

VIRTUOSO NEWS

Chair's Message

The BC Committee held its third formal meeting of the year recently. Our finances are tracking well and reports were received on Defect Rectification, Garden Maintenance, Fire Safety and the Quarterly Report from Stockwell Living.

The Committee approved a procedure, adapted from the Body Corporate and Community Management Commission Practice Directions, for enforcement of By-Laws. This procedure sets out in a diagram the steps which will be followed to deal with such issues as excessive noise, use of visitor car park spaces by residents and compliance with the building's external appearance and colour scheme. A copy will be available from the VBCC website. The Committee approved, in principle, installation of a Parcel Locker subject to finalisation of the most appropriate location and whether to purchase or rent.

The Committee has also been dealing with a legal challenge by an Owner to the approval of the new Community Management Statement at the recent AGM. It has been asserted that approval should have been sought by way of a Motion without Dissent despite both our Lawyer and Body Corporate Manager advising that this was not necessary as no changes were being proposed to exclusive use allocations or conditions of use. The letter from the Owner's lawyer threatens action through the Commission if their clients' demands are not met. The Committee believes that it has an obligation to implement the overwhelming vote of approval for the new CMS but does not wish to become embroiled in what, we are advised, could be a prolonged and expensive legal process. Attempts to resolve the issue internally have not been met with a positive response and seem doomed to failure. In due course the Committee will provide owners with a full report on this matter.

Security

Connection has been made recently with the local Police, as a result of which regular updates from them are expected in relation to security issues in the area. The first of these communications was posted on the Virtuoso Facebook page and will be available from the VBCC website.

As many will be aware, a delivery of wine was stolen recently which has raised concerns about the security of the fence along the entrance corridor. The Committee is considering ways in which this particular risk can be mitigated without incurring significant expense and/or adversely affecting the appearance of the entranceway. Advice also is being sought from the local Police in relation to this matter.

Residents are asked to advise the Body Corporate of any security issues. In particular please ensure that all fire doors, especially to the basement car park, are kept shut at all times.

Operation of the basement gate continues to raise concerns and will be further considered by the Committee as a matter of urgency. Residents should ensure that their vehicles and storage lockers are secure at all times. It should be noted that the Body Corporate's Insurance Policy does not provide cover for personal effects or property in car park spaces.

If any security doors/gates – or fire doors – are not meeting requirements they should be reported immediately to the Caretaker and the Body Corporate.

Parcel Lockers

Due to the increased volume of parcel deliveries and security concerns, the Committee is investigating the provision of secure parcel lockers. The proposal is that the recommended module be located in the visitor carpark where the lockers can be easily accessible by couriers and residents. The Committee will keep you informed as it progresses with this work.

Fire Safety

Fire Wardens have now been appointed for the majority of lift towers. The Chief Fire Warden is Alison Brown and the Deputy is Paul Johnson. Initial training has taken place, with more to follow. Preparation of an Emergency Action Plan has been initiated.

Keys to the fire stairs

Keys to the fire stairs have been made available to all residents to enable access to the ground floor lobby fire doors and the door to their particular floor. Whilst day to day use may be convenient, the fire stairs are installed for and are intended to be used **only** for emergencies. Use of the fire stairs for other than emergencies is discouraged and is at your own risk.

Gardens

- Remulching of the gardens has all but been completed.
- Garden beds which had sunk significantly since installation have been raised
- Discussions are continuing about the state of the front lawns to seek improvement in particular of the central area where the incline of the ground around the drainage system appears to be impacting the quality of the lawn.
- Three large garden beds have never been connected to the irrigation system. Discussions are under way with Stockwells to remedy this.
- Significant upgrading has taken place to the herb garden under supervision of Grace's Growgetters Garden Group, who will continue to be responsible for the garden's future. The efforts of Grace and her many green thumbbed and enthusiastic 'Growgetters' are very much appreciated.

Digital communication

Our Body Corporate Manager, Civium, has now adapted communication with Virtuoso owners to digital only – unless owners request notifications by post, or do not have email. A move to digital communication has obvious benefits in the speed of communications and in reduced expenditure.

62 owners have agreed to receive communications via email with 6 of these also receiving communications by mail. There are 16 owners who continue to opt for mail only. If you wish to continue receiving notifications by post please advise Civium accordingly and ensure that they have your correct postal address.

Contact details:

Virtuoso Body Corporate Committee: virtuoso-bcc@googlegroups.com
 Virtuoso Website: <https://virtuoso-on-the-river.mobirisesite.com/>
 Civium Portal: my.civiumstrata.com.au
 Stockwell Living (Rhys): Rhys.Gordon@stockwells.com