

Dear Owners and Residents,

It has come to the attention of the Strata Committee that some **false and misleading information** has been distributed that needs to be corrected. Despite the author not wanting to send the misleading emails to the strata committee, we have received a copy.

It is unfortunate that these concerns have not been raised with the strata committee as we would have been able to address them directly and provide accurate information.

1. It has been stated that the Owners Corporation has lost a lawsuit. **This is false.**
 - a. CSR is suing the Owners Corporation in the Supreme Court. The Owners Corporation is defending itself against this case (as was voted on by the entire Owners Corporation at a general meeting). Without giving in to all the 'demands' from CSR we cannot end this lawsuit – we offered to settle; however, this was rejected by CSR.
 - b. The Owners Corporation applied to NCAT nearly 4 years ago to terminate the building managers contract with CSR. This case has now been stayed by NCAT until after the Supreme Court delivers a decision.
 - c. CSR have one appeal win on one issue and a costs order was awarded to them however this has not been finalised yet.
 - d. The OC has made a number of offers to settle that have been rejected or ignored.
2. It has been stated that the OC spent \$30-40,000 on tesla chargers and *“Mostly the strata committee and their friends own Teslas, so they really spent this money on themselves”* **This is false and offensive.**
 - a. The chargers that were installed were openly discussed and approved at a committee meeting attended by a number of owners – including the author of the misleading email.
 - b. The final vote was deferred to confirm the quotes presented however there was no change to the costs following the meetings.
 - c. The cost was \$24,930.
 - d. The chargers are generic chargers that suit the most common charging types in Australia, it is false to say they are Tesla chargers.
 - e. There is no one on the committee who owns a Tesla.
 - f. One committee member has an EV however has never used the charging in the building.
 - g. There was a survey taken and the results clearly showed that the majority of respondents wanted to install chargers.
 - h. We are not sure who the 'friends' who own teslas are that are referred to. There are many EV owners in the building who use the chargers.
3. It has been stated that the OC spent \$40,000 on security cameras *“for their own properties,”* **This is false and offensive.**
 - a. Additional security cameras were openly discussed at a committee meeting attended by a number of owners – including the author of the misleading email, and were approved to be installed:
 - i. 25 in the carpark
 - ii. 2 in the courtyard
 - iii. 1 at 71 jones street entrance
 - iv. 1 at 310 wattle street mail room
 - b. The assertion that the cameras were *“for their own properties”* is false, misleading and offensive; all cameras monitor common property.
 - c. The NSW police have used recordings from the cameras in a number of arrests and have praised the quality of the recordings in assisting them with their enquiries.
 - d. There have been some thefts (one of the SC members had their bike stolen). The police were very grateful for the quality of the recordings, and they will help them trying to apprehend the thief.

4. Building Management – it has been stated that building managers “*are not available on evenings or weekends*” **This is false and misleading.**
 - a. A tender was held for both building management and security. In both cases savings were negotiated for better service.
 - b. The building manager contract was voted on and approved at a general meeting.
 - c. Building management is available 0800-1600 daily and 1000-1300 Saturday.
 - d. The building managers are available at the times agreed to in the contract and attend outside of hours regularly to manage issues as they arise (including recently at 1145pm).
 - e. The amount we spend on building management is about half what was being spent when CSR and Meriton were ‘managing’ Acacia Gardens and providing a far lower standard of service.
 - f. The building manager was appointed almost 3 years ago, this is not a new contract.
 - g. The building management team is now 2 full time staff for the same cost as a full time and 1 part time – a significant saving for all owners.
 - h. The committee has regular meetings with the building management team to discuss issues.
5. Security – it has been stated that security “*are always just talking on their phones instead of working*” **This is misleading.**
 - a. Out security team undertake regular patrols of the property and provide reports after every shift indicating exactly what has been done in that shift.
 - b. The committee regularly addresses any issues that may arise with the security team with their management.
6. Lifts – **the statements are misleading.**
 - a. The committee has not spent \$70,000 on lift consultants. The OC has engaged a project manager for the lift replacement project, and we have a contract to pay when work is completed. Multiple quotes were received, the cost is over the lifetime of the project – approximately 3 years.
 - b. The lifts are obsolete and are suffering regular breakdowns.
 - c. The entire Owners Corporation has a legal obligation to maintain common property, including lifts.
 - d. Depending on what failure occurs, a failed lift could be out of service for more than 9 months as spare parts are no longer available, and our service contractor regularly must try to source second hand parts to use as spares.
 - e. A tender has been released for the replacement of the lifts, awarding a contract will be put to a vote by all owners; this is not a decision the Strata Committee will make.

The strata committee has open discussions about all spending of the owners money. We debate the pros and cons of all expenditure, and we are happy to discuss any topics with owners.

The strata committee is approximately 50% new this year. The Strata Committee does not spend money on themselves or their friends; these comments are offensive. Money is responsibly managed and spent for the benefit of all owners and committee members volunteers a significant amount of time to help manage our home.

Please feel free to contact your Strata Committee if you have any questions or need any further accurate information.

We welcome all owners at the AGM if you have any questions.

Your Strata Committee

stratacommittee@acaciagardens.com.au