

Tenants Consultative Forum

12pm Friday 21 March 2014
Bishop's Parlour, Convent Building



ATTENDEES:

John Di Natale, Mirella Zandegu, Sophie Hill, Roland Harvey, Jo Saunders, Sal Cooper, Robyn DeVries, Trudy Schuringa, Sara O'Callaghan, Andrew Evans, Ilona Topolcsanyi, Paddy O'Reilly, Andrew Blackman, Victoria Marles, Maggie Maguire, Tom Rendell, Victoria Ryle, Pam Soriano

Item 1: Tenant Car Parking

BACKGROUND:

Before finalising the general pricing structure and the tenant parking scheme, the ACF sought feedback from tenants regarding their parking needs.

Feedback was received from 22 tenants representing a good cross section of the tenant body and was used in setting the general pricing structure, which was released in late December 2013. New short-term rates were introduced and the day rate increased from \$6 to \$8.

Since launching the new system we have seen a substantial increase in the number of people using the Car Park and this trend is expected to continue into the future.

In relation to tenant parking the feedback received suggested that the current 24/7 access product was not ideal for all tenants.

UPDATE:

The ACF has now revised the Tenant Car Parking scheme. It will offer two options for tenants:

1. Weekday access only scheme giving 24 hour access for weekdays 24/5. This is designed for tenants who do not need weekend access.
2. The Current 24/7 pass will be retained for the minority of tenant pass holders who need weekend access.

The ACF has investigated a casual car parking scheme for tenants but has been unable to find a solution amongst automated or manual options.

The pricing basis for the tenant car parking scheme will be based on a rate of \$2 per day. This is a 75% discount to the general public rate of \$8 for all day parking. The prices for the two options will be:

- **Everyday Access 24/7 (30 days) \$60 per month**
- **Weekday Access 24/5 (20 days) \$40 per month**

These Rates will be effective from 1st May 2014. Tenants with current passes will be notified in writing and be asked which access card they want.

DISCUSSION & FEEDBACK

A. PRICING

There was concern about the increased fee amongst some tenants. The fee increase was explained as relating to the original pricing and discount of the swipe card. When the swipe card system was introduced in 2006 it was \$50 for a monthly 24/7 swipe card. This price was then lowered to \$30, which equalled \$1 per day and a 75% discount on the \$4 rate casual rate of the time. The price has been frozen since the parking rate increased from \$4 to \$6 and then to \$8 but now will reflect the initial 75% saving.

B. CASUAL PARKING SCHEME

Everyone agrees it is disappointing there is not a casual scheme for those who use the car park intermittently but it cannot be done without the ACF employing full time cashiers. The ACF is still discussing alternative options with Wilson Technologies and System.

C. DROP OFF/PICK UP ZONES

There was concern about the City of Yarra removing street parking and not offering access points close to the Convent Building. It was reiterated that the ACF has limited influence on the street parking. The following are current and proposed solutions:

- Gate 2 car park is now a loading zone for the ACF and its tenants and disabled access for Interact. Access is possible for all tenants everyday between 7.30am-8.30pm without exception. Gates and Bollards can be opened by contacting site coordinators and ACF administration.
- For safety reasons, the ACF allows cars on site before 8am and after 5pm and will make exceptions for difficult deliveries or pick-ups before 11am and after 3pm. Contact the site coordinator for standard access or Michael Williamson (operations administrator) 24 hours in advance for exceptions (access between 8-11am and 3pm-5pm).
- Line marking and pedestrian access works in the car park will happen later this year. Some dedicated short term tenant options will be added close to the front of the car park.
- There is 30 mins free parking in the car park 24/7 and an hour only costs \$1.00
- The City of Yarra, (upon insistence by the ACF) has added commercial loading zones on St Heliers St.
- A 15 min park at the Clarke St entrance will be suggested by the ACF to City of Yarra.

D. CAPACITY

Tenants were concerned about the increased busyness of the car park on weekdays. It was noted that to reseal the lower portion will cost \$200,000 – funds are not available for that work now.

Item 2: Internet Facilities for Tenants

BACKGROUND:

This item was added to the agenda by Sal Cooper. Currently Wi-Fi via dongles are very inconsistent and modems are too expensive for some tenants.

FEEDBACK SOUGHT:

Sal sought an update on alternate possibilities for internet/Wi-Fi in the Convent building

DISCUSSION & FEEDBACK

Other tenants have similar concerns in the Convent building.

The ACF is talking to TSG, a company that purports to solve difficult Wi-Fi solutions. They have dealt with heritage sites before and have offered a free survey of the Convent building. This is underway but the process is very much in its infancy. The ACF totally supports the principle of providing reliable internet and will report back through future TCF meetings.

Item 3: Tenant Meeting Schedule

BACKGROUND:

This item was added to the agenda by Mirella Zandegu. Tenant meetings were created to allow general dialogue between the ACF and the tenants over a broad range of issues. There has been a lot of variation in the frequency of and attendance at the general tenant meetings.

There are currently several regular communication vehicles; including the weekly e-news, general meet and greet functions (such as the Christmas party, winter get-togethers, Open Day after party) and regular meetings with large tenancies.

FEEDBACK SOUGHT:

What is the view from the tenant body about the need for general tenant meetings and their frequency?

What is the view from the tenant body about holding social gatherings more frequently over the year (e.g. 4 times – early March, mid-July, Open Day, Xmas)?

Currently tenant tours of the site are held on a quarterly basis. What is the view of the tenant body about the need and regularity of these tours?

FEEDBACK & DISCUSSION:

There was general support to have general tenant meetings at the end of the quarterly TCF meetings.

These meetings will be separate so people can attend selectively but both will be minuted, providing an opportunity for less formal or tenant specific concerns to be raised.

There was also support for the quarterly catered tenant functions.

Free Tenant tours were supported with possible dates to be proposed ahead of time.

There was a suggestion for a Tenant Common Room. There was no consensus on the topic nor was it supported by all the tenants, so there was no firm commitment from the ACF but it is not discounted.

Should there be appropriate spaces or proposals it will be considered.

Next Meeting

Mid July