

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



this issue

Chairman's report
Residents and Owners function
Objectives for the year
Intro to our new BC Secretary
Moving in or out?
Website
Reminder Preferred Property Mgrs
Tips, Security, Health & Safety other
Key Contacts

Chairman's Report Review of the year

The Committee and Building Managers (Peter and Helen Blick) have continued their 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:

- Commenced replacing all fluro tube hall lighting (as they fail) with LED's. These last significantly longer and have much lower energy usage.
- Upgraded all CCTV cameras and the operating system
- Fully upgraded the complexes security access system
- Installed additional spa pool and gym security lighting
- Implemented regular Drug Dog sweeps of both buildings and all common areas*
- Retrofitted improved storm water piping above lap pool and fitness centre
- Started planning essential and other maintenance in line with the LTMP

**Note: While we are not aware of any issues in this area, 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.*

Residents and Owners function

In March, we had another successful Residents and Owners function providing an excellent opportunity for people to get to know their neighbours, Building Managers, Committee, Body Corp Manager and our two preferred Property Management companies; Harcourt's Remuera and Allen Realty. They are both doing a wonderful job and kindly co-sponsored the event.

[Watch the Notice Board in the lifts and/or flyer for the 2014 Residents and Owners function.](#)



Going digital (TV)

Please note that the complex is enabled for digital TV (ie Freeview, Sky, etc) in readiness for the government shutdown of analogue TV transmission.

Check out our website
www.themirage.co.nz

The Mirage Body Corp Objectives for 2013/14

- To maintain the preferred contractor panel to ensure competitive pricing, together with reliable service for owners
- To continue to maintain a safe, secure and desirable apartment complex
- Maintain a high level communication with owners and residents
- 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

www.themirage.co.nz



Introducing the new Body Corp Committee for 2013/2014

We are pleased to advise that the majority of the existing committee agreed to stand again. However, we wish to thank and farewell Tania Wong for her contribution over the years and welcome new committee member David Duggan to the committee. *Note: Details of the new committee and other key contacts are at the back of this Newsletter.*

The committee also wish to thank the Building Managers (Peter and Helen Blick) who have done an excellent job in regard to; operational management, maintenance, upgrades 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.

Introducing the new Body Corp Manager

Last year we appointed Crockers Body Corporate Management as the new Body Corp Manager after the resignation of previous BC Secretary (Ken Neighbours Limited). The main difference owners will have noticed is the new online access to your account via Crockers Direct.

Key contact details for the Body Corp Manager are:

Jaye Enright

Account Manager
Cockers Body Corporate Management
Ph (09) 630 8990
DDI (09) 920 6306
Email: jaye@crockers.co.nz
Web: www.crockers.co.nz

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), please help make their move a little less stressful and avoid costly repairs to lifts, by advising them that **Lift keys** as well as the **Living@theMirage** handout (*containing useful tips and handy hints for new residents*) are available from the Building Manager. The **Living@theMirage** handout is also available in both lobbies.

Website

Check out the Mirage website www.themirage.co.nz. This has key contacts, help and a lot of other useful information. We welcome any feedback, suggestions or ideas on how we can improve it. The purpose of the site is to:

- Provide residents and owners easy access to useful information and
- Provide those wishing to live at the Mirage a guide (together with the information) of the apartment facilities and comments by residents and owners as to why they live at or invest in the Mirage

Reminder about our Preferred Property Managers

Finding Property Managers that do a good job at a reasonable price is our objective. As a result of poor performance of some existing Property Managers operating within the complex and the increased demand for professional Property Managers, the committee selected two Property Management companies from a large number of tenders, that could provide our owners with:

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

Harcourt's Remuera and Allen Realty were selected and have exceeded our expectations. We recommend owners that are looking for Property Managers that have a proven track record, to consider these companies when an opportunity arises. They can easily take over management from other management companies and manage the cancellation of your existing company should you be unhappy or looking at better service and/or a more competitive offer. Details as follows:

Allen Realty Ltd

Key contact: Simon Allen
Ph (09) 525 2503 ext 706
Mb (021) 325 880
Email: simonallen@allenrealty.co.nz
Web: www.allenrealty.co.nz

Harcourt's Remuera

Key contact: Michelle Bellette
Ph: (09) 520 8101
Mb: (0275) 880 188
Email: michelle.bellette@harcourts.co.nz





Tips, Security, Health & Safety other

Living@theMirage booklet

This booklet and operating rules are available in the lobby of each building and on the website. It provides all the information you'll need to enjoy your time at the Mirage and we encourage all residents and owners (resident and non resident) to be familiar with it, as it has very useful information on how the Mirage operates.

Alcohol consumption and behaviour

Building managers have experienced some problems with behaviour after residents and guests have consumed alcohol. Residents need to ensure their behaviour and that of the guests is controlled to avoid the risk of a fine under operating guidelines or denial of access to facilities (i.e. security key will not work).

CCTV security camera upgrade

For the safety and security of all residents, all cameras have been upgraded to high-definition, providing high-quality images to ensure that should an event occur within the complex, we are able to supply number plate or high-quality photo images to say the police if that is required.

Cleaning air-conditioning filters

Owners should ensure air-conditioning filters within their apartments be cleaned annually for the health of residents.

Should you wish to arrange a clean, please contact the Building Managers on email: manager@themirage.co.nz.

Drug Dog surveillance

While luckily we have not had any issues, to ensure we are immediately on top of any drug related issues should they ever develop, we regularly conduct random drug dog surveillance of the complex for the safety and security of all our residents.

Fire sprinklers and audible alarms

Please do not tamper with fire sprinklers and audible alarms. As a result of recent audit of sprinklers and audible alarms in the complex, it was found that some residents

Fire sprinklers and audible alarms (cont)

...were hanging items from sprinklers and disabling audible alarms. We request all residents ensure they do not touch or interfere with sprinklers or audible alarms to avoid setting off or malfunctioning should there be fire.

Internet facilities are available

Should residents want access to the Internet, they need to contact an Internet Service Provider (ISP) who will contact the Building Managers to provide access to the Mirage secure communications room. *Note: To activate the internet, you need to arrange with the BM's to co-ordinate a time to set up.*

Letting others use your apartment

People that use your apartment are often unfamiliar with how the place works including access, orientation and use of and location of facilities. If non resident owners would please let Building Managers know by e-mail if they have allowed other people to use their apartment.

Short-term tenancies

These cause many problems due to guests being unfamiliar with how the Mirage works. New Body corporate operating rules require a minimum tenancy of ninety-days.

Shower before pools and after gym work out

As a courtesy to fellow residents, please shower before using the spa's and lap pools and after having worked out in the gym, playing tennis etc.

Sky TV is available

Should residents wish to subscribe for Sky, they need to contact Sky TV direct to sign up and arrange for the decoder to be installed.

Stairwell upgrade

As a result of the Christchurch earthquake and problems with stairwells collapsing or being compromised, a review of stairwells within the Mirage buildings was undertaken earlier in 2012 and as a result, the committee decided to upgrade the stairwells to meet earthquake standards for the safety of residents in the event of an earthquake. The upgrade was completed in August 2012.

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



For The Mirage Building Manager

Call Peter
or Helen on

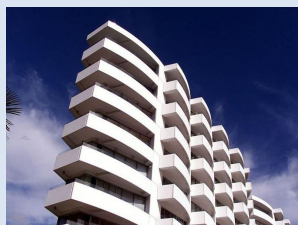
(021) MIRAGE or
(021) 647 243

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.



Body Corp Committee Members 2013/14 Year

Tony Begbie (Chairman)
Dave Shatford (Vice Chair)
David Duggan
Sally Giles
John Kernohan

Key Contacts

BC Contacts	Name	Phone	Email
Building Manager	Peter & Helen Blick	M: (021) MIRAGE or (021) 647 243	manager@themirage.co.nz
Body Corp Secretary	Jaye Enright Cockers Body Corp orate Management	Ph (09) 630 8990 DDI (09) 920 6306	jaye@crockers.co.nz www.crockers.co.nz
Body Corp Chairman	Tony Begbie	M: (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 Jewels Moore Carolyn Cameron	M: 021 255 5338 M: 021 502 348 M: 09 377 9927	jewels.m@xtra.co.nz carolyncameron@woosh.co.nz
Apartment Sales	Sally Giles Barfoot & Thomson	Ph: 09 523 1189 M: 021 764 356	s.giles@barfoot.co.nz
Appliance Servicing	Fisher & Paykel *	Ph: 0800 372 273	
Carpet Cleaning	Brighter Carpets	Ph: 0800 888 353 M: 027 468 1360	
Electrician's	John Cleary Electrical Express John Wright ACME Electrical	Ph: 0800 861 092 M: 0274 448 222	Express.electrical@xtra.co.nz john@acmeelectrical.co.nz
Gas Repairs	Laser Plumbing and Gas Fitters	0800 GETLASER	getlaser@lasergroup.co.nz
General Maintenance	Kevin Darlington	Ph: 09 626 2572 M: 0211 278 915	
Glass Repairs	Matthew Rose Winstone Glass	Ph: 09 276 9253	amglass@xtra.co.nz
	Phillip, Glass Relate	Ph (09) 838 0700	Phillip@glassrelate.co.nz
Property Managers	Simon Allen Allen Realty Ltd	Ph (09) 525 2503 ext 706 M: (021) 325 880	simonallen@allenrealty.co.nz www.allenrealty.co.nz
	Michelle Bellette Harcourt's Remuera	Ph: (09) 520 8101 M: (0275) 880 188	michelle.bellette@harcourts.co.nz Website link: Harcourt's Remuera
Plumber	James Vardu Jayvee Plumbing Kevin, Plumquick	M: 021 636 844 M: 021 702 018	jvplumb@xtra.co.nz kylie@plumbquick.co.nz
Shower & Tile repairs	Rod MacKay GroutPro	Toll free: 0800 533787 M: 0210 224 5857	rod.m@groutpro.co.nz
	Greg Pryor Harris Contractors	M: 0274771297	harriscontractors@xtra.co.nz
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.