

Summary of Outcomes of issues raised with Somerset Residents Committee 2024

Source Abbreviations

CF Communication Form
 EM Email to Committee Member
 GRM General Residents Meeting
 SRC Residents Committee

| No. | Date raised with SRC | Source | Issue / Concern/Request | Outcome | Current status |
|-----|----------------------|--------|---|--|----------------|
| 36 | 21/10/24 | SRC | Concern that there is still excess dust in the carpark after the completion of Stage 2 construction and the subsequent August 2024 cleaning and request that Woolams be required to re-seal the floor | Management acknowledged that there are still some slab surfaces that need to be sealed. Further cleaning is planned for November and quarterly thereafter. Stage 1 rectification too late to claim upon Woolams | Ongoing |
| 35 | 12/10/24 | EM | <ul style="list-style-type: none"> Persistent pooling on the tiles outside podium entrance to Building 3 / 4 | More options under consideration by management | Pending |
| 34 | | | <ul style="list-style-type: none"> Leak from roof in common area Level 4 Building | On list to do - considered non-urgent by Builder currently attending to structural repairs | Pending |
| 33 | | | <ul style="list-style-type: none"> Unattractiveness of concrete slab outside lower ground Bldg 3 / 4 Fire Exit Door | Not accepted for any refurbishment by Management – not an entrance door – Fire Exit only | Rejected |

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| 32 | 12/10/24 | CF | Request that Stage 2 Residents be issued with a key that enables them to access all key-locked doors in Stage 1 leading to common areas | Management will arrange for a change of locks on critical access doors in Stage 1 to enable Stage 2 Residents access to essential access doors that do not operate by fob. | Agreed in Principle : Ongoing |
| 31 | 2/10/24 | CF | Request for Somerset Residents' Committee to purchase of a vertical gas heater for operation in the b-b-que area during winter months | SRC matter only : Aura has intimated that they would not be involved in the operation and management of the heater | Deferred – to be tabled at GRM for Residents' Vote |
| 30 | 2/10/24 | CF | Request that residents be allowed to install an overhead fan on their balcony upon request to Aura Management | Agreed by Management but must be of type approved by Manager | Resolved |
| 29 | 1/10/24 | CF | Request that Aura review Lighting Installations in Stage 1 Carpark to bring them into accord with those operating in Stage 2 Carpark | Dimmer operation is operating in Stage 1 but not to extent as Stage 2. Management will investigate possibility of upgrading to Stage 2 level but warn that cost of change may outweigh any saving on electricity. | Pending |
| 28 | 30/09/24 | CF | Concern about level of residents' safety in Refuge Room in O'Connell 2- due to low position of rubbish chute framework | Management adjustments to be made | Agreed: Pending |
| 27 | 30/09/24 | CF | Request that the Village Name and Street Number on the wall at the entrance be illuminated. | Accepted by management Illumination device installed | Resolved |
| 26 | 30/09/24 | CF | Concern that the level of Visitors' Car Spaces and Assigned Disabled Car Spaces will be insufficient when Stage 2 opens | Management advised: "No reduction in visitors car parks and Disabled Parking Spaces | Resolved |

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| | | | | enlarged and moved nearer to building access points | |
| 25 | 30/09/24 | CF | Request for sign at Causeway Service Entrance directing traffic to main entrance | Agreed by management – to be installed | In progress |
| 24 | 22/08/24 | SRC | Use of Golf Club facilities for Residents meetings | Approved – trial planned for GRM 6/11/24 | In progress |
| 23 | 22/08/24 | SRC | Options for cafe services | As proven in Villages of similar size Commercial Operations not viable because of low volume. Purchase of coffee machine by Aura under consideration | Ongoing discussions |
| 22 | 21/04/24 | CF | Advice that certain of our residents would be willing to speak on their life experiences or other topics such as the History of Indooroopilly. Suggestion: that the Social Committee may wish to consider staging a “Conversations” style session with a small admission fee as a fund raiser. | Advice and idea noted by SRC Committee and supported. Suitable Village Venue with access to audio visual equipment to accommodate at least 20 people to be identified | Planned |
| 21 | 23/03/24 | CF | Lack of undercover access from “Vehicular Drop Off Point and Admin Office and Café on Podium level to entrance to Buildings 3 & 4. | Management advises that original plans for covered walkways were blocked by Fire Department | Unresolved |
| 20 | 23/03/24 | CF | <ul style="list-style-type: none"> • “Do not use” sign be removed from Lower Ground floor exit door in Building 3/4 foyer. • Current security scaffolding adjacent to Stage 2 ground level can be easily breached. | <p>Sign removed</p> <p>Scaffolding Removed</p> | <p>Resolved</p> <p>Resolved</p> |

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| 19 | 20/03/24 | GRM | Concern about gravel walking path connecting Building 3 & 4 to concrete causeway is not suitable for its designated use as only as an emergency exit as it cannot be used by walker aids and wheelchairs. <u>Suggestion</u> that the pathway be concreted or constructed with wooden slabs and be opened as a general access to residents. | Management state that path cannot be converted to concrete because of council regulations regarding damage to tree roots and the fact that part of the path crosses golf club land | Rejected |
| 18 | 20/03/24 | GRM | Concern at level of dust in Residents' Carpark | Proposal regarding cleanliness of village buildings and garage dust problem be adjourned until the completion of Stage 2 construction Management plans for cleaning | Ongoing problem Issue to be reviewed at first GRM after completion of Stage 2 |
| 17 | 20/03/24 | GRM | Workers/residents ensure that garden waste is not left on paving or concrete pathways | Agreed by Management | Resolved |
| 16 | 20/03/24 | GRM | Maintenance and Garden Staff/Contractors and Residents be requested to thoroughly wipe boots/shoes before entering buildings | Agreed by Management | Resolved |
| 15 | 20/03/24 | GRM | Cleaning of Upper-Level Windows occur on more frequent basis | Under review | In progress |
| 14 | 20/03/24 | GRM | Request for residents to be informed of contracted cleaning schedule; | Agreed by Management | Resolved |
| 13 | 20/03/24 | GRM | Fire Exit Doors be kept from disuse for only a limited time when under repair; | Prohibition signage removed from door | Resolved |
| 12 | 12/03/24 | CF | <ul style="list-style-type: none"> Request that the concrete floor within the Electrical Compound overlooked by Building 1 be cleaned; | Agreed by Management | Resolved |

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| 11 | | | <p><u>Suggestion</u>: that the area be water pressure cleaned regularly</p> <ul style="list-style-type: none"> Request for Arborist's Report re height of trees at adjacent to Building 1 north-east boundary. <p><u>Suggestion</u> : that trees be lopped;</p> | Agreed and implemented | Resolved |
| 10 | | | <ul style="list-style-type: none"> Ground area from Meiers Rd fence line to Aura leasehold border adjacent to Buildings 1 and 2 are not being maintained; Suggestion: General garden maintenance to this area be carried out regularly | Aura/ Golf Club responsibility to be determined in respect to area of concern | Ongoing |
| 9 | 4/03/24 | CF | Request that Aura Management refer residents' concern about the management, upkeep and maintenance of the two dams and adjacent land just beyond Somerset's western and northern boundaries. List of concerns previously sent to Aura Management via Village Manager | Aura Management to meet with Golf Club Management to improve quality of water catchments and surrounds Need for improvements agreed by IGC but no details provided | Ongoing - pending further action planned by IGC over 12 months. |
| 8 | 29/02/24 | CF | That Automatic Entry/Exit Doors be installed in Stage 1 to ensure that all residents regardless of physical ability are able to independently enter and exit any building at ground and car park level. | Agreed by management Building access doors to be automated in each building | Resolved |
| 7 | 23/02/24 | CF | That Aura include a Boules/Petanque Pitch in its grounds during the development of the Stage 2 garden to provide a social outdoor activity at little cost | Approved by Aura Management and pitch to be constructed in western garden adjacent to Building 5 with input of residents | In progress |
| 6 | 21/02/24 | CF | Proposal that a Massage table be purchased for the empty consulting room on Lower Ground Building with a view of attracting a professional massage therapist to provide services to residents | Proposal declined - equipment may incur health and safety issues as well as public liability exposure | Rejected |

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| 5 | 4/02/24 | CF | Requested that the level of floor cleanliness in common areas be improved. Bin rooms on the lower ground floor be hosed out more regularly | Increased frequency of cleaning agreed | Resolved and is being monitored |
| 4 | 18/01/24 | CF | Request that dog toileting be restricted on village property | Toileting restricted to smaller lawn on podium level Plans for dog play/exercise area in Stage 2 | Resolved |
| 3 | 15/01/24 | CF | Request that Aura revisit and strengthen rules for dog ownership in the village beginning with excluding dogs from all communal rooms and areas due to residents' health and safety concerns. | Pet rules revised to exclude pets from communal areas. New rules communicated to pet owners at a special meeting and subsequently to all residents | Resolved |
| 2 | 11/01/24 | CF | Request for fridge to be installed in Reception to store prepared food deliveries (eg Lite & Easy) if residents are absent at time of delivery. | Declined by management as impracticable and food deliveries are the responsibilities of individual resident Food Deliveries will need to continue to be left in Café fridge | Rejected |
| 1 | 3/12/23 | CF | Water pooling upon courtyard tiles immediately outside entrance to Buildings 3 & 4 podium level after <u>any</u> rainfall leading to a safety hazard, with saturated tracking water/dirt into foyer; <u>Suggestion</u> : Examine subsurface draining after wet conditions and/or adjust curvature to pooling tiles. | Subsurface draining operating correctly. Curvature of tiles cannot be undertaken. External mat installed | Issue acknowledged Unresolved |

| Residents' Communications to date 21/10/24 | OUTCOMES | | | | | |
|---|---|------------------------|------------------------------------|---|---|--------------------------|
| Type : Number | Noted - Adjourned To future GR/SRC Meeting | Agreed/Resolved | Agreed - Action in progress | Issue Acknowledged -to be reviewed after further enquiries | Rejected - Other option to be explored | Rejected Inactive |
| Suggestion | | | 2 | | | 1 |
| Request | 1 | 5 | 4 | 1 | 1 | 1 |
| Concern | 1 | 8 | 3 | 6 | 1 | 2 |
| TOTAL: 37 | 2 | 13 | 9 | 7 | 2 | 4 |