



It has now been more than 12 months since Jones Lang LaSalle commenced their management appointment of 140 William Street and I commenced my role as the General Manager and wow how the time flies. Our first 12 months has definitely been enjoyable but not without its challenges, however I'm confident that both myself and the building engineer, Gary Phillips, now have a good grasp of the building and its occupiers and that there will be an upward trend of how you all view our ongoing performance and that of the building itself moving forward.

One item that gives us some great feedback, as well as giving the building owner an understanding of areas where occupiers would like to see improvements is the annual Tenant Surveys which were undertaken by Campbell Consulting earlier this year. Thank you to all of you who completed the survey and rest assured that your responses are taken seriously. Feedback on the survey responses are included in this Newsletter, as well as an update on some of the other building initiatives referred to in our initial 140 William Street Newsletter. As always, should anyone have any queries or concerns or wish to sit down and discuss any aspect of the building or their tenancy in more detail, please do not hesitate to pick up the phone and give me a call on (03) 9670 9791 or send me an email at [michael.kidman@ap.jll.com](mailto:michael.kidman@ap.jll.com)

## ACCESS CONTROL LIFT INTERFACE SYSTEM

A consistent theme across the survey responses again centred around the security swipe interface and the lifts and the delay between swiping an access card over the reader and being able to push the button to where you would like to go. As previously advised, the landlord is aware that there are some deficiencies with the existing system and modifications have been made where possible in endeavours to resolve this issue. As an option of last resort the landlord has engaged a consultant to investigate the deficiencies with the existing system and seek an alternate lift interface system to address the concerns being experienced i.e. to remove the existing system and replace it. It is hoped that the consultant will have completed their initial investigations by the end of September and will be in a position to make some recommendations shortly after. I will keep you all abreast of progress in this matter as and when there is further information to report.

## LIFTS

The responses with respect to the lifts were

generally positive, however there was one issue that appeared in a few of the survey's for which we have taken action to address. There were a few respondents who made mention of the lift doors closing too quickly, and following discussions with the lift maintenance contractor, it was decided that the closing time (formally known as the "door dwell time") be increased from what it was originally set at which was 3.5 seconds to an agreed door dwell time of 5 seconds. I'm not sure what you all think, however I have personally noticed that even though the dwell time was only increased by 1.5 seconds across the board, it does seem to have made quite a difference and I rarely see people having to run to catch the lift before the doors close on them. By all means let me know if this is still an issue to anyone, however hopefully this minor adjustment has been noticed by all occupiers, particularly those that specifically mentioned it in their survey responses.

The flip side of making this change however does mean that there will more than likely be a slightly longer waiting time for a lift once called, however on the data that we are able to

extract from the KONE system, any increase in waiting times will still have us well below the PCA benchmark figure of not more than 30 seconds. For the quarter ending 30<sup>th</sup> June 2009, the average call waiting time for the low rise lifts was 10.3 seconds, for the mid rise it was 12.25 seconds and for the high rise it was 10.65 seconds. We continue to monitor these waiting times as it does form part of Jones Lang LaSalle's reporting obligations to the building owner, so any major variation will be picked up on and actioned as necessary.

## LOADING DOCK MANAGEMENT

Occupiers generally seem to be aware of the procedures and processes surrounding the use of the loading dock however there were a couple of comments pertaining to loading dock bookings. Jones Lang LaSalle have put together a Building User Guide for the benefit of all occupiers and included in the Building User Guide is a section relating to the Loading Dock. Rather than regurgitate the contents of the User Guide, please feel free to download a copy for yourself or review online from the building website [www.140william.com.au](http://www.140william.com.au) I'm sure that you will also find other sections of the User Guide of benefit that will answer questions that you have perhaps had but never asked.

## CLEANING

Together with the Mermaid Property Services General Manager, Terry Fox, and the cleaning supervisor George Kelidis, I have begun to try and see 3 or 4 different tenant's each week (where possible) after my weekly Wednesday meeting with the cleaning contractor to ensure that the expectations of tenants when it comes to cleaning are being met. Ideally I'd like to get around and see each tenant with the cleaners at least twice a year, so if I haven't yet been around to see you, hopefully I won't be too far away. There were varied responses with respect to cleaning as you might expect, however the consistent comments were that

generally the cleaners are good however they do sometimes lack in the "attention to detail" department. Certainly on the inspections that we have undertaken to date this is the case, and Terry and George and working closely with their cleaners to ensure that this is addressed. Overall the feedback that we have received when undertaking our tenant meetings has been positive, and I think tenant's appreciate being able to speak face to face with Terry and George rather than having to lodge a complaint via the building website. If I haven't yet been around to see you but you have some specific cleaning issues that you'd like to raise sooner rather than later, please let me know and I will make it a priority to come and see you.

Some of the issues with respect to cleaning can also be put down to tenant's expectations perhaps exceeding what the cleaners basic scope of service is, and to try and alleviate any issues in this regard, I have included at the end of this Newsletter the Standard Tenancy Cleaning specifications that the cleaners should be working to. By all means if there is something that they are supposed to be doing that they aren't, please make me aware and I will raise this in my regular weekly meeting with them. Alternatively, if there is a service that you expect the cleaners to be doing that is not part of their standard scope, also please let me know as the cleaners can look at undertaking any additional specific requirement at an agreed additional cost.

## BUILDING SECURITY

There were some mixed responses with respect to security, and I'd therefore like to try and make everyone aware of the security arrangements for the building. Firstly, the concierge desk is manned from 6am – 10.30pm each weekday. Andrew Heagney, a Jones Lang LaSalle employee, is our concierge from 6am – 2.30pm, and Andrew is replaced by a Monjon Security employee from 2.30pm – 10.30pm. Over and above the concierge desk, Monjon Security also perform routine patrols of the building, with 2 x 15

minute patrols each evening from Monday to Sunday, plus a 1 x 15 minute patrol and a full 60 minute internal patrol during the day on both Saturday and Sunday (note this patrol doesn't generally include Monjon physically entering tenancies but rather making sure all external areas, including tenancy doors etc, are secure). Monjon Security also have an emergency number that can be called in any emergency situation if necessary, with the number being 0417 MONJON (0417 666 566).

Depending on the emergency, Monjon can either send a patrol car or make contact with either myself or the building engineer, Gary Phillips, and seek further instructions. In addition to security patrols, there are numerous CCTV cameras located throughout the building, with the majority covering the various entry points to the building on the ground floor and Basement and Multi-deck car park entries. Should anyone still have any queries with respect to building security, please feel free to contact me and I can separately address your concerns.

## **BIKE STORAGE / CHANGE ROOM FACILITIES**

This certainly seems to be an area where quite a few respondents would like to see some improvements, and this message is getting across to the landlord so rest assured your voices are being heard. There are a couple of different ideas that we have in mind and I am happy to confirm that the landlord has instructed their building consultant to put together some different suggestions on how to a) improve the size of the bike storage facilities and b) provide better shower / change room facilities for all and sundry. One option available is to refurbish an existing but currently un-used change room facility located on level 4. Considering the existing facilities and the cost (expected to be in the multiple hundreds of thousands of dollars) of such an endeavour, the landlord will shortly invite comment on the proposed redevelopment of level 4 to ensure if

such a program does proceed that it meets the expectations of the end users of the facility. Proposed construction plans will be displayed in the bike storage area during the month of October 2009 in addition to the plans being available (to tenants only) on the building website. Feedback on the plans will be possible via a specialised email address that will be noted with the plans.

## **CAR PARKING**

There were several comments with respect to car parking, but most specifically the Multi-deck. Whilst your concerns are noted, we do hope that you all understand that the Multi-deck car park "is what it is" and there is very little or nothing than can be done to change its design. Please do ensure that you remain within the maximum set speed limit of 10kmh to allow someone coming the other way sufficient time to take the necessary precautions to ensure that an accident is avoided.

Additionally, after hours, and once the south cafe door has secured (which occurs at approximately 8pm on weekdays), access to the Multi-deck, plus access into the building from the Multi-deck, must only be via the south stairs of the building and Little Collins Street. Whilst it's no doubt more convenient for occupiers to access the Multi-deck or the building itself via the cafe, and during business hours the cafe gratefully allow this to occur, it must be noted that this does form part of the cafe's lettable area which is occupied under lease and I'm certain that most people wouldn't like others using their tenancy as an exit or entry point, especially when no one from the tenancy is around. If necessary, a permanent barrier will be installed in the café to prevent after-hours access however we ask you cooperation on this matter in the hope such an installation may be avoided.

## ENVIRONMENTAL

Based on recent data provided by the building's waste consultant, Great Forest Australia, there has been a drop in the recycling rates of late and this needs to be improved upon. I'm sure you are all aware of the "one bin system" that was implemented here at 140 William Street some time ago and I have certainly made mention on a few different occasions as to how the system is intended to operate so I don't intend to regurgitate it again. For any tenant however who isn't aware of how it works or isn't perhaps utilising the system, please let me know and I can come and speak to you further about it. We do need everybody on board but it's a futile exercise if occupiers continue to mix their recycling waste with landfill waste. Out of the previous waste audit it was determined that 30% of the total paper materials was found in the landfill, 60% of co-mingled (plastic, metal, glass etc) was found in landfill and there was the presence of non-recyclable items found in the recycling stream. According to Great Forest Australia, most service providers will only accept 5% contamination however our recent rate here at 140 was 20%. As per my email to all tenant reps dated 1<sup>st</sup> July 2009, this is far too high. It might not hurt to read the "140 William Street Recycling Program" briefing paper that I have included at the end of this Newsletter and if there are any queries or concerns, please don't hesitate to call me to discuss further.

From a base building perspective, works on the sub-metering installations that we briefly touched on in the previous building Newsletter are about to commence, and these will go a long way to assisting the landlord in identifying where there may be some deficiencies from a gas, water and electricity consumption perspective. The sub-metering installation includes a stand-alone data capture system (which is separate from the existing building

DDC system) that will provide a far more robust solution and allow the landlord to accurately determine the areas of the building where efficiency improvements need to be addressed.

There are also several other potential environmental initiatives that are under consideration including changing the frequency of the fire sprinkler testing from weekly to monthly and utilising old redundant water tanks throughout the plant rooms of the building to recycle water where possible, however unfortunately this is not just a simple case of deciding that we want to do it and then getting it done. There are substantial investigative works required prior to determining whether there is any validity in undertaking these types of initiatives however be assured that the landlord is committed to Sustainability and where possible, these types of initiatives will be seriously considered and implemented where commercially practicable. Further updates on these initiatives and any further initiatives will be commented on in further building Newsletters.

## HOUSEKEEPING

There are a few Housekeeping items that I'd like to address as the final item of this Newsletter and they are as follows:

- **External Window Blinds** – It would be greatly appreciated (and this will go a long way to improving plant and equipment efficiencies for the building) if all occupiers make a concerted effort to ensure that they close their window blinds, but most importantly those on the East side of the building, of an evening before going home. There is a substantial amount of solar gain through the glass, and the building engineer, Gary Phillips, has reported to me that he regularly finds not only the boilers running of a morning trying to keep the building warm but also one of the chillers running trying to keep the East side of the building cool. This is extremely inefficient

and will obviously affect your overall levels of comfort as the heating and cooling will be fighting against each other. Closing your blind of an evening might not seem like much, but it will help. If you don't think it will make any difference, stand next to one of the East windows on a cool morning in the coming days when the sun is rising in the East and feel how warm it is next to the window compared to further into your tenancy. You'll be surprised as to how much heat actually comes through the glass.

- **Recycling Bins** – I regularly come across the 240 litre blue recycling bins being left in the common area hallways on a lot of the floors, generally somewhere near the goods lift and bathroom facilities but most importantly in the vicinity of the emergency egress stairs. This does have the potential to cause a major issue in the event of an actual emergency. Due to timing it is not possible for the cleaner to deliver every bin back into every tenancy and I therefore ask that you all please ensure that first thing each morning, you take your respective recycling bins from where the cleaner leaves them (just near the goods lift) into your tenancy. I understand that they have to be put back there of an evening so that they can be emptied, but during the day none of these bins should be left out. Your assistance to address this housekeeping matter will be greatly appreciated.
- **Smoking** – Please remember that 140 William Street is a No Smoking building and should you feel the desire to go outside for a cigarette, please ensure that you locate yourself as far away from the external perimeter of the building as possible (whether it's raining or not). We do have instances, especially when it's raining, where some of the tenant's on the lower floors can smell the cigarette smoke which is being sucked into the air conditioning

from under the soffit / canopy area around the perimeter of the building and there is nothing that building management can do about this if people continue to smoke under the canopy area.

Thank you for taking the time to read this latest edition of the 140 William Street Newsletter.

I look forward to providing you with further updates of what's happening in and around the building in upcoming editions.

Michael