



Who do I contact?

Living in a community like Jacksons Landing and a strata plan like Regatta Wharf, it can be complicated to determine with whom to communicate when an issue arises. The information below may give you some guidance.

Strata Committee

The SC is elected by RW owners at an Annual General Meeting – usually in August. There can be up to 9 members. The committee currently meets monthly. Each owner receives an agenda and minutes of previous meetings and is entitled to attend meetings. The chair can invite an owner to speak. Committee members are listed on the Jacksons Landing/ Regatta Wharf website.

House and Garden sub-committees:

These two committees are made up of resident volunteers and meet monthly. The House Committee meets with the Building Manager (BM) and reviews non urgent issues in the buildings. The Garden committee liaises with the garden contractor, Garden Envy in the design and maintenance of our gardens. New members are always welcome – contact Strata Manager if you are interested.

Strata Manager:

Our Strata Manager (SM) is Acumen Strata (Director Helen Wells)

www.acumenstrata.com.au ; info@acumenstrata.com.au ; 8586 7822

The SM should be contacted in matters relating to

- Levies
- Insurance – please bear in mind that the strata only insure common property; personal property can only be insured by the owner
- Permission for renovations such as installation of timber floors, new bathrooms, installation of a locker in the garage, any structural changes to the lot
- Permission to keep a pet
- Issues relating to by-laws (including parking requests)

If you have a comment regarding any aspect of the building in general or your lot in particular, it is preferable to do so in writing. Any correspondence is brought to the attention of the SC at the next meeting or earlier if the matter is urgent.

Building Manager:

Our Building Management company is ProactFM. Our on-site building manager (BM) is

Jozef Seremet - regattawharf@proactfm.com.au ; 0450 319 197

In the event of a building problem (not a personal matter) contact the BM.

Cleaners

Havencab – Jacksonslanding@havencab.com.au

Any issues relevant to the cleaning staff should be listed in the booklet in the mail room. For urgent needs (e.g. a spill) please call or message the Havencab manager Andres on 0414 923 555 or see the BM.

Strata

NSW Legislation prescribes the responsibilities of Strata Managers, Building Managers, the Strata Committee and its various office bearers.

As Regatta Wharf is one strata plan amongst many on the Jacksons Landing estate, there are also services that are community based.

Community Association (CA)

Because Jacksons Landing is an estate, this committee is formed from representatives of the various strata. It is responsible for maintenance of the common facilities such as the main pool, the Station, tennis court and security.

Security

Tel: 8568 9494. Email: Security@jacksonslanding.org.au

Security is located in the Gatehouse on Bowman St.

There are always two officers on duty – one is in the office and the other is usually on patrol (“the rover”).

Security is to be notified

- As first point of contact when any event happens, especially at weekends – fire, lifts not functioning
- A medical emergency, first call 000 for an ambulance, then phone security who will allow the ambulance into your premises.
- If you have any concerns regarding security or noise within the building or in the estate

Resident Services Manager (RSM)

Tel: 9518 8656 In the Estate Management Office on Bowman St.

The RSM should be notified

- Before moving into or out of the building or moving large pieces of furniture, contact the RMS who will organise cladding in the lifts. Access is via the loading dock NOT via the foyers. Goods must NOT be transported via trolleys in the foyers
- For new or replacement fobs or air keys. Note that residents are only permitted to have a certain number of each depending on the size of their apartment. Fobs and air keys identifications are audited to maintain security. New ones can be obtained at a cost of payable to the RSM. Air keys are strictly limited to one per car space. Additional fobs may be approved by the Strata Committee – a request needs to be made via the SM.

Useful websites

1. **Jacksons Landing website:** www.jacksonslanding.net.au

This is a useful resource for

- What's On in the Estate
- Community facilities,
- By-laws and past newsletters
- Booking tennis court and the Station
- Frequently asked questions
- Regatta Wharf information

2. **Acumen Owners' Portal:** www.acumenstrata.com.au

For information concerning

- Your levies and payment history
- Minutes and reports from SC meetings
- Building documents and certificates
- Relevant strata legislation
- Application forms (e.g. flooring, renovations, car space storage unit, pets)