



Hallmark Management Committee Newsletter

20 January 2022

Building Management Contract

In October the Committee sought tenders from potential providers of building management services. A Working Group of the Committee was established to assess the written responses and then conduct interviews with the four potential providers. After referee checks and an extensive review process of all respondents, the Committee decided that Focused Facilities Management (FFM) was the best placed provider to meet the needs of the Hallmark in the immediate and medium term.

FFM is a well-established Victorian firm with a wide residential portfolio contains a number of premium buildings including The Melburnian, HM@S, The Fawkner and One East. FFM will commence service on 1 March 2022 when the current contract with Facilities Management Victoria expires.

FFM's proposal offered an enhanced service delivery program with a strong focus on customer service and well-developed operating systems model. FFM are well-placed to assist us with some of the Hallmark's major issues including the ongoing water leaks rectification program, lift maintenance and lift upgrades with strong engineering background amongst their management and operations team.

With the appointment of FFM now confirmed, the Committee will now participate in the selection work with FFM on the appointment of a Building Manager, based on a shortlist of candidates to be provided by FFM. An FFM Operations Manager will be visible onsite to provide support to the new building manager.

A focus area of the committee has been cleaning. FFM provides an integrated cleaning service and will be able to deliver a more responsive, accountable, and specialised service for the Hallmark. FFM also offers a project management capability (at additional cost) that we may wish to utilise for major projects such as lift upgrades and external painting.

FFM along with The Committee have also agreed on the need for the implementation of building management software which will provide more sophistication of communication between residents and the building management team for greater transparency and efficiency. The FFM proposal was in line with the current contract pricing and market competitive with pricing received through the tender process.

The Hallmark has had a long-standing relationship with Facilities Management Victoria, especially with FMV Director Tony Basile. FMV have been a major part of the building providing services for over 15 years to The Hallmark. On behalf of all owners the Committee would like to express our thanks to Tony and the current building management team of Robert, Raza and Maria for their work on our behalf. We are also very grateful that FMV has committed to providing a smooth transition to FFM as new provider.

Hallmark Owners Corporation Committee