

Jan 2012

Welcome to the latest edition of the Mirage Residents and Owners Newsletter



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Chairman's Report Review of the year

The Committee and new Building Managers (Peter and Helen Blick) have done a lot of hard work over the year towards; improvement, upgrade and update of the complex, to make the Mirage a safe, healthy and desirable place to live or invest in. Some of the key improvements are:

- Upgrade of toilet and shower facilities in the gym
- Repair, replacement and additions to the gym equipment
- Replacement of heat exchanger in outdoor spa
- Replacement of outdoor spa cover
- Introduction of the Mirage Matters Newsletter
- Residents notice boards in lifts
- 22% reduction in water charges to complex
- Repairs to tiles in lift and entrance to 86 and 88
- UV protection to 86 windows in lobby
- Replacement of entrance mats for 88 and 86
- Recovering of couches in entrance to 86 and 88
- Regular cleaning and maintenance of all pools, gym toilets, showers and sauna
- Reviewed and implemented new disaster evacuation plan.

- Additional security wire for perimeter
- Safety decals on glass doors and windows
- Clean up of gardens
- Repainting of car park markings
- Re-wallpapering of 86 lobby
- Painting of all common areas (including gym entrance hallway)
- Replacement of a water heater
- Implemented cost reduction programme related to general maintenance, electrical repairs, pool equipment, gardens, purchases and other service contracts
- Implemented Health and Safety audit programme for the complex as a regular best practice system*
- Implemented Independent Financial Audit as a regular best practice system*
- Implemented random Drug Dog Surveillance as a regular best practice system*

**Note: While we are not aware of any issues in these areas, as a committee we aim to achieve a high standard of governance and ensure the Mirage maintains a safe, secure and healthy environment for its residents to make it highly desirable place live. Further, by establishing these standards now, the obligations and commitments are intended to be on future committees to also maintain or improve on.*

Last Year's Residents and Owners function



The next Residents & Owners function will be on Wednesday 29th February 2012 at 6.30pm

The Mirage Body Corp Objectives for 2011/12

- To continue to **reduce**, per apartment, the **Body Corporate levy's** for 2011/2012
- To **establish a preferred contractor panel** to provide competitive pricing, together with reliable service for owners
- To continue to **maintain a safe, secure and desirable apartment complex**
- **Maintain a high level of communication** with owners and residents
- **Ensure full operational and administrative compliance** (in preparation for the new Units Titles Act 2010 implementation)
- **Secure a successful outcome to the ground lease review negotiations** with Ngati Whatua Orakei Trust
- Ensure we **maintain a high standard of financial, operational and cost management**

For The Mirage Building Manager

Call Peter or Helen on

(021) MIRAGE or
(021) 647 243



Introducing the new Body Corp Committee for 2011/2012

We are pleased to advise that the existing committee (excluding Peter Blick who resigned to take up the role of Building Manager with his wife Helen) agreed to stand (and were unopposed) for the next committee. We wish to thank the committee for their hard work over the 2010/2011 year.

Note: Contact details for the new committee and other key contacts are at the back of this Newsletter.

We also wish to thank Peter and Helen Blick who took over as temporary Building Manager due to the resignation of Kirsty Petersens and were subsequently successfully appointed as Building Manager from the five applicant couples that made the short list. The committee are very pleased with the excellent job they have done since their appointment, dealing with a number of issues that needed urgent attention in regard to; maintenance, upgrades, new systems and cost control. Residents will have seen some of the changes and improvements around the complex to make the Mirage a safe, healthy and desirable place to live or invest.

Ken Neighbours Limited has been appointed again as BC Secretariat and we appreciate the efforts of Ken, Holly and the team.

Residents and Owners function

Last March, we had a St Patricks Day Resident and Owners function that was a great success and an excellent opportunity for people to get to know their neighbours, Building Managers, Committee and Body Corp Secretariat. The next function will be at 6.30pm on 29 February. [Watch for the Notice Board in the lifts and/or flyer.](#) It is a catered function, so we will need you to indicate whether or not you are able to attend.



Website

We are about to launch the Mirage website www.themirage.co.nz. The purpose of the website is to:

- Provide residents and owners easy access to useful information such as:
 - Key contact people/numbers
 - Emergency numbers
 - Hints and tips
 - Evacuation procedures
 - Contact numbers for contractors that have worked at the Mirage such as; Electricians, Plumbers, appliance servicemen and others including those contractors that have met the requirements for "Preferred" status i.e. reasonable cost, reliable and have positive feedback.
 - Past newsletters
 - Welcome pack contents
 - History of the complex and its construction
 - Contact and other information about the complex
- Provide those wishing to live at the Mirage a guide (together with the above info) of the apartment facilities and comments by residents and owners as to why they live at or invest in the Mirage

Introducing our Preferred Property Managers

Finding contractors that do a good job at a reasonable price is our objective. As a result of the increased demand for, and poor performance of, some existing rental managers within the complex, the committee put out a tender for Property Managers that could provide our owners:

- Competitive pricing
- Top quality service (with back up teams)
- High quality tenant selection
- Understanding of the Mirage objectives and BC rules

We are pleased to advise that we had a huge response and narrowed this down to two preferred Property Managers that we feel are worthy to recommend. However, owners are free to choose whomever they wish, however the two selected from 12 applicant companies have met our criteria and we will review on a regular basis. We would also urge owners (and tenants) that use these Property Managers to provide both good and bad feedback to help us in our review process.

See details highlighted on the **Current Contractors** page at the back.





Health & Safety

No glassware (excluding bottles), around the pools and outdoor areas

Just a reminder to ensure residents, guests and children are safe from injury, please do not take or use glasses outdoors or around the pools. Broken glass is hard to see and is a hazard, especially if that glass ends up in the pools.

If you are having a drink, please use plastic drinking vessels. Wine and beer bottles are OK, but as they are glass, please take care and clean up thoroughly if there is a breakage.

Contractors re Health & Safety compliance

If you have a contractor on site undertaking repairs to your apartments, please ensure that they are aware to sign in and sign out in the OSH register that is on both buildings on top of the post boxes.

Drug Dog Surveillance Programme

Firstly, we do not feel we have a problem in this area. However, we want to maintain a safe, secure and healthy environment for all our residents and we have therefore established a random drug dog surveillance programme. We will not enter any apartment. The dogs have an extremely good sense of smell and are easily able to detect the existence of drugs from the hall way.

Fire wardens/Evacuation procedures summary

Refer to latest version of Living @ The Mirage for copy. This is available from the Building Manager.

Thank you to the Residents that have agreed to go as Fire Wardens.

Prevent unauthorised access

The evacuation that occurred during the Rugby World Cup was as a result of non residents being allowed to gain access by a resident. When these individuals couldn't work out how to get out, they decided the best option was to set off the fire alarm, causing inconvenience to all residents and costing the Body Corp (i.e. all owners) a call out fee of \$1400.

While as residents we love to be polite and feel obliged to help without question, please do not allow anyone to access the complex and use an alternative door if you do not wish to ask who they are or explain that you are unable to allow them access. Alternatively, if they say they have a legitimate reason, please have them ring the Building Manager on 021 MIRAGE (021) 647 243 and ask them to wait outside. This is for the safety, security and protection of all our residents and their property.

Fire sprinklers

As you may be aware, a check of all fire sprinklers throughout the complex has been completed to ensure they are clean and functioning correctly. Residents are reminded that nothing should be hung from or tied to sprinkler heads in apartments, as they are sensitive and could accidentally be set off.

Moving in or moving out?

If you are a landlord and have tenants moving in or have sold and a new owner will be moving in, to help make their move a little less stressful and avoid costly repairs to lifts, if you could note that **Lift keys** and a **Welcome to the Mirage booklet** (containing useful tips and handy hints for new residents) are available from the Building Manager.

Intercom for contact with residents' apartments

If you have a landline or arrange one with a telecommunications provider, the intercom allows contact to be made from the directory board outside each of the lobbies to the nominated apartment. The contact can only be made to a landline and not to mobile phones. The Building Manager can arrange connection to the intercom and there is no charge for this service.

Body Corporate Rules and Welcome Packs

We recommend all Residents & Owners familiarise themselves with the BC rules and operations at the Mirage. BC Rules and Welcome packs are available from the Building Manager or BC Secretary.

Health, Safety and operating hours for Mirage facilities

Health, Safety and use

- No glassware (excluding bottles) is permitted in the outdoor area, particularly around the pools
- Children aged 13 and under must be supervised around the outdoor facilities to avoid injury or accidental death

Opening hours for

- Tennis Court
- Pools
- Spa area's
- Outdoor area
- Sauna
- Gym

Summer

(1 Oct – 31 March)

6am – 10pm

Winter

(1 April – 30 Sept)

6am – 9pm

Note: We are now on summer hours



Reminder about Smoking, Pets and (loud) Parties

- *The Mirage is a smoke free complex (both in and outdoors)*
- *Keeping of Pets is prohibited under the Body Corp rules*
- *Apartment living and loud noise do not go together – please respect your neighbours*



Car Parking

One of the issues that came out of the Survey last year was the lack of guest/contractor car parking. The Mirage has six guest/contractor parks, two to the left of entrance of 86 and four (including a tandem) to the right of the entrance to 88. The problem of the parks being constantly occupied was that some residents were using the parks as semi permanent for themselves. Further, we are extremely fortunate that the large (Saatchi & Saatchi) car park to the left of the complex is free for parking after 6pm until 6am week days and all weekend. We therefore have arguably more visitor car parks than any other apartment complex in Auckland.



No Pets please

The Body Corp rules state specifically that all pets are banned from the Mirage. While we are aware some residents seem to have acquired pets in contravention of this rule, this is a historic matter the BC Committee needs to deal with separately. In the meantime, residents and owners are reminded that in the future no new pets will be allowed into the Mirage. Landlords should also ensure that their Property Manager is aware that any adverts placed to attract residents (including tenancy agreements) should specifically exclude tenants being able to have pets.



No Smoking please

The Mirage is a smoke free environment (including apartment decks). Smoking is a fire hazard and impacts on resident's desire for a smoke free environment. Should residents or guests wish to smoke, they should do so on the street i.e. off the grounds of the Mirage. Landlords should ensure that their Property Manager is aware that any adverts placed to attract new tenants (including tenancy agreements) should specifically state that tenants must not smoke anywhere in the Mirage (including in their apartment, balcony, common areas, outdoor areas and car parks).

Those smokers that ignore the requirement to smoke on the street are requested to use the cigarette butt containers provided outside the building and not discard their cigarette butts in the garden. This is both a fire hazard and spoils the tidiness of the garden areas outside the entrance ways.



No Boisterous Parties/Loud noise please

Apartment living offers many advantages over living in a house, particularly with the facilities offered by the Mirage. However, apartment living means the distance between people is significantly less than a normal house and why loud noise (such as a blaring stereo or TV) or noisy/boisterous party's will disturb your neighbours (next door, below, above and across the hall). **To avoid Building Managers having to be called to control your noise or boisterous party or external authorities having to be called in, please respect the rights of your neighbours to a peaceful existence.** Loud noise or boisterous/unruly behaviour from your apartment or in common areas are not acceptable and will not be tolerated.



Littering from Balconies

Residents that have balconies (level 3 and above) are requested to consider level 2 residents, by NOT throwing litter and/or liquids from your balcony on to their courtyards (or common areas) as this is disrespectful and potentially hazardous.

Remind your guests of BC rules

With so many guests using the facilities and staying in apartments while residents are away, it is important that residents and owners brief their guests on BC Rules to protect the rights of all other Residents and Owners.



Key Contacts

BC Contacts	Name	Phone	Email
Building Manager	Peter & Helen Blick	(021) MIRAGE or (021) 647 243	manager@themirage.co.nz
Body Corporate Secretary	Ken Neighbours Limited P O Box 28-106, Remuera, Auckland, 1541	Ph 09 523 1299 Fax 09 523 1290	secretary@themirage.co.nz
Body Corporate Chairman	Tony Begbie	(029)200 6515	chairman@themirage.co.nz

Current Contractors	Name	Phone	Email/Website
Air Conditioning	Ring Building Manager	M: 021 MIRAGE	
Apartment Cleaners	Linda Wu	M: 021 255 5338	
Appliance Servicing	Fisher & Paykel *	Ph: 0800 372 273	
Carpet Cleaning	Brighter Carpets	Ph: 0800 888 353 M: 027 468 1360	
	Terri Patterson	Ph: 09 377 6056 M: 021 550 575	
Electrician's	John Cleary Electrical Express	Ph: 0800 861 092	
	John Wright ACME Electrical	M: 0274 448 222	
Gas Repairs	Laser Plumbing and Gas Fitters	0800 GETLASER	
General Maintenance	Kevin Darlington	Ph 09 626 2572 M: 0211 278 915	
Glass Repairs	Matthew Rose Winstone Glass	Ph: 09 276 9253	
	Roger, Glass Relate	Ph (09) 838 0700	
Property Managers	Allen Realty Ltd Simon Allen	Ph (09) 525 2503 ext 706 M: (021) 325 880	simonallen@allenrealty.co.nz www.allenrealty.co.nz
	Harcourt's Remuera Michelle Bellete	Ph: (09) 520 8101 M: (0275) 880 188	michelle.bellette@harcourts.co.nz Website link: Harcourt's Remuera
Plumber	James Vardu Jayvee Plumbing	M: 021 636 844	jvplumb@xtra.co.nz
	Kevin, Plumquik	M: 021 702 018	
Television Servicing & Tuning	Colin Bartrom	Ph: 09 416 7429	

Note: For Tenants, please ensure you have your landlords authority to engage any Contractor

* When calling F&P they will want very specific info such as postal code (=1010) and specific nature of the fault (ie exactly what appears to be the problem NOT "It's broken"). They will also want specific appliance name and if possible part number, which *can be found in Section 5 of the Apartments "Purchasers Manual". This will save you time and money if you have this info before you call.

For The Mirage Building Manager

Call Peter
or Helen on

**(021) MIRAGE or
(021) 647 243**

Body Corporate Committee Members

2010/2011 Year

Tony Begbie (*Chairman*)
Sally Giles
John Kernohan
Dave Shatford (*Vice Chair*)
Tania Wong