ALTITUDE FACILITIES MANAGEMENT

WO REQUEST #	3047-A
DATE REQUESTED	16/07/2025
DUE BY	16/07/2025
PRIORITY	Low
ASSIGNED TO	

Museum Towers
Museum Towers - SP40414
267 Castlereagh St Sydney NSW 2000
Site Contact
Michael Papas

concierge@museumtowers.au

All Doors NSW
Mob: 0417 975 669
Ph: 0417 975 669

JOB INFORMATION

Job Area
Common Asset

Assets
Garage Gates - Residential Car Park Entry
Garage Gates - Residential Car Park Exit

SUBJECT

Garage Doors Mechanism Not Closing Right Hand Gate

JOB DESCRIPTION

Location:
Museum Towers : Building Management
267 – 277 Castlereagh Street, Sydney NSW 2000

Common Property (Yes/No): YES

Description: Front Access to Resident Carpark - Garage Gates - Right Hand Gate mechanism Not closing - Left hand Gate is still working.

Action Required: Gate Mechanism Contractor to inspect & fix as needed.

Then potentially we can engage the security fob company to check the electronic Fob responses are optimal.

We are sending a Work Order per your earlier email advice of your call out fee :

I can have someone out today our call out is $220+gst including the first 30 mins.

Please confirm if okay and I'll send someone out J

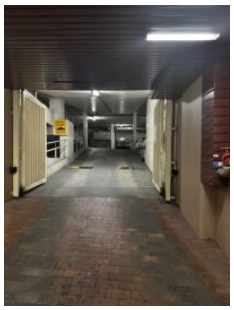
Customer Service - N/A - we will advise residents of any interruptions to service.

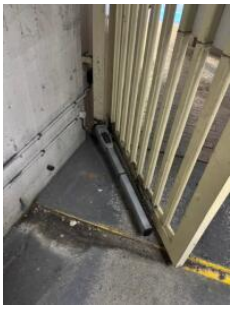
Access Instructions: Come to Garage entrance for access to contractor parking.

Once parked - See Reception - Michael at Concierge - & Juliette at Building Management to check in.

MEDIA






TERMS & CONDITIONS

WORK ORDER - EXERCISED ON BEHALF OF THE OWNERS (SP 40414)
Service Standard Agreement
Response Time

- If we send you an email or work-order, we expect you to acknowledge receipt of the communication within 24 hours, specifying when the matter will be attended to.
- We will specify in our correspondence the timeframe that we would like matters attended to, if you cannot meet this time frame, please advise us in your response.
- Should you agree to a timeline, we expect it to be honoured. If circumstances change and you cannot meet a timeline, please advise us asap.

Building Access

- Access card & building keys are available via a lockbox for contractors, please refer to the job description for location and codes.
- Contractors / visitors must sign in/out using the QR code notice to ensure prompt payment of your invoice.

- If you require parking, please reach out to Building Management to confirm if available and location.

Invoicing

- Invoices must be emailed to management@museumtowers.au within 4 weeks of the work being completed as specified in the work order.
- Invoices that are sent to Building Management more than 3 months post the work being completed will not be paid.
- Invoices must contain the following information to be considered a valid invoice:
    - Date invoice issued
    - Company or individual issuing the invoice
    - ABN
    - Invoice Number
    - Work order number authorizing the work.
    - Strata Plan being invoiced.
    - Date work completed.
    - Description of work completed.
    - Invoice amount including GST and the GST amount.
    - Break up of invoice amount.
    - Labour rate, hours charged and call-out fee (if applicable).
    - Materials cost and description.
    - Quotation reference (if applicable).
    - Bank account details for payment.
    - Any other information relevant to understanding the invoice amount.
- Invoices will be rejected and requested to be updated if they do not need the above requirements.

Payment Terms

- Building Management processes invoices every two weeks.
- Invoices will be paid within 30 days of receipt of a valid invoice.
- Contractors with overdue invoices must contact Building Management first, who will confirm whether the invoice has been approved and sent off to the Strata Manager for payment. Once an invoice has been approved and sent to the Strata Manager for payment, the Contractor must liaise directly with Strata Management for payment, not Building Management.

Works Approval & Completion

- Contractors should not carry out work without being issued a work-order on behalf of the Strata Plan.
- The Contractor will advise Building Management within 24 hours of works being completed and keep Building Management well informed regarding the status of a job should it not be completed on time.

Terms of Engagement
The Contractor agrees to comply with the following terms of engagement:

1. At all times the Contractor and its employees must be suitably qualified and appropriately licensed to carry out the work they have been engaged to do;
2. The Contractor must at all times hold current Public Liability insurance in excess of $10m;
3. The Contractor must at all times hold Workers Compensation Insurance covering employees carrying out work on behalf of the Contractor.
4. All employees of the Contractor have been appropriately informed about their Work Health & Safety (WH&S) obligations and agree to adhere to the companies WH&S policy or safe

work method statement, any WH&S concerns identified when onsite must be reported to building management prior to work commencing.

5. The Contractor agrees that all employees / other contractors carrying out work on behalf of the Contractor are to be bound by this agreement and the Contractor is directly responsible and liable for the action of any employees / other contractors, including any loss that may arise as a result of their actions.
6. It is the responsibility of the Contractor to ensure that any sub-contractors employed by the Contractor agree and adhere to the conditions set out in this document and hold all relevant insurance and licenses.
7. Contractors must not carry out work on sites managed by Altitude Asset Management Pty Ltd without an executed work order authorizing the works.
8. The Contractor acknowledges that at all times Altitude Asset Management Pty Ltd are authorizing work on behalf of the building and relevant Strata Plan under a principal / agent relationship as stated in the work order. The Contractor acknowledges that should a dispute arise regarding an authorized work order, the contractual relationship is between the relevant Strata Plan and the Contractor, not Altitude Asset Management Pty Ltd.
9. Invoices must be issued in accordance with the Service Standard outlined under this agreement and must be valid invoices to be paid
10. When working on-site should the value of any repairs and / or maintenance work exceed the amount of $500, the Contractor must stop work and obtain approval from Building Management in writing prior to proceeding.
11. All work undertaken will be carried out in accordance with the relevant Australian standard and/or the Building Code of Australia (BCA).
12. The Contractor agrees to carry out safe work practices in accordance with this agreement and their WH&S plan.
13. No hot works will be undertaken until a hot work permit has been completed and signed off by building management.
14. Any mess created while on-site will be cleaned up before the premises are left. Should the Contractor not clean-up after themselves they acknowledge that Building Management can arrange for the area to be cleaned and bill the Contractor.
15. Any works that involve noise such a loud repetitive drilling must be restricted to the hours of 8.00am to 5.00pm Monday to Friday. Noise works outside of these times must be approved by building management.
16. At all times, the Contractor must take instruction from Building Management.
17. All contractors must sign-in and out with building management when on-site and must only undertake work where a written work order has been provided; Any keys that are signed out must be returned by the end of the day.
18. Each strata plan must be invoiced separately, and the Contractor acknowledges that invoices (other than where contracted) will only be paid where a written work order has been completed.
19. Contractors must only enter residential apartments if prior consent has been given by the resident or Building Management.
20. Should the Contractor no longer hold current insurance or a trade license in accordance with this agreement, they will cease to carry out work and notify Building Management. Should the Contractor be in breach of any of the above terms, they will not carry out work on sites management by Apartments Projects Pty Ltd until the breach has been rectified.