



Dear Owners & Residents

3 July 2024

This update is to provide you visibility on the developments across our building, detailing works that have been completed, those in progress and our future plans for the building's maintenance and remediation.

The most important of the developments is that relating to the remediation and painting of the building (Major Façade Works) which we spoke to at the general meeting of the Owners Corporation on 31 August 2023 as the basis for the capital works special levy. At that time we assessed the cost at \$800,000 + GST subject to commissioning a specialist consultant to undertake a full scope of works and release such for tender. This has been actioned over the last six months and the final tendering process identified the cost as \$1.171m plus Home Building Compensation Fund (HBCF) insurance of around \$100k (both ex GST). As this is in excess of our original estimate, another special capital works levy is required to be applied across the July 2024 – June 2025 period, as the 2024 capital works fund closing balance is approximately \$731k.

What does this mean for owners?

With the special levy raised across this fiscal year, the capital works fund balance is short of the required amount to proceed with the Major Façade Works and approval for an increase in the capital works fund levy across the next fiscal year will be sought from owners at our next general meeting set down for Wednesday, 18 September 2024 at 5:30pm in The Station Meeting Room.

We have also learned that we are facing approximately \$200k of works to maintain common area fire dampers that were not covered by the works carried out by Ash Passive in 2018/19. These works are a requirement of our Annual Fire Safety Statement, policed by City of Sydney Council, and are unavoidable. As a result, the proposed capital works increase will also need to cover these expenses as well.

We recognise the financial imposition this places on all owners, but the escalation in these costs was not foreseen by any of the parties involved, including the specialist consultant, and are a factor of the significant increases afflicting the construction industry post the Covid era.

Please provide any feedback you may have to me at tfgreene@bigpond.com and I will table with committee members.



Our building manager Sergen Isik has resigned from Manage-Meant to take up a similar role with another business and has been replaced by Nick Tait. Owners and residents are encouraged to use the MYBOS portal to lodge any maintenance requests and from next month as an information source.

MYBOS

Thank you to those who popped in for a drink and information at our Friday night drinks at the end of May – lots of fun and opportunity for assistance as required.

We continue to get more interest and adoption of MYBOS as the communication and reporting tool of choice from our residents. If you haven't already downloaded the portal on your phone and/or your computer just follow the links below:

- For your computer - use a link to MYBOS - <https://login.mybos.com>
- For your mobile - download the MYBOS – Resident app from the App store on your phone

A copy of the MYBOS user guide (attached) will assist you in loading the application. The guide will step you through how to access MYBOS on your computer and/or your mobile – invaluable, so when you see an incident, you can snap a picture straight away and log it into MYBOS as an issue!

If you require any assistance with this installation, you can email the committee and we will organise someone to come and assist you at your convenience.
(Email: theelizstratacommittee@gmail.com)

You should all have your login details by name. If you have not received a login, please contact Tracy Molloy on theelizstratacommittee@gmail.com and one will be organised and sent.

We will go live with our Maintenance Request component of MYBOS and will provide an expected service level, i.e. expectation of response time, by the end of July. You will also be able to find the monthly agendas for any upcoming Strata Meeting and Minutes from the last meeting for your interest.

Social Committee

What a fun time we had catching up with new and old friends in the foyer at the end of May! We will book another time to do this again soon. For our next event, we are looking to revive the Elizabeth mid-year dinner!



For those of you that have been at the Elizabeth for a while you will remember that we have enjoyed a number of great dinners with Muriel from Blue Eyed Dragon. She always looks after us very well with great food and wine.

We are looking at an eight (8) course set menu, with drinks to be paid at your own discretion, however there is a \$94 option that includes some drinks:

- For people sharing - a bottle of wine from the wine list to the value of \$70
- For single ticket holders two (2) glasses of wine

DETAILS

- **What:** Elizabeth mid-year dinner
- **Where:** Blue Eyed Dragon, Pyrmont Street, Pyrmont
- **When** 6.30pm on Friday 16th August 2024
- **Cost:** There are 2 options for pricing:
 - \$66/pp for a set 8 course menu, drinks at own cost
 - \$94/pp for a set 8 course menu and includes a bottle of any wine on the list (to the value of \$70) when sharing Or if single ticket, includes 2 glasses of wine
- **Payment:** Bookings can be made and paid for directly with Muriel via:
 - the following link: <https://www.trybooking.com/1247671>
 - or using the QR code below





Works Completed Since December 2023

1202 Balcony Rectification

Balcony rectification works were undertaken to address ongoing water ingress issues which were a result of waterproofing failures as well as issues with the roof. These works were completed in September 2023 when contractors attended site to demolish the existing courtyard and install new waterproofing membrane and tiling, skylight rectification works as well as aspects of the roof which were found to have failed. Since works were completed, no further issues have been reported.

Cold Water Pressure Pumps

It was reported that there were loud, ongoing mechanical noises coming from the plant room on Level 13 of the building. After investigations were undertaken, it was found that the pressure pumps were working in overdrive due to 1 of the 2 pumps having failed. Contractors attended site and removed both pumps before reinstating a new set to work efficiently. No further issues have been reported.

Cooling Tower Compliance

Building Management has been in ongoing discussions with Sydney Council to address all non-compliance issues that were addressed within the last Risk Management Plan. Since the most recent audit was completed, all aspects of non-compliance have been addressed and the cooling tower has been certified as compliant.

Lift Certification

As part of annual certifications, Building Management obtained an adequate maintenance statement for all four lifts within the building. This confirms that our lifts are safe and comply with Work, Health and Safety legislation.

Storage Room – B2 Carpark

Building Management has been undertaking ongoing investigations on how to best address multiple water ingress issues throughout the building. One of the many issues involve the storage room on B2 in the car park. Water continues to enter the area which leaves a high level of moisture and dampness. To reduce the risk of growing mould, circulation fans were installed as well as a door vent to allow air to pass through. Since this has been installed, no new issues have been reported.

Minor Ongoing Repairs

Building Management has identified issues relating to broken emergency fittings, loose doors, broken inspection panels and other issues relating to aging aspects of the building. Throughout the main foyer and lower basement levels, lighting repairs



as well as patch and paint works have been undertaken to minimise the list of ongoing repairs needed. This will continue to be addressed as further items are found.

Works in Progress

Façade Works

Building Management has been in discussion with façade consultants – Diagnostech, since May 2023. This is part of the overall project to address multiple defective aspects of the façade. Since the process has started, consultants have attended the site to compile a list of items which need to be addressed. These were provided in their “Tender Specifications” document which has been reviewed by the Strata Committee and is believed to appropriately reflect works that need to be carried out.

The next stage of the work is the Tender Process. This will have contractors attend the site and begin to assess aspects of the scope that is outlined and provide their quotes accordingly. Once received, quotes can be reviewed and a preferred contractor will be presented to the Owners Corporation for approval and engagement.

Roof Compliance

As part of the overall report provided by Diagnostech for the façade and roof, it was outlined that the height safety system installed on the roof was inadequate to provide safe access to the building facades. The height safety system components listed on the certification do not match with what was installed on the roof, and the components are not properly tagged. For example, the anchors installed are non-proprietary retrofitted anchors that were installed when the building was first constructed.

Since the above advice was given, Building Management coordinated a height safety inspection from certified contractors, Anchor Safe. A new proposal has been provided to address safe access for all components of the building and quotes are currently being reviewed to determine which contractor will be awarded the job.

Remediation – Fire Services

A decision has been made to award Aspire Fire (Fire Maintenance Contractors) the works to remediate the fire services within the building. This is due to the aging system that is currently controlling the building’s fire services. During ongoing maintenance visits, it is found that there are components within the main fire panel which are beginning to short circuit and go into fault. Fortunately, Aspire Fire have



been able to contact manufacturers and have the parts made urgently to reduce any significant insurance risks for the building.

These works began in February 2024 and are expected to be completed in July 2024.

Future Project & Plans

Internal Repairs

Multiple ongoing repairs are required to address the aging aspects of the building. More notable defects include each side of the building's guest lobbies, where there are multiple issues near the louvre windows. This includes items such as rusted angles, warped skirtings, and sections of damaged ceilings. Once external aspects of the building are resolved, destructive investigations can be undertaken which will help with remediation and eventual refurbishment of the lobbies.

Remediation of Garden Bed Waterproofing

As current investigations are suggesting, there are signs that indicate that the gardens beds waterproofing around the main entrance of the building has failed. Rectification for these aspects would improve the current appearance of various areas along the driveway as well as the current water ingress issues happening throughout the carpark.

Tony Greene (Chair)

On behalf of Elizabeth Strata Committee



The Elizabeth MYBOS Resident User Manual

**Version 1.0
December 23**

Getting Connected to MYBOS

Desktop

Resident logs into MYBOS <https://login.mybos.com> - Preferably on Google Chrome you will be directed to the MYBOS page. On Mobile you can download the MYBOS – Resident app.

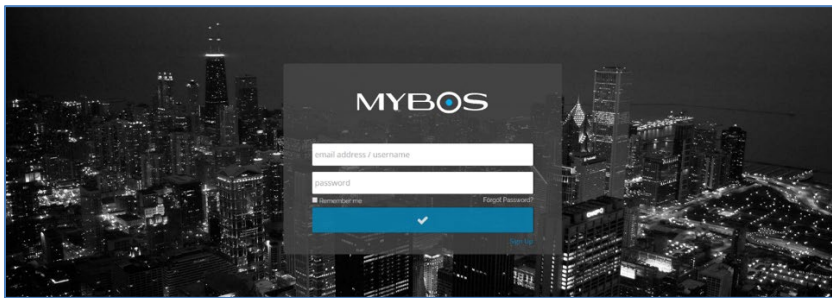
Login

Username: **XXXXXXXX**

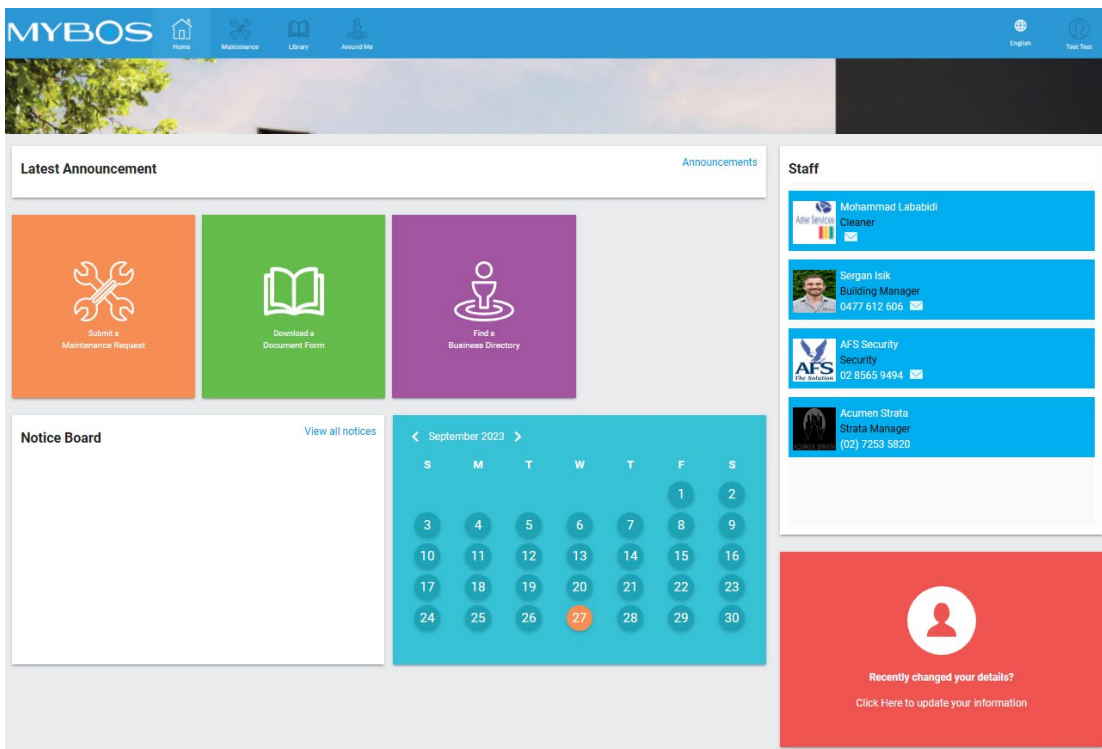
Password: **XXXXXXXX**

This login will be provided by the Building Manager. Please contact the Strata Committee (theelizstratacommittee@gmail.com) if you have not received one.

Desktop:

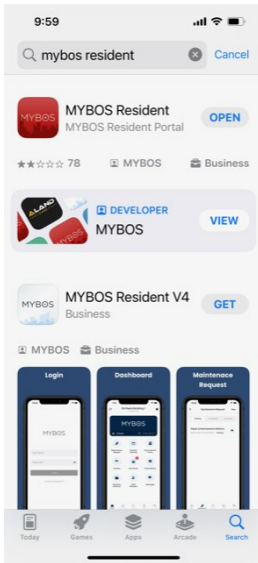


Enter your Login details. You will have received these via email. The resident dashboard will appear.

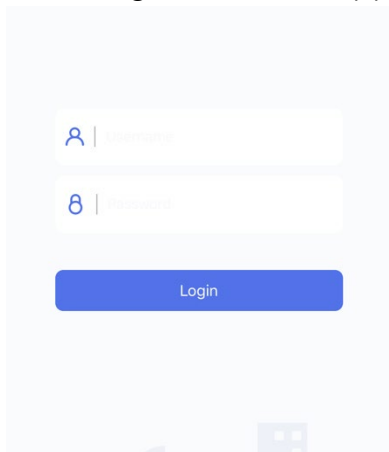
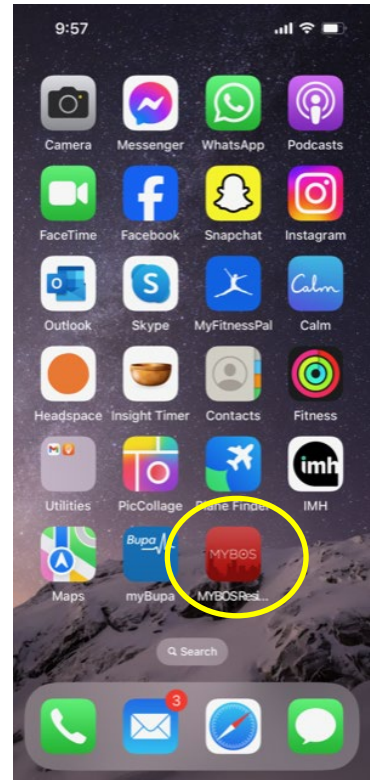


Mobile

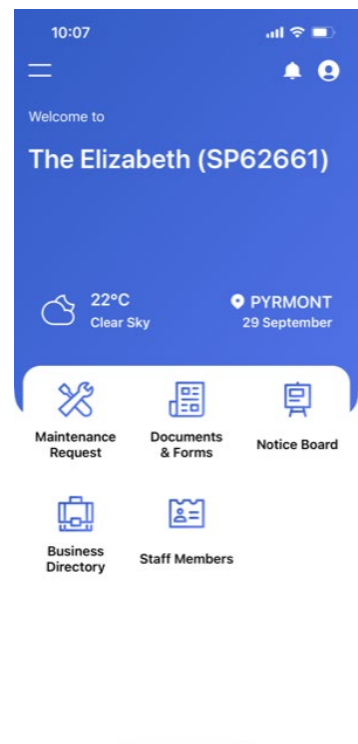
To download the mobile app, go to the App Store and search for MYBOS Resident. Download this app to your phone.



The MYBOS resident icon will appear on our phone. Click to access and a login screen will appear.



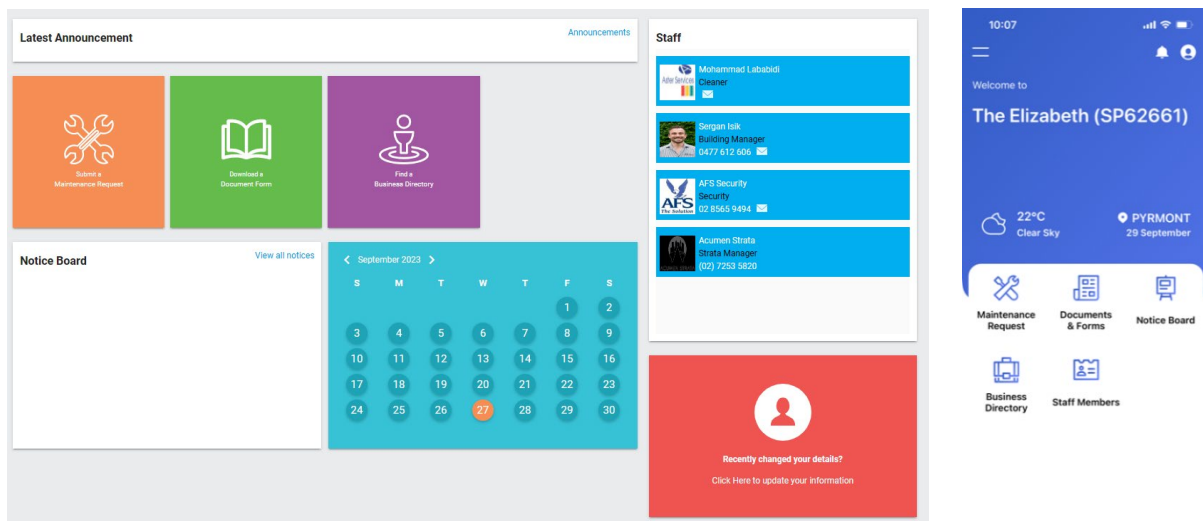
Enter your Login details. These are the same login details you use for your desktop. The mobile dashboard will appear.



Resident Portal - Dashboard

The Resident Dashboard:
Provides an overview of the resident building account. From here the user can view announcements, notices, documents & forms, business directory. There is also the facility to log maintenance requests.

Desktop and Mobile dashboards



Latest Announcement

This area will contain any latest announcements that affect the building. These could include such things as: maintenance work, - unexpected or expected, meeting announcements, changes in contacts – holiday cover etc

Staff

The area will have contact details of all staff associated with The Elizabeth. It will also have details of a generic email address that will be monitored by the Strata Committee.

Noticeboard

This area can contain any other general announcements/activities for residents, ie notice of upcoming renovation works, Christmas drinks dates etc. Requests to put announcements on the noticeboard will need to be sent to the Elizabeth Strata Committee email located in the staff section of the dashboard.

Calendar

At present this is just a representation of the current date. We are hoping to be able to display a calendar of events/activities in the future.

For now, a view of the current month calendar can be found on the Noticeboard.

Change of details

Once logged in you can add/edit your info by clicking on "Recently changed your details" in the lower right corner of the dashboard. Once saved the new details will be added to Resident database of the building.

Resident Portal - Maintenance Request

Maintenance Request

A simple online maintenance request form with the ability to upload photos of the issue.

Step 1: To log a maintenance issue/request you click on the 'Submit a maintenance request' icon.

Desktop

The screenshot shows the desktop interface of the MYBOS Resident Portal. The main navigation area contains three large icons: 'Submit a Maintenance Request' (circled in red), 'Download a Document Form', and 'Find a Business Directory'. To the right, there is a 'Staff' section listing contact information for Mohammed Lababidi (Cleaner), Sergan Isik (Building Manager), AFS Security, and Acumen Strata (Strata Manager). Below the navigation icons is a 'Notice Board' and a calendar for September 2023. At the bottom right, a red banner prompts the user to update their details.

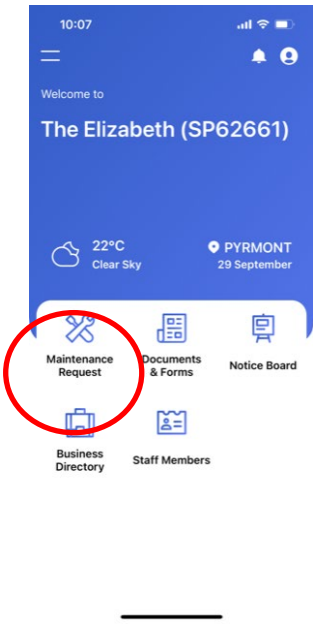
A list of all your current maintenance requests will appear.

All Maintenance Request Search

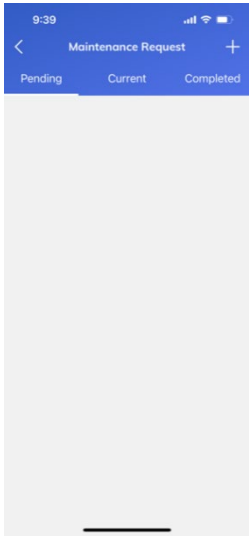
Case Number	Request #	Date	Type of service	Status	Comment
	225058	08/06/2023	Apartment Door	Rejected	dsdsds
2228	204407	25/01/2023	Apartment Door	Completed	you're right it's not

Show 25

Mobile

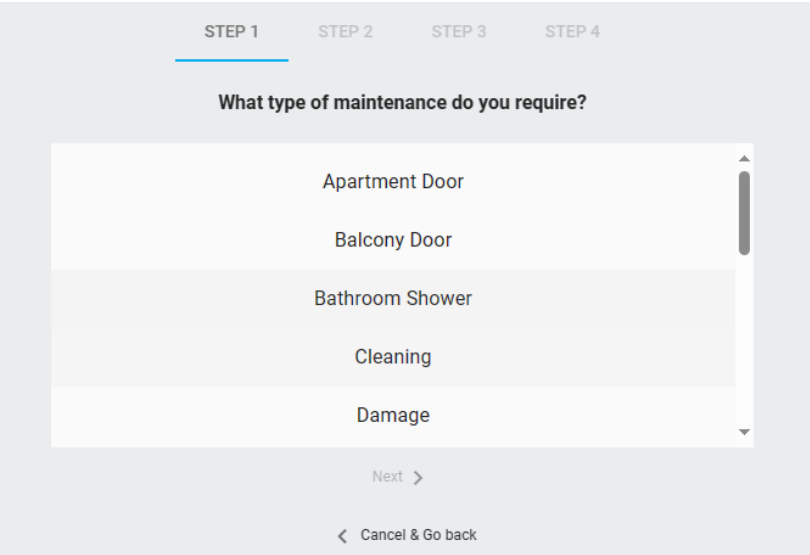


A list of all your current maintenance requests will appear.

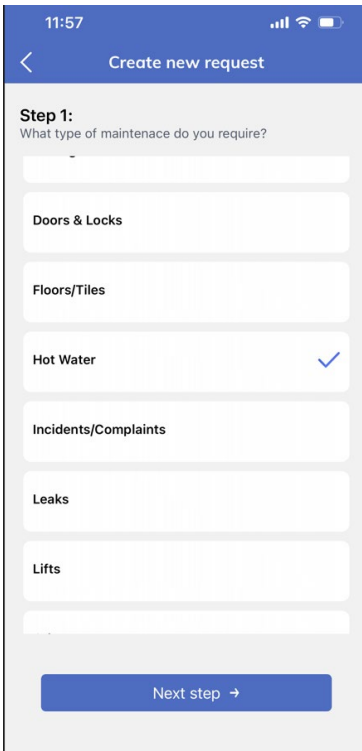


Step 2: Click the '+' at the right side of application to create a new request, then select the type of maintenance do you require. Click next to move to 'Next' screen.

Desktop

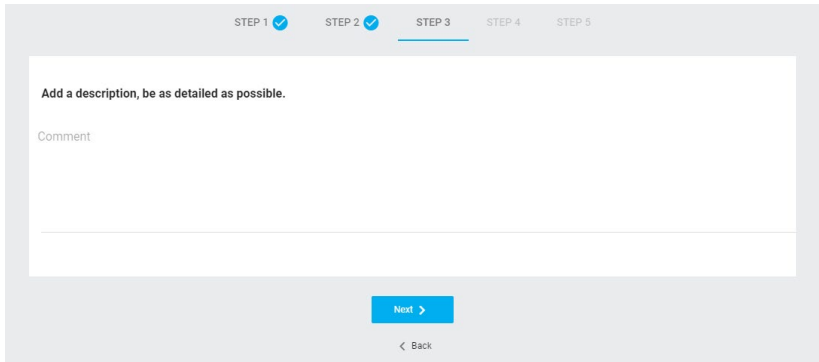


Mobile

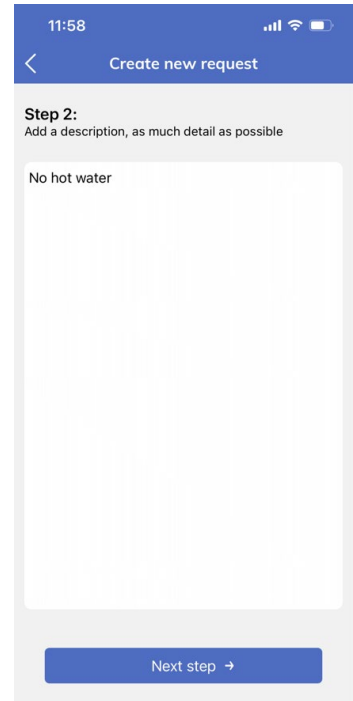


Step 3: Add information about the request, be as detailed as possible then click 'Next'.

Desktop

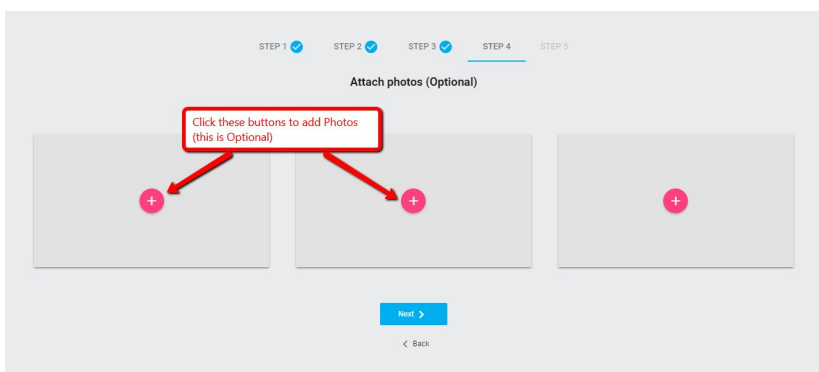


Mobile

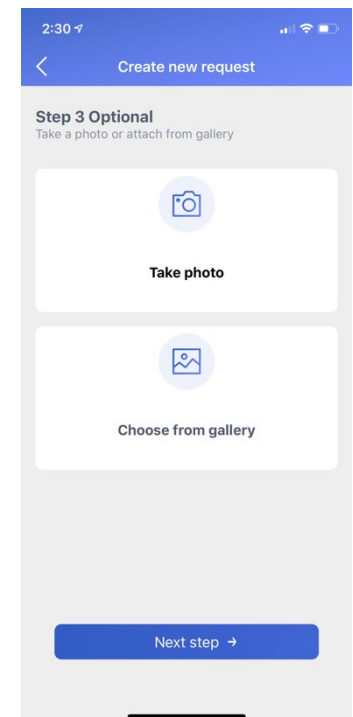


Step 4: You may add photos for visual description regarding your request.

Desktop

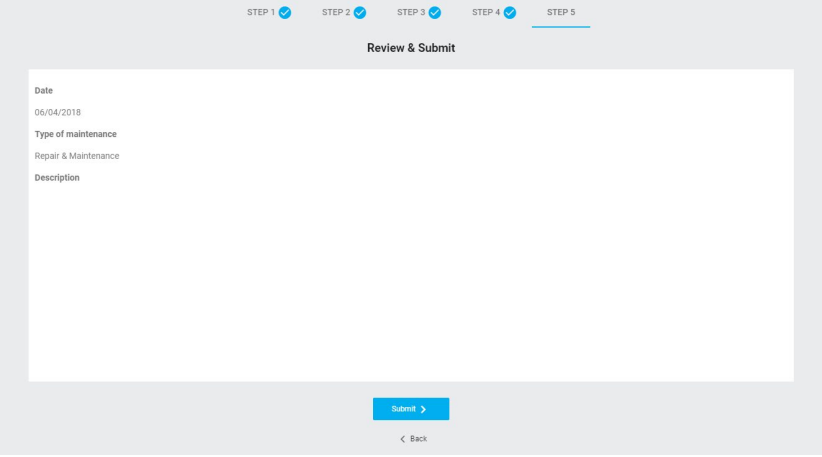


Mobile



Step 5: Finally, review your maintenance request and click 'Submit' once you're done.

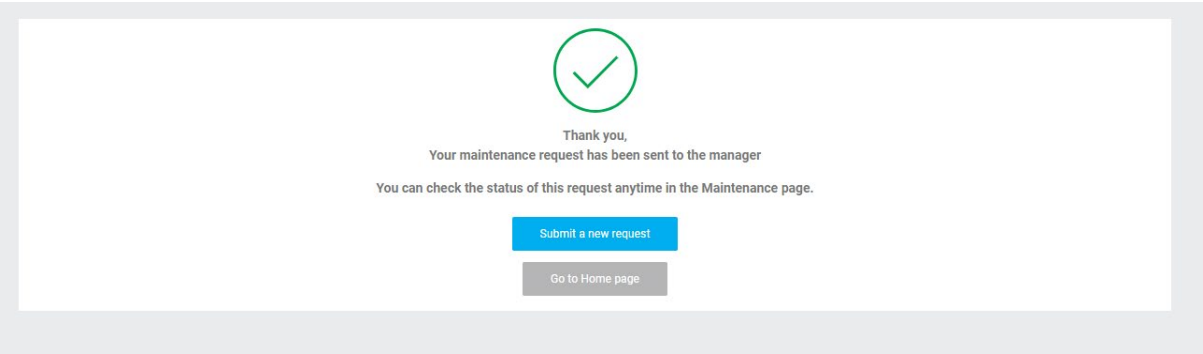
Desktop



Mobile



A confirmation message will appear after your Maintenance Request has been submitted successfully. Your new request will appear on your list.



Resident Portal – Download a Document Form

Downloading documents and Forms
This option provides a storage facility for all strata related documentation and forms. You may also store your own related documents in your library.

Step 1: To find documentation or standard forms you click on the 'Download a Document Form' icon.

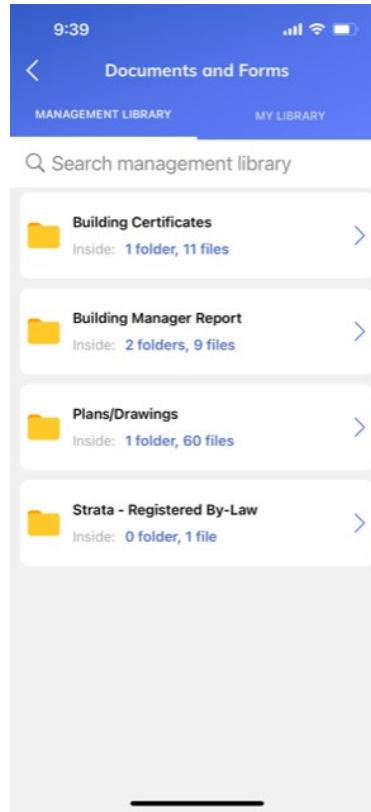
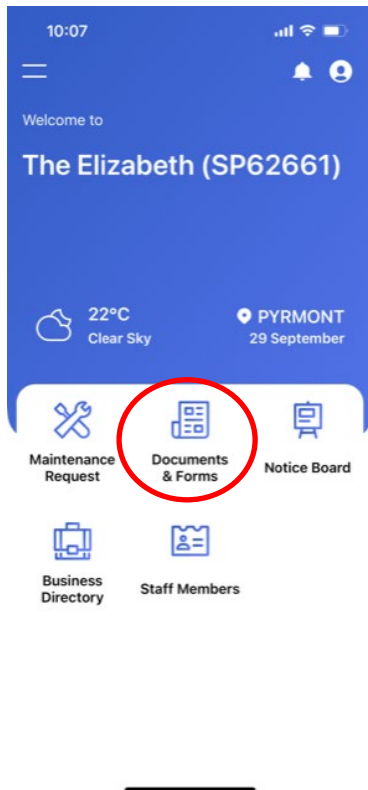
Desktop

The screenshot shows the desktop layout of the MYBOS Resident Portal. At the top left, under 'Latest Announcement', there are three icons: 'Submit a Maintenance Request' (orange), 'Download a Document Form' (green, circled in red), and 'Find a Business Directory' (purple). To the right is a 'Staff' section listing Mohammad Lababidi (Cleaner), Sergan Isik (Building Manager), AFS Security, and Acumen Strata. Below the announcements is a 'Notice Board' and a calendar for September 2023. At the bottom, there is a red notification box about updated details. The main content area is a library table with two tabs: 'MANAGEMENT LIBRARY' and 'MY LIBRARY'. The table lists folders such as 'Building Certificates', 'Building Manager Report', 'Plans/Drawings', and 'Strata - Registered By-Law'.

Name	Date
Building Certificates	
Building Manager Report	
Plans/Drawings	17/08/2022
Strata - Registered By-Law	

You will see a list of the folders that have the categories of documents that are stored for all residents to access.

Mobile



Management Library

These folders contain documents that are stored for all residents to access. You are able to download copies of these documents as you need or access them for reading. Residents cannot save documents in the Management Library – it is READ only.

These documents can include, but not limited to, copies of By-Laws, minutes of strata meetings, plans, Building Manager reports etc.

If you cannot find the documentation you need then contact a strata member and make a request/suggestion.

My Library

This is a space for you to store any of your own documents relevant to your residence or the strata. These documents are only visible to yourself.

Resident Portal – Find a Business Directory

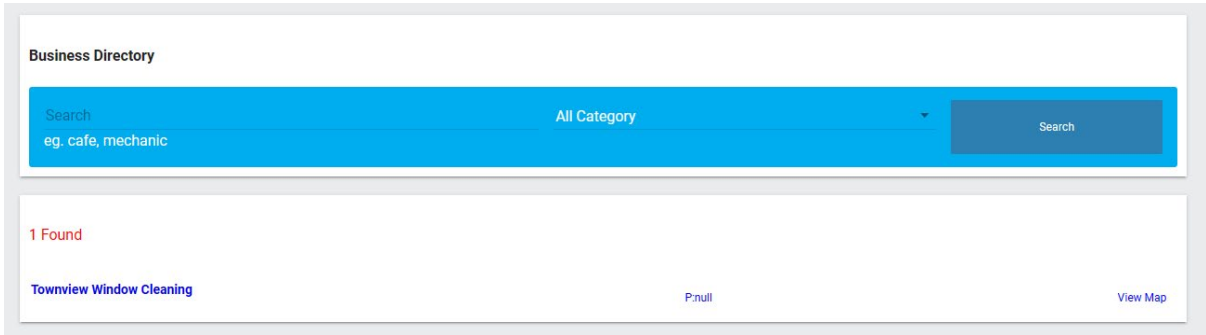
Find a Business Directory

This option provides a directory by business type of local service providers that residents may find useful. They are recommended by other residents or local providers and the Strata Committee takes no responsibility for the quality of the workmanship or service.

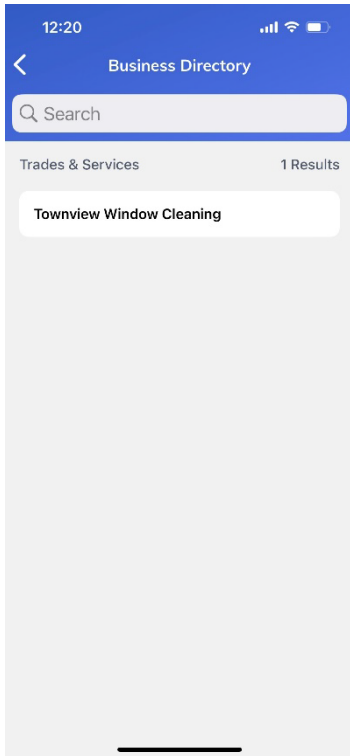
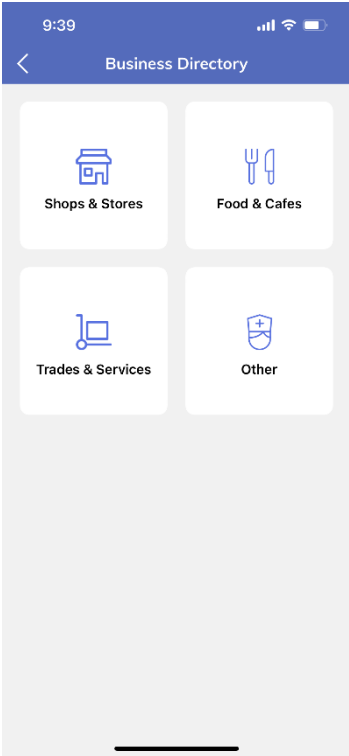
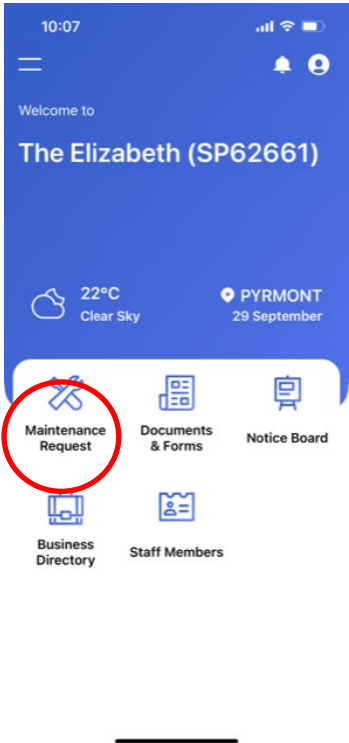
Step 1: To find a service provider you click on the 'Find a Business Directory' icon. You may search by name of business or by category.

Desktop

The screenshot displays the desktop version of the MYBOS Resident Portal. At the top, there is a 'Latest Announcement' section with three icons: 'Submit a Maintenance Request' (orange), 'Download a Document Form' (green), and 'Find a Business Directory' (purple, circled in red). To the right is a 'Staff' section listing contact information for Muhammad Lababidi (Cleaner), Sergan Isik (Building Manager), AFS Security, and Acumen Strata (Strata Manager). Below the announcements is a 'Notice Board' and a calendar for September. A red banner at the bottom right indicates 'Recently changed your details?' with a link to update information. The main content area is titled 'Business Directory' and features a search bar with the text 'eg. cafe, mechanic' and a dropdown menu set to 'All Category'. Below this is a 'Browse by type' section with icons for Shop, Food, Trades, School, Bank, Medical, Library, Auto, and Community.



Mobile



How do I add a provider to the directory?

If residents would like to add a provider, they can contact the Building Manager and provide details.