



Welcome to Jones LaSalle's first building Newsletter as Managing Agents of 140 William Street, Melbourne. First of all for those who I have not yet had an opportunity to meet with I would like to introduce myself, Michael Kidman, as the General Manager of the building, but secondly outline that Gary Phillips is the building Operations Manager. Both Gary and myself replaced the CB Richard Ellis staff when Jones Lang LaSalle won the management appointment. Our contact details are as follows:

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In this edition, we have hopefully addressed all of the issues that came out of the Tenant Survey's that were undertaken prior to Jones Lang LaSalle's appointment, but also outline some of the building initiatives that have and that are currently being undertaken. Please read on, and if you have any queries or concerns that haven't been addressed below I would be happy to sit down with you to discuss further.

## ACCESS CARD PROCEDURES

Please note that the programming, alteration or cancelling of building access cards is managed by the building concierge, Andrew Heagney, who is located at the concierge desk on the ground floor. Should anyone require a new access card, Andrew can organise this for you, however please note that there is a charge of \$15 plus GST for each new card required. There will also be a fee of \$15 plus GST per card should anyone lose an access card that Andrew will in turn need to cancel. There is generally no charge if there is a simple alteration or an additional area that needs to be added to an existing card. Please also note however that whilst Andrew can program cards for all of the relevant base building areas, he cannot do any programming where tenants have their own access control systems for their tenancy and tenants will need to organise this directly as necessary.

## ACCESS CONTROL SYSTEM & LIFTS

Having had an opportunity to review the results of the tenant surveys undertaken prior to our management appointment it was noted that there was a level of dissatisfaction, which the Landlord is aware of, in relation to the security swipe interface and the lifts. Unfortunately the current system is operating to its capacity, however options are currently being investigated as to how the overall system can be improved. Whilst these options are being investigated, please be patient with the current system and remember that if you do need to swipe your card in the lifts out of normal business hours, swipe your card, wait a second or 2 and then push the number on the lift that you need to get to. In relation to the lifts, we have sought and been provided with call waiting time information from the maintenance contractor Kone with respect to the passenger lifts here at 140 William Street.

We are pleased to advise that the average call waiting times for all 3 banks of lifts i.e. low rise, mid rise and high rise, are below the PCA figure of not more than 30 seconds with the specific average waiting times being as follows:

**Low Rise** – Average call waiting time of 10.3 seconds with 202,122 calls in past 12 months.

**Mid Rise** – Average call waiting time of 9.9 seconds with 175,856 calls in past 12 months.

**High Rise** – Average call waiting time of 11.3 seconds with 331,514 calls in past 12 months.

## GOODS LIFT

As the goods lift at 140 William Street is used on an extremely regular basis, should any tenant require exclusive use of this lift, they will need to book it through the concierge. Please note that as much notice as possible is required, as there can be no guarantee as to the goods lift availability, particularly if your request is left until the last minute. Please also note that exclusive use of the goods lift is unavailable between 12 midday and 1.15 pm as during this time the cleaners have exclusive use.

## TENANCY FIT-OUTS / ALTERATIONS

Please note that any tenant who is seeking to undertake any fit out works or alterations will first need to obtain the Landlord's approval to any proposed works and any costs incurred by the Landlord as part of the review process will be payable by the Tenant. To clarify the process, an updated Fit Out and Alterations manual will be circulated to all tenant representatives, with a copy available in pdf form for tenants to download on the building website, hopefully within the next couple of weeks. The important thing to note however is that no works are to commence until such time as the Landlord's approval has been provided, regardless of how minor the works may be.

## CLEANING

The Tenant Survey results varied in opinion with regards to cleaning, some tenants being quite happy with the current level of service, however some noting that there were areas that could be improved. Should any tenant have any issue with the level of service being provided, please feel free to report this to the concierge, or the General Manager directly. We regularly meet with the cleaning supervisor and would be happy to meet with any tenant to discuss any aspect of the cleaning that you may not be satisfied with. Please also note that if there is any additional cleaning that might be required over and above the standard scope of service (such as washing dishes, filling / emptying dishwashers etc) this can be organised although obviously there will be an additional charge which can be discussed. Another issue raised was in relation to the cleaning of the external shell glass and that this hadn't occurred for some time. The main issue for this was that the Building Maintenance Unit (BMU) was not operational, however this has now been repaired, a contract has been entered into with a window cleaning contractor and it is expected that the cleaning of the external shell glass should take place within the next 2 – 4 weeks.

## ENVIRONMENTAL

We would like to remind all tenants that the building does have a recycling program in place for paper, glass, aluminium cans, cardboard and paper and there is also a waste consultant, Great Forest Australia Pty Ltd, who have been appointed to manage this process. Great Forest Australia have confirmed that the process that is currently in place is a fully co-mingled program whereby all recyclables can be discarded in the one bin, however we do seek your co-operation to ensure that landfill rubbish such as apple cores, banana peels, wet waste etc are discarded separately. Great Forest Australia do undertake regular waste audits and therefore any tenant who does not diligently endeavour to

separate their waste will have an overall negative impact on the building. For your reference, the environmental statistics based on Great Forest Australia's most recent audit are outlined below, however, their most recent quarterly newsletter is also available for download from the building website. Great Forest Australia have outlined that they would be more than happy to discuss the building's recycling program with any tenant directly if any tenant would like any further information. They would also be happy to talk to any tenant directly who might be seeking to implement or improve on their own specific program that tenant's might have in place.

RECYCLABLE ITEMS	AMOUNTS
Cardboard & Paper	35 Tonnes
Recycling rate for the building by volume	61%
Recycling rate for the building by weight	69%
Volume of landfill material per night	4 m3
Volume of recyclable materials per night	6.2 m3
No. of Trees saved	449
No. of oil barrels	86
Electricity (kWh)	141,600 kWh
Water (Litres)	1,097,576L

Also in relation to environmental management, the building currently has Greenstar and NABERS Energy programs underway, with further information to follow at a later date in relation to this. There are however check meters being installed so that water, electricity and gas usage can be monitored with a view of improving efficiencies, and we ask that tenant's also do as much as they can to minimise the environmental impact of the building including simple things such as turning

lights off in tenancies where it is not necessary to have them on, specifically when the last person leaves the office for the evening.

## BIKE STORAGE AREA & RULES OF USE

As recently notified to all building tenant representatives, building management has become aware that the bicycle storage area on Basement 1 (B1) is being used for long term bicycle storage as opposed to short stay storage, as is the intention. To reiterate the Rules of Use as recently notified, please refer to the following:

### Bicycle Parking Facility Rules of Use

- All bicycles must be stored on the designated bicycle bays on level Basement One (B1).
- Bicycles MUST NOT be taken into any of the passenger lifts or the goods lift.
- Bicycles MUST NOT be taken into any of the lift lobby areas including the lobby areas of tenant's specific floors.
- Persons using the bicycle storage area do so at their own risk. Building management accepts no responsibility for:
  - (a) Damage to or theft of any bicycles stored within the bicycle storage area;
  - (b) Injury or death sustained when entering, leaving or whilst in the bicycle storage area or the basement car park; or
  - (c) Loss of or damage to any property arising directly or indirectly from the use of the bicycle storage area or basement car park.

To ensure the bicycle storage facility remains available to those who wish to use it on a SHORT STAY basis, effective **1 February 2009** the following measures will be introduced:-

- Regular (minimum weekly) inspection of the bicycle storage area will be undertaken by Building Management
- Bicycles identified as having been stored for a period of greater than seven (7) days will be issued a notification (on the bike) reminding the bicycle owner of the terms of use of the facility and requesting the bicycle be removed from the storage area within seven (7) days
- Bicycles having received a notification and subsequently found not removed will:-

## First Offence

- Bikes will be locked by Building Management
- Bikes will be unlocked by Building Management upon request. Please contact the General Manager (03 9670 9791 – 0413 671 898).
- The bike owners name and building access card number will be recorded.

## Second Offence

- Bikes will be locked by Building Management
- Bikes will be unlocked by Building Management upon request. Please contact the General Manager (03 9670 9791 – 0413 671 898).
- The bike owners name and building access card number will be recorded
- The bike owner will have their access to the storage area suspended for a period of three (3) months.
- The bike owner will have their access to the shower and change room facilities suspended for a period of three (3) months.
- If the bike owner has a locker allocated, this will be un-allocated and the bike owners name will be placed at the bottom of the waiting list for a locker should one become available in the future

## Third Offence

- Bikes will be locked by Building Management
- Bikes will be unlocked by Building Management upon request. Please contact the General Manager (03 9670 9791).
- The bike owners name and building access card number will be recorded
- The bike owner will be PERMANENTLY barred from using the bike storage area and the change facilities

## FIRE WARDEN TRAINING

Fire warden training for 140 William Street is undertaken by First 5 Minutes and we would like to remind all tenants that it is compulsory that each tenant provides at least one (1) nominated warden. We confirm that a training session was undertaken late last year and we

thank all of those tenants who ensured that their wardens attended the training session. As those who have been in the building for quite some time would be aware, the annual full building evacuation will be due shortly, however, for maximum participation we do not intend on making the date and time of the evacuation public and when we do it will only be to those who need to know. We realise that full building evacuations are not everyone's favourite exercise, however they are an OH&S necessity, so we do seek your understanding that this is a "necessary evil".

## AIR CONDITIONING

As is the case with most buildings, air conditioning can and usually does cause the greatest amount of frustration to tenants, particularly as the conditions that each individual finds acceptable can vary. There are also things such as tenant fit out's and alterations that can have a negative impact on how the air conditioning operates if they have not been done properly. If you are experiencing problems it is important to have provided to the Landlord copies of all of the relevant documentation for your tenancy fit out, including copies of mechanical, hydraulic, architectural, fire, electrical and structural drawings AND copy(s) of air-balancing results as issued by your tenancy fit-out contractor(s). It is extremely difficult to provide a satisfactory response to air-conditioning problems without information needed to make an informed assessment as to the likely reason for air-conditioning issues. If you are experiencing air-conditioning problems and are not sure if you have provided all the relevant tenancy information, please contact me and I'll advise you what information (if any) may be required.

### SMOKING

Please be advised that 140 William Street is a no smoking building and this includes the air conditioned area under the soffit (immediately outside the ground floor foyer glass walls) around the external perimeter of the building. There are signs put out clearly stating that there is to be no smoking in these areas, however people seem to totally ignore these signs. Please ensure that all staff are reminded of the no smoking policy and request that if they do wish to smoke outside the building that they try and do so away from the No Smoking signs and away from the soffit area around the external perimeter of the building. There are butt bins provided for butts only – please ensure litter and other materials are not placed in the butt bins as fire is normally the inevitable conclusion.