our new accountants and auditors. We can expect, in future, to receive the completed accounts by October, which will allow us to hold our AGM in November or early December from now on.

Your Board has again been pro-active in managing the projects that were undertaken to continue the refurbishment program, which is leading to an enhancement in the values of our apartments. The expertise of the Board members, which we used to help plan, control, and manage the various projects resulted in a substantial savings, roughly estimated in excess of \$250,000 (\$2,500 per apartment).

I'd like to thank all the Board members for their dedicated hard work on behalf of all of us at Edgewater. They have all spent a large amount of time on Edgewater issues and the results are starting to show in the sale results that are being achieved and the comments by real estate agents and potential owners at auctions.

I'd also, on behalf of the Board, like to thank Anne McVean, who took over from VBCS (and has had no co-operation from VBCS) and has performed efficiently and cheerfully under difficult circumstances.

Projects in 2014 included:

- Completion of the long running Fire Life Safety Upgrade.
- Completion of the Interiors Upgrade.
 - All corridors have now been re-carpeted and painted;

Edgewater Service Ltd

- The stairwells have been painted;
 - Additional lighting has been installed in the stairwells;
 - Water heaters and sinks have been removed from redundant laundries;
 - Laundries have been painted in one of the original colours from the 60s that was found during the lobby upgrade;
 - The stairwell numbering is painted in the 60s corridors colours;
 - Bike racks have been installed in unused laundries, improving access and enhancing fire life safety.
-
- Improvement of building signage in Spenser Street to allow easier identification for residents awaiting taxis or other transport.

 - Completion of the Airlock Upgrade.
 - New automatic sliding doors were installed to make ingress and egress easier for some of our most senior residents and visitors, as well as for residents and visitors requiring mobility aids;
 - Restoration of the original lines of the 60's Lobby, revealing the curved stone wall, roof cantilevers, and the park and bay views;
 - Installation and re-painting of the east entry timber paneling;
 - New security key pad and instructions;
 - Repainting.
 - Adoption of original 60s signage on the sliding door safety decals and at the front entrance. This is also used on our website.

 - A Wikipedia entry for Edgewater Towers was created to raise the external profile and help dispel any false information about the building.

 - Improving the landscaping of the car park and the removal of the old and unsightly hydrant cupboard to enhance the rear entrance which most residents use day to day.

 - Replacement of the membrane above the lobby roof in order to prevent water leakage into the lobby and as a prototype for the eventual membrane replacement on the rooftop.

 - Commencement of Rooftop Enabling Works.
 - Removal of the redundant Building Maintenance Unit (BMU);
 - Installation of access points on the BMU channel to allow the safe abseiling off the roof for window cleaning and building washdowns.
 - Electronic security and cameras installed to monitor access to the rooftop.
 - The design and planning of a compliant balustrade to replace the existing non-compliant fence was completed and a prototype section was installed prior to manufacturing the balance of the fence (in excess of 100 metres).

Projects planned for 2015

- Rooftop Balustrade Replacement – completion planned for the first quarter 2015.
 - Enabling works undertaken to lift the BMU channel and to replace the membrane under the channel. This was required before the new balustrade could be installed on the channel.
 - Manufacture and installation of the new balustrade.
 - Removal of the existing non-compliant perimeter fencing.
 - Concrete remediation to the lift motor room roof.
- Replacement of the waterproof membrane to stop leaks from the roof into some of the top floor apartments.
- Commencement of design process and resident consultation process for a detailed rooftop design.
- Completion of the Gas Meter Audit. Not all residents responded to requests for their gas meter numbers. We aim to complete the audit in early 2015 and will be encouraging those residents that refused to previously respond. This is a safety issue as there is a potential safety risk if the MFB cannot turn off the gas to isolate an apartment in the case of a fire in or next to the apartment.
- Completion of a Survey of enclosed balconies and balustrades. A number of balconies are in a state of disrepair to an extent that they may now be potentially dangerous and pose a hazard due to the risk of the enclosed windows falling from the building. Structural Systems will return to update the survey done in 2007 and the Board will issue breach notices to those owners that have balconies that are deemed unsafe.

One of the conditions that applied when permission was granted to enclose balconies, was, and is, that owners assume the responsibility for ALL maintenance of the enclosed balconies. Repairs to the balconies will be carried out by the respective owners at their own expense.

- The balcony survey will also identify air conditioner condensers, water heaters and other works that have been installed in breach of the rules. Owners will be required to re-site them to an appropriate location.
- Maintenance of the low level of outstanding fees. Legal action will now automatically be taken against any owner who allows a debt over \$2,000 to accumulate.
- Action to be taken in regard to short term lets. Currently, anyone who puts their apartment up for short term lets on sites such as Airbnb or Stayz, is in breach of the Service Agreement. If you are currently letting your apartment, you should be aware that, if there is an insurable event, you may not be covered and may, in fact, be legally responsible for any claims refused by our insurance company.

Edgewater Service Ltd

Other Issues

- Insurance Excess. There have been a number of occasions where an insurable event has occurred inside an apartment. Whilst ESL will claim on our insurance policy, the excess is payable by the owner “responsible” for the insurable event.
- Insurance for floor coverings. A reminder that the building policy expressly excludes cover for all floor coverings – carpets, floating floors, lino, etc. All owners should ensure that they cover their own floor coverings as part of their contents insurance.
- There have been a number of leaks in the service ducts in the kitchen. Our plumbers have, in some cases, had to break into the service ducts because the owners, when renovating their kitchens, did not leave access to the ducts. The plumbers will only restore the wall of the service duct, but will not replace tiles or any other wall covering and neither will the Board.
- A number of car park issues have cropped up during the year.
 - If you have tradespeople working in your apartment and you allow them into the car park, please ensure that, if they park in someone else’s car spot, they leave their mobile number prominently displayed so that they can be contacted when the owner needs the spot.
 - No one should park their cars in the driveway leading to the back entrance. This can block access to car spots for apartments GG, 6A, 6B, and possible 3D.
 - You should all be aware that car park spots are not on title and are allocated by the Board. If you persistently abuse the privilege of car park access, the Board has the power to re-allocate the spot and remove your access to the car park.
 - Stickers will be placed on the windscreen of the offending vehicle to encourage the owners to think twice before parking their cars illegally.

Sym Kohn

Chair

Edgewater Service Limited