

Thank You
to all the people
that provided
feedback for the
Residents
Survey
See results
summary inside!



this issue

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Welcome to the 2nd edition of the Mirage Residents Newsletter

Chairman's Report Summary

- Farewell, but not goodbye to Kirsty
- New contact details for Building Manager
- CHCH reminds of need to be prepared
- Changes & improvements are underway

Chairman's Report

Since the Xmas 2010 communication from your new Body Corporate much has been underway around the complex, thanks to the individual and collective efforts of the Committee.

Firstly, we farewell Kirsty Petersons as our long serving Building Manager, however we are pleased that she is still a valued resident of the Mirage. While we recruit a new permanent Building Management Contractor, Peter & Helen Blick (apartment owners and part of the Body Corporate Committee) will act as relieving Building Managers. They are available on 021-MIRAGE and manager@themirage.co.nz

The tragic recent disaster and subsequent events in Christchurch have reinforced that the Body Corporate needs to continually review all emergency contingency plans,

plus that we residents must take responsibility and be prepared. If you are not familiar with the basics required check out <http://www.getthru.govt.nz> and <http://www.survive-it.co.nz>

To this end we require two fire wardens per tower that will be specifically trained. Their responsibility is to assist in an evacuation or emergency, but you are not personally responsible for checking and clearing all floors. If you would like to discuss further and/or volunteer please contact Peter Blick.

Ken Neighbours Ltd has recently transitioned the Body Corporate on to multi-approval BNZ electronic banking, and the Body Corporate has commissioned a full financial audit to ensure our financial management and compliance is of the highest standard.

Operationally the complex is undergoing our annual Building Warrant of Fitness, a Health and Safety Audit, and a full check and inventory of the complexes Security Swipe Card System has been underway.

Thank You
*to all the
residents and
non-resident
owners that
attended the St
Patrick's Day's
Party*



Residents Sally Giles and
Helen Blick



The Mirage Body Corp Objectives for 2010/11

- To reduce, per apartment, the Body Corporate levy's for 2010/2011
- Maintain a safe, secure and desirable apartment complex
- Improve 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 2011 ground lease review negotiations with Ngati Whatua Orakei Trust
- Improve financial management and costs of the complex

For The Mirage Building Manager

Call Peter or
Helen on

(021) MIRAGE or
(021) 647 243



Chairman's Report (cont.)

Following the Residents Survey (which will be summarised further on in this newsletter) we have taken action on the most pressing feedback. Hence you will notice some improvements and work being carried out around the various pools, the fitness center and the tower foyers.

Myself and the Committee remain committed to our 2010/11 objectives, and would welcome and feedback and/or suggestions.

Kind regards

Tony Begbie

Mirage Body Corp Chairman

Phone: 029-200615 or email:
chairman@themirage.co.nz

Ground Lease Review Update

The elected Ground Rent Review Group (John Ball, Dave Shatford, Peter Blick & Tony Begbie) has over the past year been progressed our preparations for the negotiations with Ngati Whatua O Orakei Maori Trust. We have now commenced the formal negotiation process, with the objective of having an agreed lease rental for the Mirage established by 1st August 2011.

The GRR Group have sort expert commercial legal advice, and contracted an extremely competent Valuation (and if required Arbitration) Firm in Auckland. Plus there has been liaison with neighbouring Quay Park complexes to establish any mutually beneficial collective strategies.

negotiations, plus unsolicited information and comments from residents of other complexes. Much of this is detrimental to acceptable outcomes, not only for the Mirage, but others in Quay Park. Please rest assured the GRR Group have contracted the best professionals available, the Body Corporate is financially prepared ahead of time for initial lease payments and intend working collaboratively as possible with the Lessors to achieve the fairest outcome for all apartment owners in the complex.

Residents Survey Results

Thank you to all the residents and non-resident owners that completed the survey which has provided very valuable information, suggestions and ideas on how we can improve the Mirage for residents and non-resident owners.



Health, Safety and operating hours for Mirage facilities

Health, Safety and use

- Children aged 12 and under must be supervised around the outdoor facilities to avoid injury or accidental death
- No glassware e.g. Bottles, glasses etc are permitted in the outdoor area, particularly around the pools

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 Winter hours

The results can be broken up into **two main areas:**

- (1) Issues/Matters that require attention and
- (2) Qualitative and quantitative feedback:
 - (a) Ideas on improvements
 - (b) reasons for moving to/or investing in the Mirage
 - (c) Resident/Investor profile
 - (d) Facility use and frequency

This type of information will enable:

- Identification and prioritisation of issues
- Understanding residents current and future needs
- Improving communication
- Creating a benchmark for future surveys to measure improvement
- Improving structure of future surveys to better capture important information particularly related to tenants, resident owners and non resident owners

- Understand the drivers that are important to people choosing to live or invest in the Mirage

The survey was very successful in producing extremely useful information for the Body Corp committee, however there is insufficient room in this newsletter to summarise everything. We will therefore focus on the key highlights.

Key issues/matters

Some of the key issues raised by residents and non-resident owners were:

- (1) Spa pools
- (2) Gym equipment
- (3) Gym/Pool showers and toilets
- (4) Visitor car parking

Addressing items (1) – (3) to the satisfaction of residents was a priority and work completed or currently in progress will address most of the issues.

The Outdoor Spa for example now has a new heat exchanger, air bubble valve and cover. The indoor spa heat should now be improved and the pool should now be clean.

New and replaced gym equipment has now been installed and ACC stretching guides are now displayed on the walls.

The showers/toilets are now undergoing a makeover in regard to tiles and curtains and will be maintained to a much higher level of cleanliness and be suitable stocked with hygiene consumables.

As you can appreciate there is no spare land to create new car parking space, so resolving this particular issue will be challenging to say the least and as with parking generally, there is never enough i.e. even if we could provide 2-3 more, it would still not be enough.

Thank you for completing the Residents survey!

Thank you to all the residents and non-resident owners that completed the survey which has provided very valuable information, suggestions and ideas on how we can improve the Mirage for residents and non-resident owners.



Residents Survey Results (cont.)

Many residents may be unaware that **the large car park to the Parnell/south side of Building 86 is free for parking after 6pm each night and all weekend.** Nevertheless this does not resolve the week day parking. What might assist some is the provision of visitor bike stands and we have put this on our very long action list to investigate.

Due to space issues with Newsletter, there is insufficient space to provide more detail, although we will include more info from the survey in future newsletters. However, we are please to say that the St Patricks Day event was inspired by a suggestion from one of the people who provided comments in their survey feedback.

What have we been up to?

The new Body Corp team knew we had some big challenges for the 2010/11 year as a number of things needed resolution to ensure the Mirage remained a premium apartment complex.

Here are some of the key **achievements:**

- New contact numbers and email addresses for Chairman, Secretary and Building Manager
- New Outdoor Spa Heat Exchanger and Pool Cover
- Outdoor Spa bubbles now working
- New Gym equipment and ACC posters
- Residents (St Patrick's Day) function
- Produced and distributed our first residents newsletter in December 2010
- Gym/Pools Showers and Toilets have undergone repairs and an upgrade.

WIP or planned work/repairs

- New equipment has been purchased for the fitness centre and will be installed once CCTV upgrade complete
- New website for the complex (under development)
- New Welcome pack for residents (under development)
- Repairs to lift in 86
- Repairs to tiles in foyer of 86 and 88
- Window tinting of foyer of 86
- Repair/recovering of entrance couch in both foyers
- Replanting/removal of various trees and shrubs
- On target with ground lease negotiations
- Recruitment of new Building Managers
- New entrance mat for 86
- New wallpaper for 86





St Patrick's Day Residents & Owners Social night

Thank you to all everyone who attended this event to enable residents and owners to meet on a social basis to get to know each other and meet the 2010-11 Committee members. It was a great night and everyone seemed to enjoy themselves. Thank you to committee member, Sally Giles who marketed and coordinated this event.

St Patrick's Day Party!



Kerry and Sue - *non-resident owners*



The food was great!



Party Central



Body Corp 2010-11 Committee
Peter, Sally, Tony, Dave & Tania
 (Absent John Kernohan)

STOP PRESS

Congratulations to Peter & Helen Blick who were selected as Building Managers from a group of five leading applicant couples.

Key Contacts

Key Contacts	Name	Phone	Email
Building Manager	Peter & Helen Blick Apartment 805/86	(021) MIRAGE or (021) 647 243	manager@themirage.co.nz
Body Corp 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 Corp Chairman	Tony Begbie	(029)200 6515	chairman@themirage.co.nz

Current Contractors	Name & Address	Contact
Air Conditioning	Ring Building Manager	(021) MIRAGE
Apartment Cleaners	Linda Wu	Mobile: 021 255 5338
Appliance Servicing	Fisher & Paykel	Ph: 0800 372 273
Carpet Cleaning	Brighter Carpets	Ph: 0800 888 353 Mobile: 027 468 1360
Electrician	John Cleary Electrical Express	Ph: 0800 861 092
Gas Repairs	Gas Specialists Limited	Ph: 09 527 8041
General Maintenance	Kevin Darlington	Ph 09 626 2572 Mobile 0211 278 915
Glass Repairs	Matthew Rose Winstone Glass	Ph: 09 276 253
Plumber	James Vardu Jayvee Plumbing	Mobile: 021 636 844
Television Servicing & Tuning	Colin Bartrom	09 416 7429

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

Body Corp Committee Members	2010/2011 Year	
Tony Begbie (Chairman)	Peter Blick (Vice Chair)	John Kernohan
Sally Giles	Tania Wong	Dave Shattford



For The Mirage Building Manager

Call Peter
or Helen on

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



Mirage

Mirage Apartment Complex
86 – 88 The Strand
Parnell
Auckland