

26 August 2026

Re: DP 270051 Phillips Landing Community Association

We are the appointed managing agents for the above complex and write on behalf of the Association Committee to provide their six-month review of the Facilities Manager.

Six-month Review

Phillips Landing Community Association engaged Altitude Facilities Management (AFM) to provide facilities management services for the complex on 2 March 2026.

The Committee has found Altitude Facilities Management to be professional, proactive and understanding of the necessary requirements of our community. Over the initial trial period, the Committee has reviewed the prescribed duties, hours and term. The Committee is proposing to extend the trial period for a further six months. This will allow all parties to continue to develop the necessary policies and procedures to achieve better outcomes and will allow for the Phillips Landing Community Association to decide on future directions.

Altitude Facilities Management's services include:

- Conducting regular site inspections and following up on identified issues;
- Coordinating and overseeing routine complex maintenance and repairs across the complex;
- Prepare scopes of work for quotations and tenders;
- Obtain quotations from suitable contractors and service providers, and follow up as required;
- Provide the Committee with recommendations on quotations, works and project timelines;
- Maintain a safe environment for residents and visitors;
- Communicate with the Committee and residents about community association matters;
- Update site data base and provide reports.

Number of Tasks Undertaken by AFM - 2 March – 26 August 2026	
Total Tasks	98
Work Orders Issued for the 6 months by AFM	60
- Work Orders issued in 12 months 2024/2025	41
Quotations requested & assessed	92
Current open tasks	30
Tasks completed	68

Summary of tasks undertaken by AFM			
Cleaning	3	Construction, Upgrades	3
Pools, Gyms, Sauna, Tennis Court	9	Fire Safety and Compliance	4
Gardening, Trees and Irrigation	17	Gates, Fences & Railings	2
Illegally Parked Cars	21	Lighting and Bollards	8
Locks, Keys etc	3	Other	4
Plumbing and Drainage Works	10	Pond and Stream	2
Roads and Pathways	5	Signage and Mirrors	4
Strata requests & approvals	3		

Below is a list of tasks undertaken by the facilities manager over the initial period in consultation and with the approval of the Phillips Landing Association Committee.

In addition to this listing, they have also undertaken organising/monitoring of regular scheduled maintenance including, cleaners, pool cleaners, stream and fishpond maintenance, garden maintenance, compliance requirements, parking, energy and water usage. They have also undertaken regular inspections of Phillips Landing community property, meeting with strata representatives and owners regarding community property.

Date	Case Number	Subject	Completed
03 Mar 2026	1	Bridge Noise - Bolt Tensioning	Completed
03 Mar 2026	2	AFSS - Due 22 April 2026	Completed
03 Mar 2026	3	Eastern Toilet Flush Button & Tap in Pool Area	Completed
03 Mar 2026	4	Pond Leak Investigation	On-Going
05 Mar 2026	5	Site Irrigation Audit	Completed
05 Mar 2026	6	Car Wash Bay Hose Reel Recommendation	Completed
05 Mar 2026	7	Community Tap Replacement - Lever Style Ball Valves	Completed
05 Mar 2026	8	Fitzroy Strip Drain	Completed
05 Mar 2026	9	Paver Repairs, Bitumen & Visitor Parking Sign	Completed
05 Mar 2026	10	Captains Club External Lighting Upgrade	In-progress
08 Mar 2026	11	Tactile Indicators - Flinders Building	Completed
09 Mar 2026	12	General Locksmith Works	Completed
10 Mar 2026	13	Metal Signage Replacements	In-progress
10 Mar 2026	14	Picket Fencing - Replace Missing Palings	On-Going

10 Mar 2026	15	Pool Umbrella/Shade Restoration	Completed
10 Mar 2026	16	Garden & Lawn Quotations	Completed
10 Mar 2026	17	Refurbishment of Western Toilet Block	In- progress
10 Mar 2026	18	Lot 6 (Flinders) Steps to Council Park	Completed
10 Mar 2026	19	Alexander External Painting Proposal	Completed
12 Mar 2026	20	Brick Retaining Wall & Pillar Repairs	Quotation
13 Mar 2026	21	Tennis Court Fence Hole & Gym Blind	Completed
13 Mar 2026	22	Bollard Lights - East Entrance & Pool Area	Completed
19 Mar 2026	25	Borrowdale & Lawson - Possible Damage Due to Large Trees – Transferred to new Cases 79 and 83	Completed
19 Mar 2026	26	General Gardening Issues	Completed
25 Mar 2026	27	Community Lighting Repairs	On-going
26 Mar 2026	28	Replacement Sign - Visitors Only Parking	Completed
26 Mar 2026	29	Reattachment of No Parking Sign	Completed
27 Mar 2026	30	Gym Wipes Proposal	Completed
30 Mar 2026	31	Purchase of a Power Line 4G Signal Booster	Completed
31 Mar 2026	32	Tennis Court Door Closer Repair	Completed
02 Apr 2026	35	General Plumbing Repairs	Completed
09 Apr 2026	41	Relocation of Bush Turkeys	Completed
09 Apr 2026	43	Removal of weeds surrounding the Pond	Completed
17 Apr 2026	45	Installation of a Traffic Safety Mirror	In-progress
20 Apr 2026	46	Full Tree Audit	Completed
21 Apr 2026	47	Fluid Leak in Visitor's Car Space	Completed
23 Apr 2026	48	Feral Cats	Completed
30 Apr 2026	52	Light Temperature Change	Completed
01 May 2026	53	Nonfunctional Bollard Light	Completed
12 May 2026	54	Scarborough Frontage Landscaping	24/8/2026
12 May 2026	55	Elizabeth Building Pathway	24/8/2026
14 May 2026	56	Inoperable Gym Rowing Machine	Completed
14 May 2026	57	Replacement Planting and Bed Renovation	In-progress
14 May 2026	58	Develop a Scope of Works for Gardening Disciplines	Completed
15 May 2026	59	Tendering/Quotation for Garden Disciplines	In-progress
20 May 2026	60	Damaged Tennis Court Net	Completed
26 May 2026	62	Replacement of Picket Fencing	Quotation
26 May 2026	63	Council Enforced Parking	On-going
26 May 2026	64	Cleaning Scope of Works	Completed
28 May 2026	65	Concrete Pathway for Unit 4 of Macquarie	Completed
28 May 2026	66	Chisholm Timber Barrier Extension	Completed
29 May 2026	67	Installation of Key Safe	Completed
05 Jun 2026	69	Damaged Road Repairs	In-progress
09 Jun 2026	70	Removal of moss growth on pathway	Completed
10 Jun 2026	71	Leak in Fishpond Pipe	Completed
18 Jun 2026	72	Borrowdale Lawn - Drainage Pit	Completed
29 Jun 2026	73	Replanting of Garden Behind Eastern Pool and Irrigation	Quotation
30 Jun 2026	74	Pressure Wash/Clean Pathways Quotation	In-Progress
30 Jun 2026	75	Replacement of Treadmill Belt Quotation	In-Progress
30 Jun 2026	76	Bay Wall - Stone Repair	Quotation
02 Jul 2026	77	Gym Door Readjustment	Completed

09 Jul 2026	78	Replacement Pool Pump (Western)	Completed
11 Jul 2026	79	Turpentine Trees 263 & 264 - Borrowdale	In-Progress
11 Jul 2026	80	Italian Cyprus Tree 259	On-going
11 Jul 2026	81	Italian Cyprus Trees 179, 184, 185, 197, 237, 216	On-going
11 Jul 2026	82	Pygmy Date Palm Trees 89 & 90	Completed
11 Jul 2026	83	Jacaranda Tree 51 - Lawson Driveway	In-Progress
14 Jul 2026	84	Replacement Eco System Filter to Lower Fishpond	In-Progress
20 Jul 2026	87	Rat Sighting - Lawson	Completed
23 Jul 2026	88	Brigade Booster Flow Test & Hydrostatic Test Quotation	A/C Meeting
23 Jul 2026	91	Western Toilet Plumbing Issues	Completed
30 Jul 2026	92	PowerPoint Issues	Completed
05 Aug 2026	93	Dual Pillar Landing Valve	A/C Meeting
06 Aug 2026	94	Drainage Pit Installation	Completed
19 Aug 2026	95	Captains Club External Wall Lights - Cleaning Glass inside & outside	In-Progress
21 Aug 2026	96	Lockbox Failed	In-Progress
21 Aug 2026	97	Plumbing Items	In-Progress
3 March - 21 Aug 2026	Various	Illegal Parking - Silver Toyota YBS64P, White MG FSY54K, Genesis FBY76F, Subaru FNM 16B, White Toyota - FCF52L, Holden Commodore, Silver Citroen - CVS36S, White Toyota - BD53KM, Black BMW DHN51S, Silver Toyota - YPH49H, White Isuzu Truck - CQ46WA, White Toyota - AUP55N, Silver BMW - CQ88JQ, White Toyota Ute - DM22E, White Subaru - DPW78J, Black Audi - CME32D, Silver Kia - YGK02A, Black BMW NXI 03S, Grey Citroen CVS36S, Blue 2019 Peugeot EDZ62H.	Various

PLCA - Association Committee