

# 3113 OWNER NEWSLETTER

## 3113 BUILDING MANAGER

### PHIL STENT



Dear Owners,

I'm delighted to reach out to you to introduce a quarterly newsletter to keep you involved and facilitate communication between the multiple stakeholders within our lovely complex.

I've now been in the role for over 12 months and been involved in addressing many legacy issues related to the building. I know many of you have concerns related to the garbage chute and subsequent smell issues related to refuge within the complex.

I know many of you know Brooke Watson and I wanted to share with you that she has recently given birth to a healthy baby boy – Cooper. Whilst Brooke is on maternity leave we are lucky to have Michelle Royal join our team. I have worked with Michelle previously managing other buildings and letting rights businesses and I have no doubt that you will find her of great service. Contact details remain the same; please reach out to us directly if you have any questions or concerns.

In other news, you'll be happy to know that the Gold Coast has lots of entertainment coming up over the coming months. Some key events coming up include –

Cooly Rocks on Festival  
7<sup>th</sup> – 11<sup>th</sup> June

Gold Coast Marathon  
1<sup>st</sup> – 2<sup>nd</sup> July

Viva Surfers Paradise  
7<sup>th</sup> – 16<sup>th</sup> July

Broadbeach Country Music Festival  
28<sup>th</sup> – 30<sup>th</sup> July

Surfers Paradise Kids Week  
16<sup>th</sup> – 22<sup>nd</sup> September

As the property is reaching the 5 year mark there are multiple areas within the complex that need to have maintenance and together with the Hilton team and the Body Corporate we've worked to establish long term plans to support the RBC with best utilisation of the Sinking Fund to spend in common areas. Within your apartments any costs associated with refurbishment are an additional expense and we've sourced some competitive pricing through a local supplier Resort Supplies for replacement of furniture items. Key areas to be aware of related to your apartment regardless of your Letting Agent will be Soft furnishings particularly occasional seating and sofa beds. Carpet and Beds are recommended to be replaced every 6-8 years so you will need to be keeping this in mind. Please reach out to me if you would like to see any samples of the designs from Resort Supplies or pricing options for refurbishment.

I would also like to touch on a few items which we have already achieved, plus share some of the bigger ticket items we are currently looking at introducing to upgrade the complex over all.

The Boulevard Chute odour issue that has been around for some time has now been overcome by installing a stainless-steel damper filter over the main intake vent located on the roof top. Also by raising the height of the main discharge ventilation pipe by an extra 1.5 meters above the intake vent to disperse all the foul air well clear of the building into the atmosphere.

In the past, this foul air just sat around the roof top area and, depending on the wind direction, a lot of this foul air was sucked back into the complex through the fresh air intake duct.

The Orchid Tower rubbish chute blockages which has been a concern for several years is also being addressed. The chute needs straightening up, and rebuilt to the correct codes of compliance this year. The committee is ready to sign off on construction plans from Arthur Kay Engineering who will go to tender in the coming weeks ahead.

Smoke alarm legislation has changed in Queensland starting from the 1st January 2017. There is no urgent rush as you have plenty of time to comply, however I would suggest you start to think about changing these over sooner rather than later. I'm more than happy to answer any questions on this matter should you wish to call or pop into the 3113 office. I have attached a flyer which will explain all you need to know at this stage.

LED lighting is another cost savings area we are looking at the moment. Currently I have a plan before the Committee to replace all the car park lighting to LED tubes, and the lobby areas on all levels to a 7w down light with a built-in driver.

The 7W fittings generate no heat, do not rust, come with 3-year warranty and will reduce your power cost by up to two thirds. These down lights are ideal for all letting unit owners and the cost runs around \$9.50 plus tax per fitting depending on numbers purchased. Please contact me in person should you wish to have more detail on LED Light fittings.

Kind regards,

Phil



## HILTON GENERAL MANAGER

### FIONA PRYDE



Since I commenced my tenure within the hotel and residences I've been working to address the many smell issues throughout the complex. Whilst it's not what I thought I'd spend my first year doing I think we'd all agree how much the issue of smell affects our reputation and is a key priority. Unfortunately it's not been an easy task and had always been put in the "too hard basket" until Warren Eggleston our Chief Engineer came onboard. We're affectionately renaming Warren - Director of Scent!

To sum it up as succinctly as possible we've worked on some structural changes to the airflow intake system that had been poorly designed and during times of high winds meant that the return fresh air circulating through the Boulevard tower was being pulled from the garbage extraction vents. For the most part this has now been eliminated and we have also introduced scented air throughout the whole complex which means that the tower now smells fresh and clean. I look forward to receiving any feedback you have when you come to stay or from your guests.

We have also introduced a Bio-Amp solution that is assisting with the reduction of smell within the carpark due to the unfortunate placement of the grease traps throughout the carpark especially the one nearest the lift entry on B3 Orchid Residences. The Bio Amp solution breaks down the fat in the grease traps and means that 6 out of 7 days the smell is removed. Unfortunately these grease traps need to be emptied once per week which means on the day that they are emptied there is some

residual smell however I hope you agree this is much better than a permanent smell of sewerage in the carpark. We are really grateful that the Retail complex has agreed to this solution as a number of the grease traps are from their tenants and without their support we would not have been able to proceed with this solution.

On the commercial front 2017 has seen a much softer market on the Gold Coast with Gold Coast tourism reporting a 20% decline in group business to the Gold Coast. We've certainly felt some impact of a softer market but gladly not to that extent. We do have a stronger second half of 2017 with good group business currently on the books. I'm also pleased to report that we have secured a record breaking contract for the Commonwealth Games which puts us in a strong competitive advantage not just for the event but in the lead up and after the games. As we are closed out for this period can I please ask that if you are planning to use your apartment over the Commonwealth Games that you let us know prior to the 30<sup>th</sup> of June otherwise consider it booked out for almost 6 weeks!

Thanks, Fiona

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#### **Request on behalf of the Body Corporate**

If you would like to hold an event on the level 2 podium deck, you need to pre-book with Hilton to guarantee the space. 3113 then needs to advise all Residents and Tenants a week in advance that the space will be unavailable to them. Otherwise you are welcome to use any area of the podium deck but cannot restrict or reserve the space from any other owners or tenants.



**SMOKE ALARMS  
SAVE  
LIVES**

*"Choose **PSA**"*

**"QUEENSLAND  
SMOKE ALARM  
LEGISLATION"**

## INDUSTRY NEWS

Queensland homes will be required to be fitted with photoelectric, interconnected smoke alarms in all bedrooms, as well as hallways as part of legislation passed in parliament on 1 September.

All homes being built or significantly renovated will need to comply with the smoke alarm legislation upon completion after January 1, 2017. All houses leased or sold will need to meet compliance as well as all owner occupied private dwellings

Any smoke alarm being replaced after January 1, 2017 must be a photoelectric alarm.

# REPLACE

outdated 10-year-old smoke alarms with  
the latest photoelectric smoke alarms.

Fire and Emergency Services Minister Bill Byrne said the legislation followed recommendations handed down after the 2011 Slacks Creek fatal house fire. Eight children and teenagers were among the 11 people killed in Queensland's worst ever fire since the Childers Backpackers blaze.

The legislation specifies that every Queensland residence will need to be fitted with photoelectric, interconnected

smoke alarms in all bedrooms, as well as hallways of residences.

Minister Byrne said a 5-year rollout of the legislation would allow time for everyone to have their alarms installed correctly.

"Hard-wired, interconnected photoelectric smoke alarms will require a qualified electrician to conduct the installation and ensure the alarms are working as they should be," he said

There is an option to install photoelectric alarms with a 10-year battery that will have the capability to achieve interconnectedness wirelessly between alarms. This option may be more suitable for Queenslanders living in remote areas where attendance of an electrician could be difficult and also allow an element of ease and pain free installation during the transition to photoelectric smoke alarms".

**Ozevac Fire & Safety Services Pty Ltd** recommends owners upgrade their smoke alarm systems now to comply with the new legislation requirements to safeguard residents and assets. Ozevac Fire & Safety Services has partnered up with PSA to help meet this new legislation and to assist home owners in the transition to photoelectric smoke alarms. PSA have been protecting Australian families for over 30 years, an Australian owned company since 1985.



Ozevac Fire & Safety Services Pty Ltd



## **QUEENSLAND SMOKE ALARM LEGISLATION SIMPLIFIED GUIDE**

*Tragically, in the past 12 years, over 150 people have died in Queensland house fires. Many will remember the horrifying loss of life in 2011 when 11 people died in one house fire. Thus, the QLD Government have committed to changes bringing the state the most comprehensive smoke alarm legislation in the country.*

**As of January 1, 2017, Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 (QLD) will come in to affect.**

### **What the new Legislation means to you:-**

- These new laws **ONLY** apply to Queensland; refer to Amendment Bill referenced above
- From 1<sup>st</sup> January, 2017 all smoke alarms installed in Queensland must be Photoelectric Technology
- From 1<sup>st</sup> January, 2017 if any smoke alarm is requiring replacement it must be replaced with Phototelectric Technology.
- If you are acquiring a new building approval from 1<sup>st</sup> January, 2017 you will be required to comply with the new laws
- If you are doing any major renovations, which means you are eg. Moving walls or adding additional rooms in a home you are required to comply to the new laws
- If you have a rental property or are selling a home, unit or rental property you are now required to comply with the new laws.
- All homes, units and domestic properties are to comply with the new laws.

### **What we need to do to comply with new laws (minimum):-**

- Install a smoke alarm in every bedroom of your property
- Install a smoke alarm in every hallway outside of the bedrooms in your property
- Install a smoke alarm on all levels of a home preferably in an egress area if it is not located near a bedroom e.g. If you only have an open plan living area on the ground floor of your home, smoke alarm would be located between the stairwell and the front door
- In the case of a Queenslander with an enclosed room eg. Laundry under the house a smoke alarm must be installed.

### **Interconnection requirements:-**

- All smoke alarms installed are to be connected by either being wired together (Hard Wired) by a qualified electrician **AND/OR**
- Smoke alarms are to be interconnected by wireless technology. **Only** 10 year lithium cell battery photoelectric smoke alarms with wireless radio link technology can be interconnected with all other smoke alarms in the property without a power source (e.g. Rechargeable Battery)

**Disclaimer:- This is a guide only and is not considered or referred to as precise law**