

18/10/2016

### **3. WRITTEN QUESTIONS RECEIVED**

#### **Question 1: Dennis and Alison Blackmore Unit 296**

*Why have the repairs to a number of units and community centre facias throughout the village been paid for out of the CIRF account instead of being covered by builders' warranty?*

#### **Answer:**

The owners of the Golden Grove Lifestyle Village engaged Fairmont Homes in 2006 to be the builder of the Golden Grove Lifestyle Village. The work that has been completed on some of the gable ends does not represent a breach by the builder, and as such has been funded from the Capital Items Replacement Fund which is what this fund was established for, irregular, long term maintenance. The builder warrants, that among other things, their work has been performed with due care and skill. By law the owner can enforce these warranties within a certain time period after the work was completed, which is 5 years if a breach has been made.

#### **Question 2: Betty Mott Unit 287**

*Why was Escapenet's offer to provide a defibrillator declined?*

#### **Answer:**

Escapenet's offer to provide defibrillators was not approved because the owners of the village had previously decided against this device and also across the Lifestyle Village network there were a number of residents who were strongly opposed to the use of such a device including residents at the Golden Grove Lifestyle Village.

#### **Question 3: Gordon Cooksey Unit 92**

*When will repairs be made to the paintwork on the outside wall fronting Captain Robertson Ave?*

#### **Answer:**

Trish is currently in talks with a paint company that specialises in render repairs.

Trish added

We are looking at options to ensure the correct course of action is undertaken rather than just a cosmetic fix that may not last.

### **4. QUESTIONS ASKED FROM THE FLOOR**

#### **Question 1: Terry Carrigan Unit 220**

*I disagree with the age of the units that have required repairs to the gable, some of them have been under the 5 years.*

#### **Answer:**

The maintenance work which has been conducted to approximately 16 gables, according to our records show construction completion dates between 2007 the earliest and 2011 as the latest. However this original construction is not considered as a breach in works conducted by the builder.

#### **Question 2: Graham Cuell Unit 300**

*Within 12 to 18 months of moving in we the Maintenance Group identified woodwork cracked and rotted under some unit verandas and the builder did repairs but did not fix the problem, now we are paying for these repairs again from CIRF?*

#### **Answer:**

Part of the contract the village owner had with the builder was that the builder would attend to "building defects" within a 3 month period. Repair work carried out to the gables end were not breaches in the construction and again the CIRF is an account fund established for this type of work i.e., irregular and long term maintenance.

#### **Question 3: Rod Blake Unit 342**

*What is happening with cracked tiles in our units and do we have enough tiles to carry out repairs that are going to match?*

#### **Answer:**

Trish will be visiting each unit to determine the quantity and if the cracks are hairline or more severe. Cracked tiles is not something that will be a cost to any outgoing resident.

Trish added

I have sourced extra tiles for the village and used them in another units repair and they were a good match.

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**Question 4: Terry Carrigan Unit 220**

*Can we have a guarantee that the resident will not be charged for cracked tiles?*

**Answer:**

Yes we will issue each resident visited by Trish a letter stating that this cost will not be borne by the resident.

**Question 5: David Knight Unit 166**

*I was advised 5 years ago that tiles would not be replaced?*

**Answer:**

We will review the quantity and the severity of the cracked tiles and determine if we will replace them.

**Statement: Colin Miller Unit 240**

*Cracks in the slab are the problem.*

**Question 6: John Moore Unit 26**

*Is the phone tower going to be removed and is our generator powering the tower in the event of a power blackout?*

**Answer:**

We have one year left on the lease and after this time the tower will be removed. I do not believe our generator is powering the tower however I will check to confirm.

Confirmation has been received that the village generator do not power the tower in the event of a power outage. The tower has its own battery backup that is maintained by the lessee.

**Question 7: Brenton Meyer Unit 294**

*What is the latest policy on replacing your carpet and if I put down floorboards will they be replaced if you move out?*

**Answer:**

We currently use 15 years as a guideline for replacing carpet. If a resident wishes to replace their carpet before this time we would assess the carpet and work out a pro rata calculation where some of the cost would come from CIRF, e.g. carpet is 7 ½ years old, 50% of the cost would be from CIRF and 50% from the resident.

With floorboards it would depend on the condition, how long they were down for, and whether the incoming resident wanted to keep the floorboards. It may be that the floorboards enhance the property and they would be kept.

If the floorboards were pulled up and replaced with carpet we would look at how long the floorboards were down for, if for example they were down for 15 years you would not be charged for the carpet as this would be funded by CIRF.

**Question 8: Brenton Meyer Unit 294**

*When I use my trigger hose outside it fires up the gas HWS*

**Answer:**

Unit 7 had the same problem but was fixed, we will follow up and advise.

**Question 9: Terry Carrigan Unit 220**

*Why does Lifestyle compensate residents upgrading their carpets but do not if you put in floorboards or tiles?*

**Answer:**

We use the same pro rata calculation of 15 years based on the standard cost of carpet/vinyl replacement, therefore if floorings are replaced by floorboards or tiles, we do provide a contribution from the CIRF to the resident depending on the length of occupancy (rebate after 10 years for changeover from standard) based on standard cost replacement.

**Question 10: Mike Dunn Unit 244**

*I have put in a Maintenance Request for salt damp and no one has looked at*

**Answer:**

We have a contractor we are using in the village, Alan Price, and he has a list of units that he will be around to investigate.

**4. CLOSURE**

The meeting was declared closed at 10.40am.