



REGATTA WHARF

## April 2022 Newsletter

### Water leaks can cause major problems

Recently, a water leak in a kitchen caused extensive damage throughout the entire apartment. Water penetrated to the apartment below as well as a commercial suite two floors below. Water in the common area resulted in major disruption to the access control system in the entire tower and other buildings.

The owner has been absent for over a year so the problem could have been longstanding. This is not the first time a water leak in an unoccupied apartment has caused damage to other apartments. If a leak occurs in your apartment (i.e. not in a common property area) you need insurance cover for damage caused. Please note the strata's insurance does not usually cover your private contents.

A few recommendations that may help mitigate the damage in such a situation:

1. Regularly have flexihoses (grey flexible hoses under the sinks) checked by a licensed plumber. These hoses can wear out and split.
2. If you are going away for a prolonged period of time, turn off the water at the mains. Jozef can show you where this is located if you are unsure.
3. If you are away, it is helpful to have a neighbour periodically check inside your property to ensure that all is well. A water leak caught in time can save a lot of problems
4. If there is no one in an apartment in an emergency situation (e.g. a water leak or smoke), the Building Manager or Security will make contact with an owner to seek permission to enter the apartment. However, if the owner/ tenant cannot be contacted, a locksmith will be called as a matter of urgency. It would be helpful if residents can leave a key with a neighbour or in a key safe and let Jozef know how to access it. This will save valuable time.

### Contact details

It is a legislative requirement that a strata manager has an up to date list of contact details for all owners and tenants. This means postal and email addresses as well as contactable phone numbers.

Please ensure that both Acumen and Jozef have your current details

As in the scenario described above, it is important to let the Building Manager have these contact details in case of an emergency, and also to advise if you are away for an extended period. Of course, all information is maintained with complete confidentiality.

Acumen: [info@acumenstrata.com.au](mailto:info@acumenstrata.com.au)  
Building Manager [regattawharf@proactfm.com.au](mailto:regattawharf@proactfm.com.au)

## **RW Cleaning**

The SC is currently reviewing all aspects of our cleaning operations and will be meeting with our long-term service provider Havencab in coming weeks. Most cleaning contractors have been affected by staff shortages due to COVID and we are no different. If you notice any issues of concern, or have any suggestions, please raise these by email to our building manager, Jozef, and they will be drawn to the attention of the cleaners, as well as considered in the review.

## **Intercom**

You would have noticed that there have been a number of issues recently with our intercom system. This is an ageing system with developing problems to address. The system has also been severely impacted by the heavy rains and subsequent water ingress. The SC has recently approved an upgrade to the “heart” of the general operating system. This will help our contractor more efficiently deal with day to day problems which arise. The SC is also commencing work to assess various options and costs to upgrade or replace the whole system and a report will be provided in due course.

## **Waterfront garden beds**

The continuing wet weather has resulted in the destruction of some of the plants, particularly the gazanias, in the waterfront garden beds (in front of Watercrest and Edgewater). These beds have also sunk in places over time. Our garden contractors have been asked to revitalise these beds and then incorporate some new plantings, along with existing plants. The plants need to be able to cope with the exposed waterfront and sunny conditions. The plan is to keep and add to the existing metrosideros (NZ Christmas bush) hedges, gylia lilies and strelitzias, and use a compact grevillea for low planting areas. This plan has been developed by the garden committee in consultation with our gardening contractor. We and residents can look forward to seeing the results of this over the next few months. This area has also had some additional irrigation installed last year.

As keen gardeners know, this process of garden renewal is ongoing, and we endeavour to keep to the overall concept and landscaping concept of our restful garden, while considering factors of water usage and climate appropriate plantings.

## **Pool update**

The new pool heaters have been ordered but unfortunately the wait time is still late May. Further investigations confirm that the spa problem cannot be addressed until we commence the whole pool refurbishment project. The projected start time is still after the lift project - now looking like July but this is still being negotiated with the contractor and is impacted by overseas supply chain issues.

## **EV Charging**

The sustainability subcommittee continues to investigate the viability of installing EV charging facilities in the visitor car park. More than one potential service provider is being considered. Prior to finalising any proposal it is intended to survey owners and residents to assess reaction to plans and procedures.

## **Food Scraps**

Residents are requested to **DOUBLE BAG** their food scraps before placing them in the brown lidded bin on P1 to avoid the bags splitting and the contents spilling into the bin.

## **Window cleaning**

The window cleaning of the remaining towers will resume when the weather improves.