

Promenade on Clayfield

21 Miles Street
Clayfield QLD 4011

**Salary Report
February 2020**



CONTENTS

1.0	Executive Summary	3
2.0	Definitions	5
3.0	Terms of Reference	6
4.0	Methodology	6
5.0	Duties of the Caretaker	8
6.0	Hourly rate for contract labour for the Caretaker	9
7.0	Recommended annual remuneration for the Caretaker	13
8.0	Summary and conclusion	14
9.0	Appendices	
Appendix 1: The Consultant	16
Appendix 2: Expert Evidence Policy	17
Appendix 3: Duties and Times Schedule	18

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1.0 EXECUTIVE SUMMARY

- (a) This report has been prepared with regard to the residential strata-titled complex known as Promenade on Clayfield (CTS 31434). The purpose of the report is to recommend the appropriate level of remuneration for the performance of the Caretaker's duties at the complex.
- (b) The report has been completed by Mr Barry Turner, the Principal Consultant for Building Management Consultancy & Services (BMCS). Mr Turner has extensive qualifications and experience in the Management Rights industry and has completed more than 900 similar reports for industry clients throughout Australia and New Zealand.
- (c) This report complies with the Expert Evidence Policy of the Queensland Civil and Administrative Tribunal contained in Practice Direction No 9 of 2004, and with the provisions of s428 of the *Uniform Civil Procedure Rules* (1999).
- (d) The duties required of the Caretaker for management and caretaking of the common property at Promenade on Clayfield have been determined separately (see the Duties Report).
- (e) The time required to be provided by the Caretaker (or its authorised employees/contractors) to complete the duties has been determined, from information gathered during the on-site inspection, as **8.39 hours per week**, which equates to an annual workload of **436.28 hours**.
- (f) The Korn Ferry Chart Profile method of job evaluation, which enables different levels of tasks to be consistently evaluated within and between organisations, has

been utilised to assess the skills, knowledge and responsibilities required of the Caretaker to complete the duties, and to determine the appropriate hourly rate for contract labour.

- (g) The appropriate hourly rate for contract labour for the Caretaker has been determined as **\$42.46 per hour** (excluding GST).
- (h) Combining the time required by the Caretaker to complete the duties (436.28 hours per year) and the appropriate hourly rate for contract labour (\$42.46 per hour (excluding GST)) equates to a recommended annual remuneration of **\$18,524.45** (excluding GST).

2.0 DEFINITIONS

ABMA:	Australian Building Management Accreditation Code (QLD)
Agreement:	the Management/Caretaking Agreement between the Body Corporate and the Manager/Caretaker;
Body Corporate:	a legal entity created by the establishment of a Community Titles Scheme;
By-laws:	the by-laws for the Community Titles Scheme;
Clause:	Clause in the Management/Caretaking Agreement;
Common Property:	land which is part of the Community Titles Scheme, but not part of a Lot in the Scheme, and which is the responsibility of the Body Corporate to maintain. Includes all property of the Body Corporate located on the common property but does not include any Exclusive Use Area;
Community Titles Scheme:	a single Community Management Statement and the relevant Scheme land.
Complex:	the Lots and Common Property comprised in the Community Titles Scheme;
CMS:	the Community Management Statement;
DOV:	Deed of Variation
Duty:	a specific task to be performed by the Manager/Caretaker, as identified in the Agreement;
Duty ID:	the computer code allocated to the particular duty for identification of that duty
Emergency:	a situation that poses an immediate risk to health, life, property or the environment. Most emergencies require urgent action to prevent a worsening of the situation;
Frequency:	the frequency that the duty is to be performed (eg Daily, Weekly, etc.);
Inferred Duty	a duty which must be completed to achieve the stated outcome of a higher-level duty;
Location:	means a particular location within the building/complex where the duty is to be performed. Identifies the particular location where a similar duty is required to be performed in multiple locations;
Manager/Caretaker:	person or corporation engaged by the Body Corporate (other than as an employee of the Body Corporate) to supply services to the Body Corporate. Includes a person or corporation with a similar role but different title, as identified in the Agreement eg On-Site Manager.
Representative:	the person appointed by the Committee to liaise with the Manager/Caretaker;
Specifics:	the specific instructions attached to the duty on how the duty is to be performed;
Time Block:	the time expressed in minutes to perform the duty.

3.0 TERMS OF REFERENCE

This report has been prepared with regard to the residential strata-titled complex known as Promenade on Clayfield (CTS 31434) (“the complex”). The purpose of the report is to recommend the appropriate level of remuneration for the performance of the Caretaker’s duties at the complex.

4.0 METHODOLOGY

4.1 The Consultant

The report has been completed by Mr Barry Turner, the Principal Consultant for Building Management Consultancy & Services. Mr Turner has extensive qualifications and experience in the Management Rights industry and has completed more than 900 similar reports for industry clients throughout Australia and New Zealand (see Appendix 1).

4.2 Status of the report

This report complies with the Expert Evidence Policy of the Queensland Civil and Administrative Tribunal contained in Practice Direction No 9 of 2004, and with the provisions of s428 of the *Uniform Civil Procedure Rules* (1999) (see Appendix 2).

4.3 Information required to complete the report

- (a) In order to complete this report it was necessary to have regard to the:
- duties required of the Caretaker to manage and maintain the common property of the complex;

- time required by the Caretaker to complete the duties necessary for the management and caretaking of the common property for the complex;
- use of an accepted industry based benchmarking procedure for the determination of the appropriate hourly rate for the Caretaker; and
- the combination of the time to complete the duties and the relevant hourly rate to recommend the appropriate annual remuneration for the Caretaker.

4.4 Determination of the appropriate hourly rate for the Caretaker

- (a) Korn Ferry is a global management consulting firm, and the Korn Ferry Chart Profile method of job evaluation is the most widely used single job evaluation method in the world, being used by over 7,000 private sector and government organisations in some 40 countries.
- (b) While it is generally known for its application to management, professional and technical jobs, it is also extensively used for clerical and manual jobs, and is utilised to assess the knowledge, skills and responsibilities required of the person performing the tasks of a particular job, and to determine the appropriate hourly rate for contract labour.
- (c) In November 2012 Korn Ferry used the Chart Profile method to benchmark the role of a Resident Manager/Caretaker/Contractor in a strata-titled complex operating as a service contractor under a Management/Caretaking/ Maintenance Agreement.

4.5 Recommendation of the appropriate annual remuneration for the Caretaker

Combining the time required by the Caretaker to complete the duties and the appropriate hourly rate for contract labour (from the Korn Ferry job evaluation

methodology) provides for the recommendation of the appropriate annual remuneration for the Caretaker.

5.0 DUTIES OF THE CARETAKER

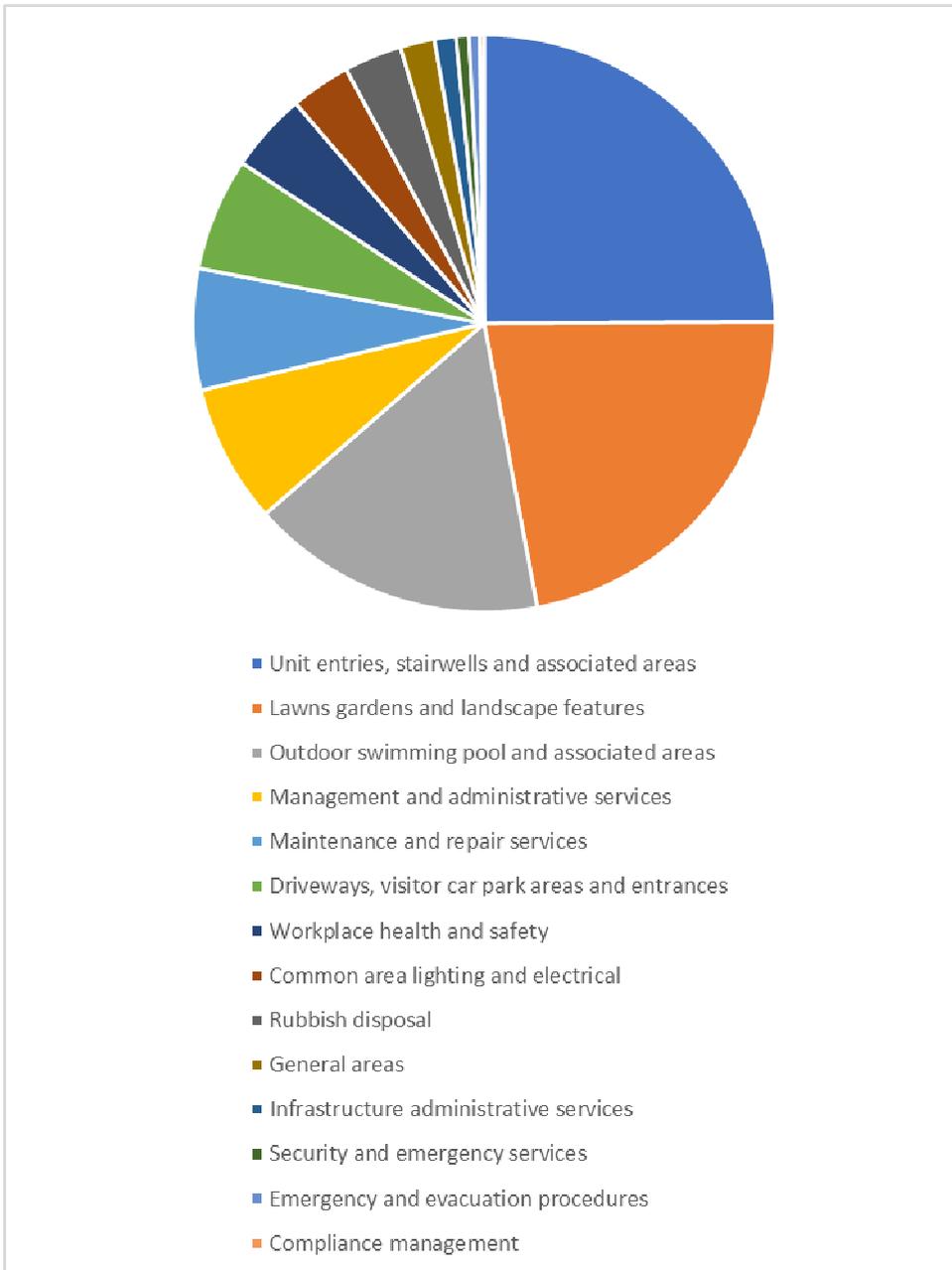
5.1 The duties required of the Caretaker for management and caretaking of the common property at Promenade on Clayfield have been determined separately (see the Duties Report).

5.2 The time required to be provided by the Caretaker (or its authorised employees/contractors) to complete the duties has been determined, from information gathered during the on-site inspection, as **8.39 hours per week**, which equates to an annual workload of **436.28 hours** (see Appendix 3 Duties and Times Schedule).

5.2 Duty Category by Time (Weekly hours and % time spent on each duty category)

Duty Category	Weekly Hours	%
Unit entries, stairwells and associated areas	2.09	24.9
Lawns gardens and landscape features	1.86	22.2
Outdoor swimming pool and associated areas	1.38	16.4
Management and administrative services	0.65	7.7
Maintenance and repair services	0.57	6.8
Driveways, visitor car park areas and entrances	0.53	6.3
Workplace health and safety	0.37	4.4
Common area lighting and electrical	0.28	3.3
Rubbish disposal	0.27	3.2
General areas	0.16	1.9
Infrastructure administrative services	0.10	1.2
Security and emergency services	0.06	0.7
Emergency and evacuation procedures	0.05	0.6
Compliance management	0.02	0.2
TOTALS	8.39	100.00

5.3 Duty Category by Weekly Hours (% of time spent on each duty category)



6.0 HOURLY RATE FOR CONTRACT LABOUR FOR THE CARETAKER

The recommended hourly rate for contract labour for the Caretaker has been determined by the adoption of a nationally and internationally recognised system of job classification,

the Korn Ferry Chart Profile method. The focus of the process of job classification is on the nature and requirements of the position, rather than on the skills or background or characteristics of the position holder.

6.1 Korn Ferry Chart Profile method of job classification

- (a) The Korn Ferry Chart Profile method of job evaluation is based on the concept of a universal standard of measurement and provides a common language which enables jobs in different organisations, functions and countries to be consistently evaluated.

- (b) It is the capacity to consistently classify jobs on a common basis which enables the Korn Ferry system to be effective in determining job relativities, both within and between organisations. Jobs can be ranked not only in the order of importance within the structure of an organisation, but so that the distances between the ranks can be determined.

6.2 Dimensions of the job classification system

- (a) Eight dimensions have been identified as central to the classification of job relativities, grouped into 3 clusters with similar characteristics.
 - (i) ***Know-How***
Know-How is the knowledge, skill and experience required to fully meet the responsibilities of the position. It consists of three dimensions:
 - the knowledge and experience required, both theoretical and practical, of techniques, procedures and/or professional and technical disciplines;
 - the skills required to plan, organise, coordinate and reconcile the diverse and

often conflicting requirements of managing and administering complex organisations; and;

- the human relations' skills required to work with others and to motivate, develop and influence people.

(ii) ***Problem Solving***

Problem Solving is the span, complexity and level of analytical, evaluative and creative thought required in the position, expressed as an application of Know-How. It consists of two dimensions:

- the degree to which thinking is constrained or circumscribed by existing policies, procedures and principles; and
- the degree of complexity, variability and creativity involved in Problem Solving.

(iii) ***Accountability***

Accountability is the scope given to the position holder to direct resources of all kinds and to influence or determine the course of events. It is the position holder's answerability for the consequences of decisions made and actions taken. It consists of three dimensions:

- the degree to which there are constraints on the freedom to act of the position holder (for example by direction, policy or legal frameworks);
- the magnitude of the resources or activity areas on which the position has an impact; and
- whether the impact of the position holder is direct or indirect, prime or supportive.

6.3 Classification of the Caretaker's duties.

- (a) The Management Rights/Accommodation industry is characterised by a wide variety of building styles (eg low rise, high rise, townhouse, commercial etc) and

purposes (eg resident owners, permanent tenants, corporate guests, holiday guests, commercial activities etc).

- (b) In November 2012 the Korn Ferry Chart Profile method was used to classify the duties of a Resident Manager to determine an appropriate rate of remuneration for the performance of those duties. This has resulted in the identification of 4 Levels of classification of the duties required of a Resident Manager.
- (c) The Caretaker's level of responsibility in performing the duties under the Agreement with the Body Corporate for Promenade on Clayfield has been assessed, under the Korn Ferry Chart Profile method of job classification, as equivalent to a Resident Manager Level 4.
- (d) A Resident Manager – Level 4 typically manages a single storied, low rise or townhouse residential facility with common area facilities such as shared access areas, gardens, lawns, etc. The Manager undertakes administration, cleaning, maintenance and minor repairs in the complex, and works according to established organisational procedures and standards. This position typically requires two years of experience in the field or a related area.

Representative Activities

- Undertakes simple maintenance services and repairs;
- Inspects equipment and facilities to determine repair of malfunctioning units and physical structures;
- Requisitions materials and supplies;
- Maintains records of maintenance activities and costs; and
- Maintains up-to-date procedures, manuals, and checklists.

6.4 Recommended hourly rate for contract labour for the Caretaker

- (a) The hourly rates for any given position under the Korn Ferry Chart Profile method are based on data derived from 451 organisations across a wide variety of industry sectors, including actual pay data for nearly 200,00 Australian jobs. The relevant rates for the Management Rights/Accommodation industry were updated in December 2019.
- (b) Based on the classification of the Caretaker's duties the appropriate hourly rate for contract labour for the Caretaker at Promenade on Clayfield has been determined as **\$42.46 per hour** (excluding GST).

7.0 RECOMMENDED ANNUAL REMUNERATION FOR THE CARETAKER

- 7.1 Combining the time required by the Caretaker to complete the duties (**436.28 hours per year**) and the appropriate hourly rate for contract labour (**\$42.46 per hour** (excluding GST)) equates to a recommended annual remuneration of **\$18,524.45** (excluding GST).
- 7.2 Based on the duties determined as required of the Caretaker to manage and maintain the common property (see Duties Report) and the times required to complete these duties as determined during the onsite visit (see 5.2, page 8 and Appendix 3 of this report) it is possible to determine to cost of each duty category, as indicated in the table below.

Duty Category	Weekly Hours	%	Cost per annum (\$)
Unit entries, stairwells and associated areas	2.09	24.9	4615
Lawns gardens and landscape features	1.86	22.2	4107
Outdoor swimming pool and associated areas	1.38	16.4	3047
Management and administrative services	0.65	7.7	1435
Maintenance and repair services	0.57	6.8	1259
Driveways, visitor car park areas and entrances	0.53	6.3	1170
Workplace health and safety	0.37	4.4	817
Common area lighting and electrical	0.28	3.3	618
Rubbish disposal	0.27	3.2	596
General areas	0.16	1.9	353
Infrastructure administrative services	0.10	1.2	221
Security and emergency services	0.06	0.7	132
Emergency and evacuation procedures	0.05	0.6	110
Compliance management	0.02	0.2	44
TOTALS	8.39	100.00	18524

8.0 SUMMARY AND CONCLUSION

- (a) This report has been prepared with regard to the residential strata-titled complex known as Promenade on Clayfield (CTS 31434). The purpose of the report is to recommend the appropriate level of remuneration for the performance of the Caretaker's duties at the complex.
- (b) The duties required of the Caretaker for management and caretaking of the common property at Promenade on Clayfield have been determined separately (see the Duties Report).
- (c) The time required to be provided by the Caretaker (or its authorised employees/

contractors) to complete the duties has been determined, from information gathered during the on-site inspection, as **8.39 hours per week**, which equates to an annual workload of **436.28 hours**.

- (d) The Korn Ferry Chart-Profile method of job evaluation, which enables different levels of tasks to be consistently evaluated within and between organisations, has been utilised to assess the skills, knowledge and responsibilities required of the Caretaker to complete the duties, and to determine the appropriate hourly rate for contract labour.
- (e) The appropriate hourly rate for contract labour for the Caretaker has been determined as **\$42.46 per hour** (excluding GST).
- (f) Combining the time required by the Caretaker to complete the duties (436.28 hours per year) and the appropriate hourly rate of contract labour (\$42.46 per hour (excluding GST)) equates to a recommended annual remuneration of **\$18,524.45** (excluding GST).

9.0 APPENDICES

APPENDIX 1

THE CONSULTANT

This report has been completed by Mr Barry Turner, the Principal Consultant for Building Management Consultancy & Services. Mr Turner has extensive qualifications and experience in the Management Rights industry and has completed more than 900 similar reports for industry clients throughout Australia and New Zealand.

His relevant qualifications include Certificate level qualifications in

Real Estate Contract Law	Real Estate Marketing
Real Estate Practices	Real Estate Management
Body Corporate Management	Workplace Health and Safety

and a

Diploma of Accreditation Auditing under the Australian Building Management Code.

He is a Life Member of:

Australian Resident Accommodation Managers Association (ARAMA)

His relevant industry appointments include:

Three years as President of the Sunshine Coast Branch of ARAMA
Three years as State President of the Queensland Branch of ARAMA.
Two years as a Board Member of Tourism Sunshine Coast.
A representative for the Management Rights Industry on the Queensland Government Consultative Committee during the drafting of the 1997 Body Corporate Community Management Legislation.

His relevant industry experiences include:

Seven years as a Resident Manager in strata titled residential complexes.
Provision of consultative services to Bodies Corporate, Resident Managers, Solicitors, Strata Managers and Developers in strata-titled buildings/complexes including:

- Preparation of Schedules of Specific Duties and Responsibilities on behalf of Solicitors for annexure to Management Agreements;
- Review and determination of suitable levels of Bodies Corporate Remuneration for Resident Managers/Caretakers in existing/new/proposed buildings/complexes.

APPENDIX 2: EXPERT EVIDENCE POLICY

The statement below indicates that this report is in compliance with the Expert Evidence Policy of the Queensland Civil and Administrative Tribunal contained in Practice Direction No 9 of 2004, and the provisions of s428 of the *Uniform Civil Procedure Rules* (1999).

- To the best of my knowledge, the factual matters stated in this report are true;
- I have made all reasonable enquiries that I considered appropriate in order to prepare the report;
- I genuinely believe the opinions I have expressed in this report;
- I have included in the report reference to all matters that I consider significant; and
- I am aware that I must not accept instructions to adopt or reject a particular opinion in relation to the preparation of the report.



Barry Turner

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

Duty ID	Duty	Frequency	Time Block
BCM01.0 - Management Administrative Services:			
Location:			
BCM01.05	Attend Committee meetings, extraordinary meetings and annual general meetings <i>Specifics:- Prepare a report for each meeting, forward report at least 14 days prior to meeting to enable Committee Members sufficient time to review report prior to the meeting.</i>	Quarterly	60.00
BCM01.07	Be available or contactable to liaise with Committee Representative and attend to common property issues <i>Specifics:- Liaise personally or by phone/email with the nominated Committee Representative or Body Corporate Manager as required or requested during normal business hours.</i>	Monthly	15.00
BCM01.08	Carry out regular complex inspections and report to the Committee <i>Specifics:- Monitor & be aware of the general condition of common property & all machinery and appurtenances thereto. Duty includes all pumps, auxiliary motors or petrol engines (if any), pressurised water systems or similar. Report issues to the Body Corporate.</i>	Monthly	30.00
BCM01.09	Check and verify body corporate invoices <i>Specifics:- Check and verify that goods and services have been provided for relevant invoices, (stamp & sign). Forward originals, or copies of originals to Committee or Body Corporate Manager for approval and payment. Maintain a copy on file on-site.</i>	Monthly	15.00
BCM01.21	Arrange all materials and supplies necessary to carry out the caretaking duties to generally maintain the Common Property <i>Specifics:- Applies to purchases within the Manager's/Caretaker's spending limit for a single transaction, excluding reasonable delivery charges. Seek approval from the Committee prior to sourcing materials or supplies that exceed the spending limit or would incur additional costs in obtaining such materials or supplies.</i>	Monthly	30.00
BCM01.25	Prepare and submit invoice for reimbursement of out-of-pocket expenses, pay COD Suppliers <i>Specifics:- Pay COD suppliers in a manner requested. Provide original invoices as proof of purchase of supplies for use in common property areas.</i>	Monthly	30.00
BCM01.33	Source quotations that are requested by the Committee for repairs, specialist maintenance or any specialist consultant reports <i>Specifics: Source tenderers and contractors, meet and discuss job and quote requirements, provide job specifications as agreed by the Committee to ensure conformity, or otherwise, to the stated job specifications, recommend contractor, forward quotes to Committee at least 14 days prior to the date of the Committee meeting, notify successful tenderer and arrange for work to be done.</i>	Quarterly	60.00
BCM01.98	Maintain a log of accidents, incidents and by-law breaches, make available to Body Corporate <i>Specifics:- Maintain a log of accidents, injuries, incidents and any occurred by-law breaches. Records to be maintained for 6 years [Refer ABMA Code - Chapter 5B - Cl 5.31 (e) 18,19, 20].</i>	Monthly	10.00

Duty Category ID	Frequency	Total Minutes	Equated Weekly Hours
BCM01.0	Monthly	130.00	0.50
BCM01.0	Quarterly	120.00	0.15
Total Weekly Hours			0.65

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>	
CPL01.0 - Compliance Management:				
Location:				
CPL01.04	Obtain and record a Certificate of Compliance/Occupier's Statement from the service contractor, make available on demand	Annually	30.00	
<i>Specifics:- Copy of Certificate to be displayed in a prominent place. Records to be maintained in a way that will preserve them in the event of a fire. Occupiers Statement can be sent via email to: occupierstatement@emergency.qld.gov.au [Refer ABMA Code Chapter 18 (B) Clause 18.31 8a].</i>				
CPL01.05	Obtain and record Certificate of Compliance for swimming pool, make available upon request	Annually	30.00	
<i>Specifics:- Report any non-compliance issues. Lock pool facility if necessary for safety reasons. Display a copy of the Certificate as near as practicable to (a)the main entrance of the premises or (b)at a gate or door giving access to the pool [Refer ABMA Code 15(A).06 B].</i>				
<u>Duty Category ID</u>		<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
CPL01.0		Annually	60.00	0.02
		Total Weekly Hours		0.02

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
DCE01.0 - Driveways, Visitor Car Park Areas and Entrances:			
Location:			
DCE01.22	Pick up and dispose of litter from entrances, driveways and visitor carpark areas <i>Specifics:- Duty performed three (3) times weekly when Caretaker is on site.</i>	Weekly	15.00
DCE01.39	Blowervac/sweep/hose (when lawful) street entrance, driveway and visitor car parking areas <i>Specifics:- Duty applies driveways, ramps, visitor car parks and associated vehicle access areas, spot clean any oil or grease stains [Refer ABMA Code Table 12 C - Cleaning Standards - External Zones].</i>	Weekly	15.00
DCE01.42	Check and maintain stormwater drains and gutters in a clean and tidy condition <i>Specifics:- Check grates are in sound condition and secured firmly in place. Check during or following heavy rain or storms to confirm water is flowing freely from the drains. Where practicable, ensure drains are clear and functioning, arrange a contractor to clear any blockages.</i>	Quarterly	20.00

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
DCE01.0	Weekly	30.00	0.50
DCE01.0	Quarterly	20.00	0.03
Total Weekly Hours			0.53

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>	
EMP01.0 - Emergency and Evacuation Procedures:				
Location:				
EMP01.01	Check building emergency evacuation signage, update as required (Fire Safety Regulations 2008)	Six Monthly	30.00	
	<i>Specifics:- Ensure all emergency evacuation signage is in place and in good condition to ensure compliance with the Building Fire Safety Regulation 2008. Arrange for the replacement of any damaged or missing signage [Refer ABMA Code - Chapter 10 Part B - Table 10G].</i>			
EMP01.07	Arrange/attend with a suitably qualified contractor to rehearse building evacuation procedures and review evacuation plan (Fire Safety Regulations 2008 & WH&S Reg 43)	Annually	90.00	
	<i>Specifics:- Evacuation drills or practice must be conducted every 12 months by enough people and in such a way that the evacuation plan is adequately tested. Maintain records of date of evacuation (BFSR 44).</i>			
<u>Duty Category ID</u>		<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
EMP01.0		Six Monthly	30.00	0.02
EMP01.0		Annually	90.00	0.03
		Total Weekly Hours		0.05

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
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GEN01.0 - General Areas:

Location:

GEN01.03	Check and clean building letter boxes, dispose of junk mail	Weekly	5.00
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Specifics:- Duty performed an average of five times per week on mail delivery days. Wipe over face of letter boxes, check rubbish bin and empty [Refer ABMA Code Table 12B Cleaning Standards Internal Zones].

GEN01.05	Check and maintain fences and retaining walls	Quarterly	60.00
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Specifics:- Check all fencing and keep in a clean and tidy condition. Carry out any repairs that do not require the services of a tradesperson (re-fix loose palings or similar). Arrange any major repairs. Duty applies to all common property fencing, retaining walls, balustrading, etc.

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
GEN01.0	Weekly	5.00	0.08
GEN01.0	Quarterly	60.00	0.08
Total Weekly Hours			0.16

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>	
IAS01.0 - Infrastructure Administrative Services:				
Location:				
IAS01.03	Arrange, provide access and record the testing of installed water back-flow devices	Annually	30.00	
	<i>Specifics:- Service to be performed by a qualified and registered backflow endorsed plumber. Testing required to comply with Australian Standard AS-NZS 2845.3 [Refer to ABMA Code 11.23 Table - Hydraulics].</i>			
IAS01.04	Arrange, provide access and record the Thermo-graphic Survey of all common area electrical switchboards (AS/NZS 3000/8)	Annually	30.00	
	<i>Specifics:- Sign contractor "in" and "out" and provide access for the service contractor to complete the services. Report to the Committee any notified faults or defects that require further repair or maintenance. Confirm testing is carried out to detect any overheating and possibility of fire or fusion [Refer ABMA Code - Table 11A - Electrical Services].</i>			
IAS01.35	Monitor, provide access and record the maintenance and testing of Fire-Resistant Door (FDR) sets	Annually	60.00	
	<i>Specifics:- Co-ordinate and provide access where possible. Duty applies to all fire door sets (unit entry & common property doors). Report to the Committee any notified faults or defects that require further repair or maintenance [Refer ABMA Code - Chapter 10 - Part B - Table 10A & AS1851].</i>			
IAS01.37	Monitor and record the testing and tagging of common property pluggable appliances	Annually	30.00	
	<i>Specifics:- Duty applies to but not limited to, pool filter pumps, chlorinators, garden irrigation pumps, etc. Service to be performed to the Standard; AS/NZS 3760:2010 "In-service inspection and testing of electrical equipment" [Refer ABMA Code 11.23 Table - Electrical Services].</i>			
IAS01.42	Monitor, provide access and record the testing of common property Residual Current Devices by a qualified inspector	Annually	30.00	
	<i>Specifics:- Sign contractor "in" and "out" and provide access for the service contractor to complete the services. Report to the Committee any notified faults or defects that require further repair or maintenance [Refer ABMA Code - Chapter 11 - Part B - Table 11A - Electrical Services].</i>			
IAS01.48	Monitor, provide access and record the testing of fire extinguishers	Six Monthly	30.00	
	<i>Specifics:- Ensure the contractor signs "in" and "out" when attending the complex. Maintain a log recording the date of each test. AS 1851-2005 Section 15.4 [Refer ABMA Code 9.22 Table 9A].</i>			
IAS01.76	Monitor, provide access and record the maintenance and testing of fire hydrants including any internal & external boosters	Six Monthly	30.00	
	<i>Specifics:- Ensure hydrant covers are clear of soil and vegetation and clearly marked/painted for ease of identification. Record date of inspection in a Log [Refer ABMA Chapter 10B - Table 10A - Fire Protection Services Frequencies & Records].</i>			
<u>Duty Category ID</u>		<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
IAS01.0		Six Monthly	60.00	0.04
IAS01.0		Annually	180.00	0.06
		Total Weekly Hours		0.10

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

Duty ID	Duty	Frequency	Time Block
LGL01.0 - Lawns, Gardens and Landscape Features:			
Location:			
LGL01.06	Arrange, provide access and supervise the re-mulching of gardens when approved by the Committee	Annually	60.00
	<i>Specifics:- Obtain quotes from independent contractors on behalf of the Body Corporate. Ensure gardens are free of weeds prior to mulching [Refer ABMA Code Chapter 13 Part B Table 13C].</i>		
LGL01.07	Blower/vac/sweep/hose (when lawful) and clean all garden paths and accessways	Weekly	15.00
	<i>Specifics:- Duty includes areas surrounding swimming pool. Keep all garden paths and access areas clean and tidy, spot clean any stains, duty excludes pressure cleaning. [Refer ABMA Chapter 13 Table 13(b) - Recurrent Garden Care Frequencies].</i>		
LGL01.107	Arrange and supervise a suitably equipped contractor for the pruning and trimming of inaccessible hedges and shrubs	Two Monthly	15.00
	<i>Specifics:- Duty applies to those areas requiring specialist access or exceed a fall height of one metre as per WH&S Regulations. Contractor is at the cost of the Body Corporate.</i>		
LGL01.12	Check test and maintain the operation of the garden irrigation system	Monthly	30.00
	<i>Specifics:- Check sprinkler heads are clear of any build-up of ants, etc. Adjust timers to ensure progressive coverage. Reduce watering times during winter months to at least half of summer months. Carry out minor repairs to system, arrange and supervise any major or specialist repairs at the direction of the Committee [Refer ABMA Code - Chapter 13 - Part B- Table 13B].</i>		
LGL01.145	Fertilise lawn areas	Six Monthly	30.00
	<i>Specifics:- Fertilise in Spring and Autumn. In between applications, lightly feed regularly (6 - 8 week intervals) with a fertiliser high in Nitrogen and Potassium [Refer ABMA Chapter 13 Table 13(c) - Periodical Garden Care Frequency].</i>		
LGL01.18	Hand fertilise all gardens, plants, shrubs and palms	Six Monthly	30.00
	<i>Specifics:- Fertilise in Spring and Autumn. Avoid the use of organic fertilisers with residual odors. Seek advice from Horticulturist on specific fertilisers for different plant species [Refer ABMA Code - Chapter 13 - Part B- Table 13D].</i>		
LGL01.21	Prune, trim and shape all hedges and shrubs, clean up and dispose of trimmings	Monthly	120.00
	<i>Specifics:- Instigate a weekly pruning program to ensure all plants and shrubs are pruned on a rotational basis at least once per month, clean up and dispose of trimmings. Duty does not apply to pruning of plants, shrubs, vines, etc. that exceed a fall height of one metre to access or require specialist equipment for access [Refer ABMA - Part 13B - Clause 13.21 - 2b].</i>		
LGL01.31	Replace and/or replant damaged plants, shrubs or trees	Six Monthly	120.00
	<i>Specifics:- Remove and replace any diseased or dead plants. Ensure replacement plants are within the same theme as the current garden style. Do not plant in dry or muddy soil or extreme weather conditions. Refer to Body Corporate 'Landscape Plan' (if one has been provided) [Refer ABMA Chapter 13 (b) - Clause 13.21 (2) (h & i)].</i>		
LGL01.32	Spray all plants, shrubs and trees for pests and diseases	Six Monthly	60.00
	<i>Specifics:- Seek professional advice for treatment of hibiscus and other susceptible plants. Only use a spray approved by the Body Corporate and a spray that is non-toxic [Refer ABMA Chapter 13 Table 13(D) - Garden Maintenance Standards Compliance Levels].</i>		
LGL01.33	Spray and control weeds in gardens and along fence lines, paved areas, etc.	Monthly	30.00
	<i>Specifics:- Includes any gardens along adjoining footpaths. Do not apply sprays during windy conditions or prior to impending rain. Use a weed spray approved by the Body Corporate and that does not contain glyphosate or other toxic chemicals. [Refer ABMA Chapter 13B Table 13(B) Recurrent Garden Care Frequencies].</i>		
LGL01.50	Arrange and supervise a contractor to aerate/core lawn areas and to top-dress	Annually	60.00
	<i>Specifics:- Isolate lawn areas from residents/guests/visitors until lawn re-growth has occurred.</i>		
LGL01.52	Check all lawn and garden areas, pick up litter	Weekly	10.00
	<i>Specifics:- Duty performed three (3) times weekly when Caretaker is on-site. Pick up dropped palm fronds, branches, blown in rubbish, cigarette butts, etc., from lawns and gardens and including footpath.</i>		

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
LGL01.0 - Lawns, Gardens and Landscape Features:			
LGL01.63	Trim along/around edges of paths, roadways/driveways, fences, walls, fixtures, buildings, etc.	Fortnightly	20.00
	<i>Specifics:- All edges to be trimmed to correspond with the seasonal mowing frequency. Lawn edges that are parallel to adjacent structures (e.g. path, driveway, garden edge, etc.) to be vertically trimmed in a neat line approx. 10mm from hard edge. Lawns that are parallel to a vertical edge (e.g. fence, wall, etc.) to be trimmed on an angle so as not to damage the feature in any way [Refer ABMA Code Table 13 (A) - Lawn Care Standards].</i>		
LGL01.66	Selectively hand weed garden areas not able to be sprayed with weed spray	Monthly	30.00
	<i>Specifics:- Instigate a weeding program to ensure all gardens are weeded on a rotational basis at least once per month. Duty applies to gardens where there is a risk of damage to plants by the use of weed sprays and areas that are unable to be mulched to control weeds [Refer ABMA Code - Chapter 13 - Table 13(B) - Recurrent Garden Care Frequencies].</i>		
LGL01.69	Mow all associated lawn areas including common area lawns and lawns on adjoining footpaths/median strips	Fortnightly	30.00
	<i>Specifics:- Progressively raise mower cutting height leading into Winter so as to leave about 50mm of leaf during winter months [Refer ABMA Code Table 13(a)].</i>		

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
LGL01.0	Weekly	25.00	0.42
LGL01.0	Fortnightly	50.00	0.42
LGL01.0	Monthly	210.00	0.81
LGL01.0	Two Monthly	15.00	0.03
LGL01.0	Six Monthly	240.00	0.15
LGL01.0	Annually	120.00	0.04
	Total Weekly Hours		1.86

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
LIG01.0 - Common Area Lighting and Associated Infrastructure:			
Location:			
LIG01.01	Adjust lighting and power timers as may be necessary to meet required lighting times or following power failures	Quarterly	20.00
<i>Specifics:- Includes but not limited to pool filter timers and garden irrigation timers. Maintain common area lighting to meet seasonal requirements.</i>			
LIG01.09	Check common area lights, replace any faulty accessible bulbs/tubes	Weekly	15.00
<i>Specifics:- Carry out the maintenance and cleaning of common area lights that are accessible without the need for special access equipment. Duty applies to those lights that do not exceed a fall height of one metre to safely access. Replace any blown bulbs/tubes, arrange any specialist repairs. Duty includes lights in the six (6) shared garages.</i>			

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
LIG01.0	Weekly	15.00	0.25
LIG01.0	Quarterly	20.00	0.03
Total Weekly Hours			0.28

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
MNT01.0 - Maintenance, Repairs and Services:			
Location:			
MNT01.02	Schedule, provide access to a qualified service provider and monitor the provision of common area pest control services	Six Monthly	15.00
	<i>Specifics:- Place out notices to advise Owners/residents/guests/visitors of pending chemical spraying. Monitor pest activity and arrange for treatment more frequently when required. Duty to be performed by a Body Corporate approved contractor.</i>		
MNT01.05	Arrange, provide access and supervise the cleaning of inaccessible common area glass by a qualified contractor	Six Monthly	30.00
	<i>Specifics:- Ensure anchor points have been tested and certified before allowing access.</i>		
MNT01.12	Carry out minor repairs and maintenance to common property that do not require the services of a licensed tradesperson/contractor	Weekly	30.00
	<i>Specifics:- Minor works is described as any repair, maintenance, alteration, adjustment or replacement activity not subject to WH&S or QBCC licensing. Applies to repairs that can be completed by an individual person in less than 30 minutes using basic hand tools without the need for a ladder or elevated platform [Refer ABMA Code - Chapter 16 - Part B - Clause 16.20].</i>		
MNT01.22	Check, clean and confirm all stormwater drains and gutters are clear and free flowing	Quarterly	30.00
	<i>Specifics:- Confirm grates are in sound condition and firmly in place. Inspect following periods of heavy rain to confirm drains are clear and free flowing, arrange any specialist repairs to clear blockages, repair pipes, grates, etc. [Refer ABMA Code - Chapter 16 - Part B - Clause 16.22 - 3].</i>		

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
MNT01.0	Weekly	30.00	0.50
MNT01.0	Quarterly	30.00	0.04
MNT01.0	Six Monthly	45.00	0.03
Total Weekly Hours			0.57

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
OSP01.0 - Outdoor Swimming Pool and Associated Areas:			
Location:			
OSP01.02	Brush sides of pool to remove build-up of dirt, marks or stains	Monthly	10.00
	<i>Specifics:- Treat difficult stains with a suitable bleaching agent. Duty applies to areas unable to be accessed by the vacuum head including, but not limited to, steps, square corners, etc.</i>		
OSP01.05	Check and confirm the correct pump operation, maintain the operation of the automatic chlorinator	Weekly	6.00
	<i>Specifics:- Check for any leaks or unusual noises, check the chlorinator and adjust when required. Arrange any specialist repairs. Duty performed three (3) times weekly.</i>		
OSP01.11	Check, empty and service pool skimmer baskets as required	Weekly	5.00
	<i>Specifics:- Duty performed three (3) times weekly when the Caretaker is on site. Regularly clean skimmer baskets with a suitable cleaning agent to remove build-up of suntan lotions, body fats, etc. that restricts flow and harbor disease.</i>		
OSP01.12	Check filter pressure and backwash pool filter and top up pool as required	Weekly	10.00
	<i>Specifics:- Maintain the correct pool water level after backwashing. Backwash pool after heavy rain to reduce pool water back to correct level. Clean pool filter basket.</i>		
OSP01.29	Remove floating and suspended matter from pool using scoop net	Weekly	10.00
	<i>Specifics:- Check on an as and when needed basis and remove any leaves or floating rubbish that may stain the pool surface or clog the skimmer. In the event of an issue involving faecal matter (or similar serious issue) the manager's duty is restricted to; removal of the faecal matter (where possible), closure of the facility & calling contractor for proper chemical treatment [Refer ABMA Code Chapter 15 - Part B Clause 15.41 (6)].</i>		
OSP01.31	Manually vacuum and clean pool	Weekly	20.00
	<i>Specifics:- Pool to be vacuumed at a frequency to confirm it remains in a clean and tidy condition at all reasonable times. Duty to be performed in the morning when all foreign matter has settled overnight and vacuuming to be completed prior to pool opening times [Refer ABMA Code - Table 12C - External Zones].</i>		
OSP01.34	Scrub swimming pool waterline to remove build-up of suntan lotions and body fats, etc.	Monthly	30.00
	<i>Specifics:- Use a cleaning agent that will remove built-up suntan lotions, body fats, etc. Cleaning may be required more frequently during periods of extreme temperatures or high usage [Refer ABMA Code Table 12C - Cleaning Standards - Exterior Zones].</i>		
OSP01.40	Test, record and adjust swimming pool chemical balance (chlorine & pH only)	Weekly	15.00
	<i>Specifics:- Duty performed three (3) times weekly when Caretaker is on-site. Test results to be recorded in a Log. Comprehensive testing to be carried out by a suitably qualified pool maintenance contractor on a fortnightly basis at the cost of the Body Corporate [Refer ABMA Code Chapter 15 - Part B - Table 15A Chemical Testing].</i>		
OSP01.70	Arrange for the comprehensive water testing by a fully equipped and qualified pool maintenance service	Fortnightly	15.00
	<i>Specifics:- Sign contractor "in" and "out", provide access for the contractor to complete the services. Maintain a record of the pool tests, report to the Body Corporate any faults or defects that require further repair or maintenance [Refer ABMA Code - Chapter 15 Part B - Table 15A - Standard of Chemical Testing, Equipment and Frequencies].</i>		

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
OSP01.0	Weekly	66.00	1.10
OSP01.0	Fortnightly	15.00	0.13
OSP01.0	Monthly	40.00	0.15
Total Weekly Hours			1.38

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
RUB01.0 - Rubbish Disposal:			
Location:			
RUB01.28	Sweep, hose (when lawful), clean, tidy, disinfect and maintain rubbish bin enclosure	Weekly	10.00
	<i>Specifics: Hose (when lawful) including walls, gates, etc. Sweep garbage bin area, hose/mop with detergent/disinfectant as necessary. Duty includes bin collection area. Duty required to be compliant with Environmental Protection Act 1994 - s.319 - General Environmental Duty and s.440 - General Offence Provision to Causing Environmental Nuisance.</i>		
RUB01.87	Check general rubbish skip bin and ensure deposited rubbish is levelled within the bin	Weekly	6.00
	<i>Specifics:- Ensure deposited rubbish is levelled within the bin and is not permitted to overflow. Keep area in a clean and tidy condition. Duty performed three (3) times weekly.</i>		

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
RUB01.0	Weekly	16.00	0.27
	Total Weekly Hours		0.27

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
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SEC01.0 - Security and Emergency Services:

Location:

SEC01.48	Maintain a register of master keys under the control of the Body Corporate and the Lots in the Scheme as far as individual Lot Owners shall permit	Monthly	15.00
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Specifics:- The possession of those keys shall be rendered to no other person other than a fully authorised representative of the Body corporate or the individual Lot Owner. The Service Contractor shall allow a lawfully authorised person in the course of their duties free access to any part of the common property (other than interior of Lots) as authorised at all reasonable times.

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
SEC01.0	Monthly	15.00	0.06
Total Weekly Hours			0.06

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
UES01.0 - Unit Entries, Stairwells and Associated Areas:			
Location:			
UES01.01	Check all common area entrances and stairwells, pick up litter, spot clean.	Weekly	10.00
	<i>Specifics:- Duty performed twice weekly. Check all stairwells and landings, clean up any spillages or dropped rubbish [Refer ABMA Code - Table 12b - Cleaning Standards - External Zones].</i>		
UES01.02	Clean glass entry doors, doorframes and surrounding glass panels to stairwells.	Weekly	30.00
	<i>Specifics:- Duty performed once weekly. Clean inside and outside of doors and glass panels on either side [Refer ABMA Code - 12B - Cleaning Standards - Compliance Levels - Internal Zones].</i>		
UES01.04	De-web cornices, dust and clean light fittings, spot clean walls.	Quarterly	60.00
	<i>Specifics:- Duty includes exit signs, light fittings, etc., remove any scuff marks from walls [Refer ABMA Code - Table 12C - Cleaning Standards - External Zones].</i>		
UES01.05	Clean all internal handrails and balustrading.	Monthly	45.00
	<i>Specifics:- Clean balustrading including bottom rails and vertical in fills [Refer ABMA Code - Table 12B - Cleaning Standards - Compliance Levels - Internal Zones].</i>		
UES01.06	Clean all accessible common area glass panels, windows, etc. on upper floor levels	Monthly	45.00
	<i>Specifics:- Duty applies to inside of accessible windows and includes window frames and ledges [Refer ABMA Code - Table 12B - Cleaning Standards - Compliance Levels - Internal Zones].</i>		
UES01.18	Mop tiled areas of entrances and stairwells	Weekly	30.00
	<i>Specifics:- Duty applies to tiled access stairs to and from the car parks [Refer ABMA Code - Table 12B - Cleaning Standards - Compliance Levels - Internal Zones].</i>		
UES01.19	Vacuum carpeted areas of stairwells and floor level foyers	Weekly	30.00
	<i>Specifics:- Spot clean any marks or stains, wipe and clean top rail of balustrading [Refer ABMA Code - Table 12B - Cleaning Standards - Compliance Levels - Internal Zones].</i>		

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
UES01.0	Weekly	100.00	1.67
UES01.0	Monthly	90.00	0.35
UES01.0	Quarterly	60.00	0.08
Total Weekly Hours			2.09

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
WHS01.0 - Workplace Health and Safety:			
Location:			
WHS01.01	Maintain a log and notify the Committee and Workplace Health and Safety QLD immediately of any notifiable accidents or incidents	Monthly	15.00
<i>Specifics:- Follow up and record and forward details within 24 hours using WH&S Form 3 (Incident notification form) any notifiable accident or incident. An incident is notifiable if it arises out of the conduct of a business or undertaking and results in death, serious injury or serious illness of a person or involves a dangerous incident. Keep records of reported incidents for 6 years [Refer ABMA Code - Chapter 17.0].</i>			
WHS01.02	Conduct a site induction for all maintenance Contractors	Monthly	20.00
<i>Specifics:- Including obtaining proof of insurance policies, licences, Safe Work Plans, electrical compliance (test & tag). Induction applies to contractors entering site for the first time. Induction to be repeated annually with all tradespersons/contractors (Section 316 of WH&S Regs 2011) [Refer ABMA Code - Chapter 17.0].</i>			
WHS01.09	Maintain a register of all chemicals and hazardous materials used and stored on-site by the Manager/Caretaker	Quarterly	30.00
<i>Specifics:- Store chemicals/hazardous materials off the floor on shelving, provide Safety Data Sheets (SDS). Keep SDS for all chemicals/hazardous materials in the storage facility and a copy on file at Reception [Refer ABMA Code - Chapter 17.0].</i>			
WHS01.10	Report any identified hazards to the Committee for further instructions, take remedial action where necessary	Monthly	30.00
<i>Specifics:- Report hazards within 24 hours to the Committee. Take remedial action immediately including isolating the hazard/area. Arrange and supervise the rectification of the hazard as instructed by the Body Corporate. Keep records of reported hazards for 6 years [Refer ABMA Code - Chapter 17.0].</i>			
WHS01.13	Maintain an emergency plan for the workplace to comply with WH&S Regulation 43	Quarterly	30.00
<i>Specifics:- Plan to include:- effective response to emergency, evacuation procedures, notification of emergency service organisations, medical treatment/assistance, communication between the person authorised and all people in the workplace, training and instruction to people in the workplace [Refer Regulation 43 of WH&S Regulations].</i>			
WHS01.15	Maintain all required and approved safety signage around the complex and safety infrastructure on-site	Quarterly	15.00
<i>Specifics:- Ensure that all required and approved safety signage, (for the use of chemicals, fuels, etc.) is correctly displayed in and around the complex as may be required from time to time [Refer ABMA Code - Chapter 17.0].</i>			
WHS01.20	Arrange/attend with a suitably licensed/qualified consultant to review the Body Corporate's obligations under the WH&S Act	Annually	60.00
<i>Specifics:- Arrange a consultant to review the Body Corporate's policies and procedures to comply with the WH&S Act, forward any recommendations to the Committee for approval and instigation [Refer ABMA Code - Chapter 17.0].</i>			

<u>Duty Category ID</u>	<u>Frequency</u>	<u>Total Minutes</u>	<u>Equated Weekly Hours</u>
WHS01.0	Monthly	65.00	0.25
WHS01.0	Quarterly	75.00	0.10
WHS01.0	Annually	60.00	0.02
Total Weekly Hours			0.37

Duties and Times Schedule

Promenade on Clayfield - CTS 31434

<u>Duty ID</u>	<u>Duty</u>	<u>Frequency</u>	<u>Time Block</u>
Complex Grand Totals			
	<u>Frequency</u>	<u>Equated Min Reqd Daily Hours</u>	<u>Equated Weekly Hours</u>
	<u>Weekly</u>	0.00	4.81
	<u>Fortnightly</u>	0.00	0.54
	<u>Monthly</u>	0.00	2.12
	<u>Two Monthly</u>	0.00	0.03
	<u>Quarterly</u>	0.00	0.49
	<u>Six Monthly</u>	0.00	0.24
	<u>Annually</u>	0.00	0.16
			8.39
			436.28