



FEATURE PONDS

It's been a long time coming but our feature ponds have had a complete makeover. Unfortunately this took longer than expected as the work done last year on the lining finish was not of an acceptable standard and had to be re-done while the pond was empty.



PROGRESS REPORT

- Replacement of visitor's car park doors
- Replacement of basement fire doors
- Fire stair pressurisation
- Gym equipment serviced
- Purchase of mats replacing costly rental mats.
- Replacement of several water valves to stop knocking of water pipes, more to be done.
- Replacement of torn window film in lift foyers.
- Bulk electricity supply agreement implemented

WELCOME TO OUR NEW CARETAKER MANAGEMENT

Welcome to Katie Naish, our new Caretaker / Manager and Donna Fleming. Katie and Donna are keen to get things right and have set up a book to record all areas that need attention so your assistance would be greatly appreciated. Please report items such as: light bulbs out, rust on balconies/ceilings, broken equipment, cleaning issues etc. Please help them and your Committee improve all the facilities that you use and the maintenance on your level.



Chairman, Gay Stevens (right) and friends at our owners function to welcome Katie and Donna

COMMITTEE MESSAGE

As you will be aware we have recently had a change in our site Management staff. If it appeared to you that everything was functioning smoothly, we are pleased. In reality this was the result of an extraordinary effort by members of the committee, often involving at least 20 hours work per week for some members. While we are happy to devote our voluntary time to the maintenance and future of Carmel, we have not been getting value for money. The General Manager of Mint has personally apologised to the Committee for the lack of management performance and has made appropriate changes. We are looking forward to working with the new staff and helping them achieve a high level of owner satisfaction.

SECURITY COMPROMISED

Recently real estate agents have taken a free hand for open house. Footpaths have been littered with open house signs and agents monopolising the lifts for their inspections. This has created a security issue with the public having access to numerous floors at once which has been impossible to monitor. This devalues the building which at times looks like there is a fire sale with so many signs. The office have agreed to roster all open houses to one at a time, maximum one hour per inspection and only one sign at a time on the footpath. Now if there is a security breach the agent can be held accountable. **Please ask your agent to check with reception for a time before advertising.**

GARDEN MAKEOVER



You may have noticed two new faces in the garden. The Body Corporate has employed Theresa, an experienced gardener, one day a fortnight to spruce up our garden. Together with committee member Wayne they have re-planted the pots around the pool with more suitable plants and will gradually work their way around the grounds.

Carmel Courier

NEW COMMITTEE -

We welcome the new Chairman Gay Stevens following the resignation of Harry Rock due to ill health. We thank Harry very much for all his good work.

We have two new members Dennis Baker (Soil improvement) and Marty Wilson (IT and building). Their skills will make them assets to Carmel.

Chairman: Gay Stevens

Secretary: Roger Dearing

Treasurer: Doug Snowdon

John Dundas

Wayne Robinson

Marty Wilson

Dennis Baker

Email You can communicate with your Body Corporate Committee through our email address:

carmelbodycorporate@gmail.com

If you use email regularly **please email us your address** so that we can keep you informed of important developments at Carmel by the Sea as soon as they happen.

**AGM date is
24th November**

RENOVATIONS

As the building gets older we are experiencing more owners renovating their units. This of course is beneficial in keeping up the high standard of our building. Our by-laws have specific rules and regulations on what can and can't be done. New owners cannot always understand that they can't do whatever they like because it can lead to conflict situations. Noise complaints are becoming more frequent so it is very important for everyone's comfort that the rules regarding soundproofing of hard floors are followed.

Before we had renovation by-laws we have had cases where owners have done renovations without concern for safety or respect for their fellow neighbours. In the future, your Body Corporate Committee is committed to enforcing the by-laws as any relaxation leads to chaos, unhappy owners and devalued property.

All renovations must be compliant and have Committee confirmation before commencement. A bond is payable to Gold Coast Body Corporate Specialists before commencing. An application can be obtained from reception or email us and we will email one to you. ***Application approval can take weeks or months if an engineer is required to assess an application.***

CONFUSED ??? - Roles and Responsibilities

Body Corporate Committee

Your elected representatives who control and oversee the building management activities.

They:

- Hold the Caretaker/Manager, Body Corporate Manager & other service providers accountable to perform as per their contracts.
- Meet quarterly with sub-committees reporting on specific projects.
- Manage the building administration & sinking funds expenditure.
- Give significant time and effort on a voluntary basis

Caretaker/Manager

Staymint Pty. Ltd., a public company, is contracted by the Body Corporate to provide caretaker services (such as: cleaning) and to manage and maintain the building on a day to day basis. Maintenance costs are met by the Body Corporate. Staymint is also authorised by the Body Corporate to operate an on-site letting business.

Body Corporate Manager

Gold Coast Body Corporate Specialists (GCBCS) is contracted by the Body Corporate to provide administration, accounting and secretarial services including the billing of levies and electricity. **The manager is Clare Cauchi, telephone (07) 5526 4100 .**

CLEANING

The Committee are having weekly meetings with Katie to monitor and improve the standard of cleaning of our fine building. Not much progress has been made to date. We are hopeful that new on site management can lift the standard.