

REPORTED BY: SANDRA CARBONE
ADMIN OFFICER
UNIQUECO PTY LTD

In case some owners are not aware, we are the Caretakers for SP 52948 - Macquarie Gardens. The Building Manager, Steve Carbone, is the face of our company and the one person many of you would know.

Our obligations to Macquarie Gardens are to carrying out the caretaking services.

Steve, whom you would see on many occasions, takes pride in his work and accomplishment. He walks the complete complex on a regular basis, noting any issues that need attention. If there are any urgent matters, they are attended to as soon as possible, contractors are organised and scheduled to attend to the problem. He continuously, communicates with the EC and Strata Management on any major issues.

If there are any issues with repairs/faults in any of the units, owners/tenants, contact him by phone or email and our reply is immediate. We have emails confirming how quick our responses are. Unfortunately, we have an owner - Lot 158 how has accused us of many unprofessional work ethnics. Lot 158 has not only emailed us continuously, but has also subjected our company name and in particular, Steve's name on online sites.

The emails we receive from Lot 158 are a collection of what he classifies as his evidence of our poor maintenance and overseeing of the complex. What is even more interesting is that some of the evidence, dates back to 1999, and irrelevant to us.

The emails are a collection of photos of unattended site areas, smoke buds on the floor, land behind the townhouses etc. I believe all owners have received such emails, so there is no need to outline all the issues specified.

We personally find that these emails are a continuous harassment and offence to us. We have been accused of been appointed as Caretakers, under suspicious circumstances, we carry out poor maintenance, we are incompetent in our work and with our staff, we deal in corruption, bribery, we favour some of the owners and much more.

Extract:

They were taken over period of four-five years. Issues related to Caretaker are: poor maintenance, substandard repairs, expensive contract for what they provide, hiding professional reports about complex status from owners, not obtaining tenders for works, providing private services to selective EC members, failing to comply with OH&S and fire safety issues in a timely manner, and so on.

We have been accused of manipulating Ryde Council. We were accused of bullying / blackmailing council staff (as an exchange for votes to stay in office). This was Lot 158's interpretation of emails collected. Our discussion with Council was to supply extra parking for the complex. Due to Lot 158's evidence etc. the residents lose out on obtaining the extra parking.

Lot 158 complains about us not answering his emails: When emails are received, we reply. Unfortunately with Lot 158 our replies are met with further criticism and evidence collected. Lot 158 is under the impression that we are incompetent and we have tried on many occasions to reason with him.

Worse of all are the emails that we have received accusing us and our staff of attempted intimidation, threats and stalking of his family. This we found was an accusation against the previous caretakers and members of the EC and now it appears that we are doing the same thing.

As Lot 158 has specified our contract obligations as per Section 6.3 and 6.4 on more than one occasion.

We confirm that we have met and discussed with each and every employee what their work commitments entail. They have been informed to not approach any member of Lot 158 for any reason. If they see Lot 158 in the vicinity and they can leave the area, they are to do so. If they are in the process of carrying out their duties, they are to finish their work and move on, without any confrontation to any family member of Lot 158.

This is to ensure that no further accusations are received.

We believe that since one of our employees accused Lot 158 of assault in 2017, the accusations of stalking, intimidation, harassment etc has escalated.

There was a particular sentence that Lot 158 sent us that was, in my opinion, uncalled for. The sentence read:

Missing information

1. Before the event, my wife and I did not even know the last name of [REDACTED]. He was a cleaner, not at our level of education and cultural richness. He was of no importance to us UNTIL evidence of strata complex mismanagement surfaced, and stalking and bullying of my wife followed.

Lot 158 knows nothing of our employee, and yet assumed as such.

In one email sent to us Lot 158 mentioned: Mr Carbone and staff have been relentless to stalk his wife in the complex.

In fact, Mr. Carbone and his staff have been relentless to stalk my wife in the complex.

I made numerous attempts to REASON and TALK with Uniqueco Pty Ltd, strata agency, and EC members. I was met with silence and refusal to deal with them:

And another email stating that: Mr Carbone either knows very little about assaults on his wife and threats against himself or chooses not to know.

I do not worry about my statements because they are factual and evidence is there. You either know very little about assaults on my wife and threats against me or chose not to know.

The emails themselves are conflicting, by his own words.

With regards to the stalking, we have CCTV footage that contradicts the alleged stalking claims and we have supplied one footage to Lot 158 but he chooses to believe his version. There have been numerous incidents regarding his wife and how she reacts when she sees any of our staff - speaking in her language and slapping her thighs. Our staff are told to walk away without incident. There is not much more we can do.

LOT 158 HAD A DESIRED OUTCOME ON A PARTICULAR EMAIL, WHICH WAS VERY INTERESTING. IT WAS:

Desired Outcome

Mr. Steve Carbone to enforce repairs and repaint of louvres under warranties.

Mr. Carbone to offer public apology for poor maintenance of the complex and acting in non-compliance with his contract.

EC members and strata agency to enforce proactive monitoring of building manager's work.

I would like to reply to your desired outcome personally:

1. We do apologise, for taking pride and dedication in our work. The complex speaks for itself. It's also enforced by comments made by owners/residents, contractors and real estates that come onsite.

2. We also apologise, for the fact that the complex is 22 yrs old and wear and tear is a natural process with any building.
3. And finally, we welcome any EC member or strata to monitor our work. We would like to also confirm, that we submit a monthly report to the EC and Strata on what work/repairs are carried out at Macquarie Gardens.

Thank you for your patience and time.