

Des Nixon
Director
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Thank you

As Chairman of the VATR Body Corporate Committee, I would like to formally thank you and your team for your assistance, advice and considerable effort in the identification and resolution of the water penetration defects that we have worked so long to address.

Specifically, we appreciated that you and your people...

Helped us to manage you

You and your team made considerable strides to allow us to manage you through our Implementation Subcommittee, in spite of the fact that we had varying levels of relevant experience. This resulted in the saving of considerable funds as we did not have to appoint a dedicated project management engineering firm to oversee the operations.

Recommended expert assistance when required

Your recommendation of Kevin Donovan for Clerk of Works provided us with expert project management and oversight skills, as well as the ready availability of advice from a leading waterproofing expert.

In addition, the recommendation of Deida and Michael for the courtyard drainage works resulted in a substantial reduction in the costs for fixing the courtyard issues.

Maintained good labour relations

The VATR rectification initiative was not troubled by any stoppages due to labour issues, in spite of the fact that you were working next door to Tribeca, where there was a substantial unionised workforce. This allowed the work to proceed at a constant pace.

Developed strong owner relationships

Your team was able to engender trust from all of the owners, despite their varying attitudes towards the work you had to perform. As a result, only a handful of owners had to be put up in off-site accommodation. Importantly, I understand that you have now been permitted to enter all of the apartments to conduct your work without resorting to legal action or waivers having to be signed.

Simplified the work and minimised our investment

Your analysis of key repairs, such as shower replacements resulted in simplified work being able to be conducted, allowing us to stretch our funds even further.

Worked diligently and thoroughly

Your thorough approach not only enabled you to accelerate the repair program over time, but helped you identify and resolve "surprises" such as the need to seal the many roof penetrations and the swimming pool areas.

In addition, our Implementation Team has specifically singled out Matt Coombes and his team for their...

Attitude

We were struck by their professionalism, the honesty that they displayed and their willingness to go that extra step to get the job done.

Leadership

Matt strongly led the group – his team and ours. He always ensured that the work was delivered to the highest standard. In addition, the team members were very innovative in the way that it solved the various problems that confronted them around the building.

On the whole, we feel that they are a definite asset to DNA.

Finally, we would like to express our personal appreciation to you. You were willing to take on a large project that was quite unknown at its inception. You strongly felt that your team could deliver the goods with quality, and in a way that was “win-win” for both VATR – and DNA – and you succeeded!

Des, on behalf of our Committee and our owners, I would like to express my appreciation for your tireless efforts. We can now enjoy our renewed complex as a result.

Sincerely,



Paul Ostaff
Chairperson

VATR Body Corporate Committee