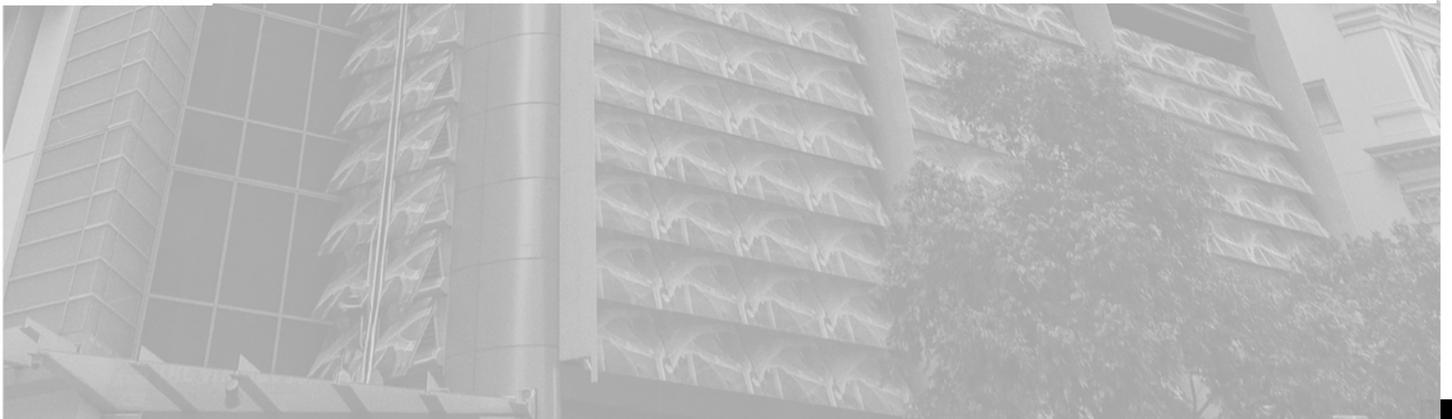




420 Queen Street

The Aurora Tower - VISION 2030 Discussion Paper - Facilities



TAKE THE SURVEY NOW

<https://forms.office.com/r/GQmp1D63f5>



INTRODUCTION

This discussion paper focuses on the facilities at Aurora Tower. It summarises the improvements made over the years in terms of both facilities and maintenance. It also identifies significant critical maintenance projects that need to be planned and budgeted for. If you are interested in the history and context underpinning facilities, please read on.

If you are just interested in letting the Committee know your views about future maintenance and facilities, please take the survey below

<https://forms.office.com/r/GQmp1D63f5>



BACKGROUND

The Aurora Tower commenced construction in 2003 and opened to the public in May 2006. At that time, with a height of 207m it was the tallest residential building in Brisbane, offering premium facilities. It has 72 floors (2 basement and 69 above ground) with 472 apartments. The building also contains two other entities – Heritage (6 apartments) and Commercial (8 retail spaces) which are operated with separate Body Corporate management Committees.

When the building was first planned, it was intended to be and was marketed as a resident owned and occupied Class 2 Residential building. A Class 2 residential building, as defined by the National Construction Code refers to a multi-unit residential building where people live independently in separate apartments. It was not designed as a Class 3 building which are residential buildings for temporary accommodation (hotels).

In January 2008 the OAKS Group acquired the company that owned the building's caretaking and letting agreement. This introduced short-term letting. "This shift triggered debate within the Body Corporate and among owner occupiers, fearing Aurora would become a 'hotel in disguise'. The building retained its Class 2 designation, but the presence of short-term rentals is a recurring issue in governance and by-law enforcement"¹.

Aurora Tower has benefited from active Body Corporate Committees since it opened in 2006. Thanks go to those who previously served on

¹ Wikipedia

the Committee for their commitment to maintaining and upgrading the building to both maintain its prestige and also to ensure the infrastructure and fabric of the building are maintained as the building ages. The current Committee is now embarking on Vision 2030 to ensure plans are in place to continue this standard.

This is the second stage in the Vision 2030 Project. The Committee has already received feedback from the owner community which will be incorporated into the final plans (see Appendix). In this stage we outline the improvements that have been achieved over the past two decades. We outline the activities which are currently underway or planned. We also seek your ideas about priorities for future facilities – whether it is luxury upgrades, community vibes or smarter living – it’s your call. Following the distribution of this Discussion Paper and survey, we will conduct some face-to-face workshops with owners to fully flush out their ideas if they wish.

Please take some time to complete the survey and indicate if you would like to be involved in interviews or if you would like to assist the Committee via a yet to be established Advisory Group.

MAJOR UPGRADES

CCTV Upgrade
2010
~\$390,000

CCTV Upgrade²

The CCTV system was replaced in 2010. Numerous complaints had been made about theft and malicious damage with the system unable to provide the required information to identify perpetrators. More than 80 cameras were installed covering all critical areas of the building. The location of cameras is regularly monitored and continues to be the subject of regular security reviews.

Privacy Screens
2010-2018
~\$48,000 (including
legal services)

Installation of Privacy Screens Rich Lane

External privacy screens initially installed on type 8 apartments were not fit for purpose and as they aged were failing and becoming a dangerous falling hazard. These screens originally provided privacy for workers in the Boeing Building. The faulty screens were removed for safety, but an owner complained to the Brisbane City Council about loss of privacy, and after threats of legal action higher balustrades were fitted to those apartments where owners wanted them. Only 4 of the 17 owners that were affected agreed to have the higher balustrades fitted.

² Note that all costs are shown in the \$amounts for the years in which those costs were incurred.

Communications
Upgrade 2011
~\$300,000

Communications Upgrade

The communications network was upgraded to allow high speed and low-cost internet access to all apartments. The upgrade included installing cables to 117 apartments and fitting switches within the existing fibre-optic trunk.

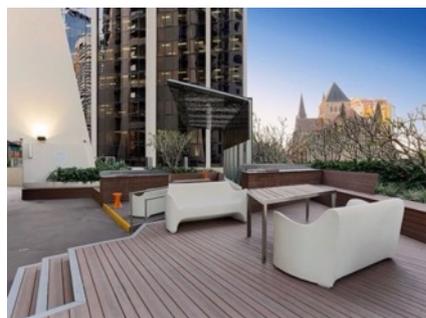
Level 7 Upgrade -
BBQ Area
Pool Deck
Function Room
Theatre
Corridors
2011
~\$925,000

Level 7 Update - BBQ and Pool Deck area and installation of furniture

When the building was opened, Level 7 outside facilities were basic and the floor not sealed. The portable BBQ was impractical and not used. In 2011 the Committee installed BBQ facilities and redesigned seating to allow greater use and enjoyment of this area. A local architect oversaw the project through the construction period. The different BBQ levels were created to provide views through to Customs House and St. John's Cathedral. Part of this view was blocked when 480 Queen Street was built.

Shading was introduced to create both shaded and sunny relaxation areas. These shade areas also provided protection from falling objects.

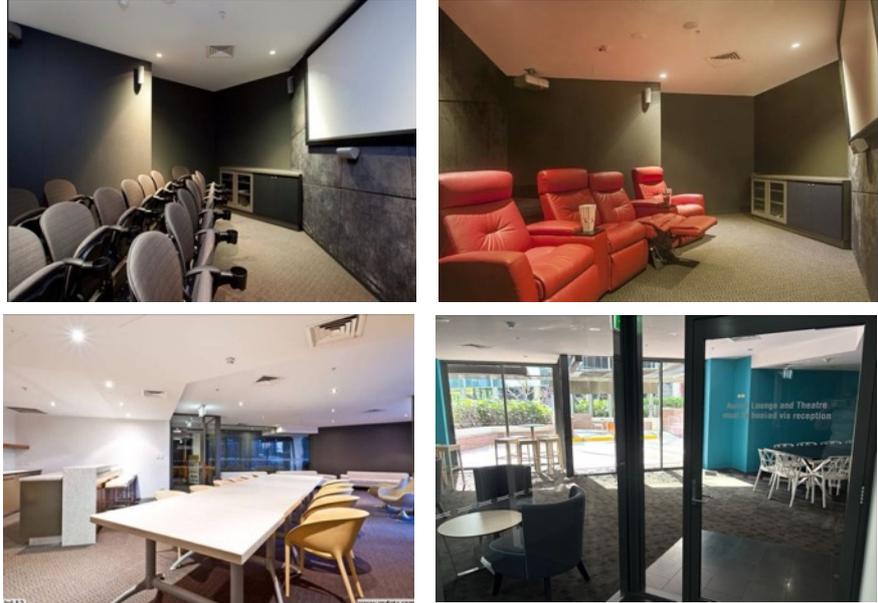
At the same time, a wall in the gym was moved to create more space,



Level 7 Update - Renovation of Function Room and Theatre

After 5 years of use, the function room was also in need of an upgrade. Tired and dated furniture was replaced with specially commissioned hard wearing club chairs, bar stools and tables and a large table for both meetings and dining were installed. The corridor wall was replaced with glass to bring light into the internal walk areas. A Dulux colour consultant was engaged and recommended existing colours.

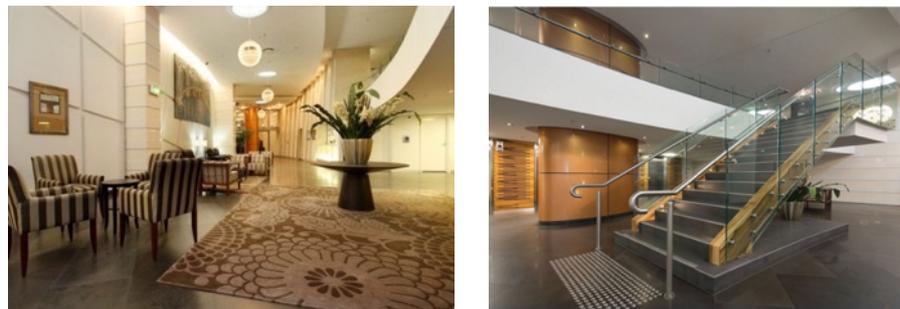
Uncomfortable lecture style chairs were replaced by comfortable recliner chairs in the Theatre. Later (2024) the television was replaced with a larger, wi-fi connected TV to make viewing both more comfortable and easier to use.



Installation of Internal Stairs connecting Level 1 and Ground

Internal Stairs
Ground to Level 1
2012
~\$200,000

The introduction of the stairway between the Ground and Level One floors significantly improved the building's accessibility and operational efficiency. Prior to its installation, there was no internal connection between these levels, forcing all residents and visitors to rely on lifts for a short movement. This led to increased lift congestion, unnecessary delays, and accelerated wear and tear on the lift system. The stairway streamlined movement during peak periods and enhanced overall liveability within the building. As is the case with many projects, the design was voted on by the body corporate. Three options were produced an owner survey was carried out with the highest scoring design chosen.



AURORA
Goddess of the
Dawn
2015
\$100,000

Installation of AURORA -Goddess of the Dawn statue

The statue at Aurora Tower’s main entrance, created by local artist Cezary Stulgis, was commissioned in 2015 as a signature artwork to elevate the building’s identity and visual appeal. Its installation served two key purposes: first, it addressed growing concerns about the podium area, which had become a popular spot for nearby office and construction workers to congregate, smoke, and litter during breaks, resulting in frequent congestion and a diminished entry experience. The added height and sculptural form effectively discouraged this behaviour. Secondly, the statue established a distinctive and memorable landmark that reflects the building’s premium status. By adding the bronze angel with wings, the sculpture’s mystical and romantic design offers a contemplative presence that sets Aurora Tower apart in the urban environment.

It’s not just decorative, it’s symbolic. The statue helps position Aurora Tower as more than just a residential building, but as a place with character and artistic resonance. You will see many of Cezary’s statues in Brisbane’s CBD.



Renovation of
Lobby lights and
furniture
2017
~\$92,000

Renovation of Lobby

After 10 years of wear and tear, the Lobby needed a refresh. A working party of interested owners assisted the Committee to consider how the foyer might be improved through lighting, furniture and decoration. The walls and ceiling were painted, lighting was upgraded to improve illumination, hard wearing furniture was designed and installed, photographs commissioned and hung in the entrance way and a major art piece “Aurora Australis” was commissioned and installed.

At the same time, OAKS refurbished their reception desk and internal area.



Gym redesign and equipment replacement 2021

Gym review

As equipment in the gym reached its usable life, several changes were made to the Gym to improve its amenity and use by residents and guests. The layout of the gym was redesigned to make it more usable and soft flooring was installed to dampen noise, which was of considerable importance to residents on that floor. The multi-gym was replaced.



MAINTENANCE

Aurora Tower is a large, complex structure necessitating regular maintenance and ongoing monitoring. Current and past Committees have maintained a strong focus on ensuring all systems are fully maintained and experts are engaged to ensure appropriate action is both planned and undertaken.

The Body Corporate has appointed OAKS as a service contractor to perform Caretaking duties. These duties encompass the control, management and maintenance and repair of common property and Body Corporate assets.

The systems undergoing regular review, maintenance and repair include:

- Air conditioning and ventilation systems for common property areas

- Water supply and plumbing (booster pumps, hot water, pressure regulation, leak detection and pipe integrity monitoring)
- Electrical systems (switchboards, metering, emergency lighting, surge protection, lighting, power and redundancy arrangements)
- Fire safety systems (sprinklers, smoke detectors, fire doors, hydrants, EWIS – Emergency Warning and Intercommunication systems)
- Lift systems (back-up power, software updates and emergency call systems)
- Façade and glazing systems (routine cleaning and inspections)
- Balcony and balustrade safety (structural checks)
- Swimming pool and spa systems (filtration, chemical dosing, heating, safety fencing)
- Gym and cinema equipment (electrical safety checks, equipment servicing and AV system updates)
- Security and access control (CCTV, intercoms, swipe fob systems, biometric access, cybersecurity risk management)
- Cleaning internal and external common property
- Waste management systems (garbage chute cleaning, bin rotation, pest control, recycling)
- Interior Finishes and Maintenance (carpets, painting)
- Exterior Finishes and Maintenance (painting)

The Caretaker is responsible for managing these systems. The current Body Corporate Management Committee meets every week with the Facilities Manager and the General Manager to identify, assess and plan maintenance activities covering all of the areas above.

PAST MAJOR MAINTENANCE PROJECTS

Upgrade of Lifts
2023-2025
~\$2,700,000

Lift Upgrade

With support from an independent Elevator consultant, the Committee commissioned the replacement of the cabins and motors of all lifts. This was carried out approximately 5 years ahead of expected replacement due to unanticipated increased demand resulting from the changed use of the building. Focus was on ensuring a prestige appearance while ensuring hard wearing materials were used to prolong the “like new” appearance.



Pool Pump Room
Flood Repair
2024
~\$116,000

Pool Pump Room Flood Repair

Long term and unidentified leaking into the pool room led to the pool pump room being flooded and unattended for some time. As a result, there was significant erosion of the steel reinforcement bars (rebar). This required excavation of the concrete, pouring new concrete and waterproofing new floor

Replacement of
Master keys and
some apartment
keys
2023/2024
~\$108,000 (keys)
&13,000 (safe)

Key Replacement and Key Safe

Following the loss of master keys and subsequent compensation received from the Caretaker, the Committee reviewed the available key systems to determine the most appropriate arrangement for the future. All master keys were replaced. Keys for resident occupied and tenanted apartments were replaced. Apartment keys associated with short-term letting were not replaced, as these are under the management of the Caretaker who is also the Letting Agent. To further reinforce security, an electronic key safe was installed, which requires a key to be signed out with name, reason, date and time recorded. When apartments move between short-term letting and owner/occupied or tenanted, the key barrels are changed to ensure ongoing security of the key system.

Replacement of Heat
Exchangers
2021
~\$500,000

Airconditioning heat exchangers replacement

Heat exchangers are an essential component of the air-conditioning system. They manage the transfer of thermal energy between air, water or refrigerant to cool or heat indoor spaces. All common areas and apartments are attached to the air-conditioning system. When microbial activity became apparent with resulting corrosion and pitting, the heat exchangers became less effective, which cleaning could not improve. As a consequence, heat exchangers were installed to close the water loop inside the building – this allowed better control of microbes and also ensured cooling water delivered between L67 and L45 was clean. Previously, water was dirty and aircon blockages were common. Water quality is now acceptable, although quality remains an ongoing concern. Microbial testing continues and changes are made to chemical dosing when needed. Maintaining individual air conditioning units within apartments continues to be the responsibility of owners.

External Building
Cladding
2021
~\$600,000

Combustible cladding



Following a tragic fire in London which involved a high-rise accommodation tower, the Queensland Government initiated the *Safer Buildings Program* which required building owners to assess and report on the materials used in their external walls. Class 2 apartments were targeted, particularly those constructed or refurbished between 1994 and 2018. The Aurora Tower conducted this assessment, and it was found that some installed cladding was combustible. Ignoring this issue would have led to increased safety risks, as well as higher insurance costs. The Committee engaged a fire engineer to plan and undertake rectification works. Several areas were identified – the bronze cladding in the lobby area, panels on the 7th floor and materials on the roof. Some of the new cladding is shown in these photos. The first two areas were rectified, but the materials on the roof were challenged by the Committee which sought the assistance of Queensland Fire Services who subsequently ruled that the identified cladding was in fact part of the building infrastructure and did not need replacement. This reduced the cost of cladding rectification by approximately \$600,000.

External Façade Painting
& Waterproofing
balconies
2018-2019
~\$2,000,000

External Façade painting & Waterproofing balconies

The Management Committee plans for the external façade of the building to be repainted every 10/11 years. During the last exercise, balcony floors were waterproofed. Whilst this might be considered an individual expense, any water egress has implications for others, and it was considered an effective mitigation and cost reduction strategy to engage contractors to carry out this activity for all apartments. At the same time the rusting louvres on Wharf Street between levels 2 and 7 were replaced.

Residential Floor
Corridor Updates
2017
~\$170,000

Residential lobby painting and recarpeting

The Management Committee plans for all Residential Corridors to be repainted and recarpeted every 5 and 7/8 years respectively. In between these times, the Caretaker repairs any damage to the walls (with costs allocated to those who damaged the walls if evidence about the cause of the damage can be found).

Repair of Victaulic couplings
2014, 2019,2021,2022
~\$500,000

Airconditioning pipe repair (Victaulic couplings)

Another invisible, yet expensive repair was carried out to repair the Victaulic couplings joining the air-conditioning pipes. Engineers were engaged to determine the best strategy to manage leaking pipes in the risers, (cupboards on each floor which contain infrastructure for utilities and services) with total replacement at considerable cost initially suggested. Further research and investigation identified an equally satisfactory resolution at a significantly lower cost, which was to identify and progressively replace the Victaulic couplings. Failure to identify and repair would have resulted in catastrophic pipe explosion. Whilst mostly invisible, these are the types of repairs that require turning off air-conditioning for lengthy periods, so careful planning is needed to ensure this occurs during winter (or at least cooler) months.



Other

There have been many other smaller projects, and the ongoing task of maintenance is significant – sometimes unseen. Some of these other improvements and maintenance projects included

- Identification and replacement of failing bolts on steelwork on the roof
- line markings in the carpark,
- reconfiguration of the bin area,
- replacement of lighting in the carpark,
- periodic replacement of corridor air conditioners as they age.

UPCOMING MAJOR MAINTENANCE PROJECTS

Rust treatment, repair and painting of decorative beams at levels 64 and 67
Upwards of \$ 300,000

Repair Decorative Beams



The beams at levels 64 and 67 act as decorative halos. As part of the original DA (Design Approval) issued by the Brisbane City Council, no changes can be made without applying for a new DA and bringing the entire building from 2004 to 2025 building code. The beams have previously been treated for rust, but these rust spots have reappeared, requiring further

treatment. It is anticipated that treatment will involve welding, rust treatment and repainting – all at a height of 207 meters or 69 levels above ground. Thus far locating suitable contractors has been challenging.

Repair of passive fire treatments in riser cupboards
\$TBA

Passive fire protection treatment

Passive fire protection in risers (cupboards on each floor which contain infrastructure for utilities and services) is governed by the National Construction Code and aim to contain fire and smoke within service shafts and prevent vertical spread throughout the building. The fire company engaged to carry out inspections has identified the need to improve the treatment of penetrations of pipes and cables. Research is currently underway, with the Committee drawing on the expertise of its engaged fire consultant and Queensland Fire Services.

Rust treatment and Painting steelwork on roof
Approximately \$200,000

Rust treatment and painting on roof steelwork



Without proper maintenance, steel panels on the roof are vulnerable to corrosion, UV degradation and premature failure. This issue was identified when plans for cladding replacement was undertaken. This steelwork requires rust removal, cleaning, priming and painting – some

of which will need to be attended to by abseilers.

Residential Lobby carpet replacement
Approximately \$150,000 depending on choice

Residential lobby carpet replacement

Residential lobby carpets were last replaced in 2018. Wear and tear is variable, with lobbies with multiple short-term apartments experiencing greater wear and tear. Carpet replacement has been scheduled in the sinking fund for 2027. A competitive tender process will be undertaken.

Residential Lobby painting
Approximately \$350,000

Residential lobby painting

Residential lobbies were last repainted 2019. Again, wear and tear is variable, with lobbies with multiple short-term apartments experiencing greater wear and tear, although furniture movement occasionally results in marks on the walls. Damage (such as holes punched in plasterboard) are repaired immediately, however this has resulted in obvious paint patches. The cost of this repair work is covered by the person causing the damage. Repainting has been scheduled in the sinking fund for 2026/2027. A competitive tender process will be undertaken.

Building façade painting
Approximately
\$1,700,000 depending on
inclusions

Building façade repainting

For a high-rise residential building the recommended façade repainting cycle is ever 10-15 years. Repainting will be scheduled towards the end of the Vision 2030 timeframe. It is important to note that competition for professional contractors will be significant given the requirements for the 2032 Olympic construction programme.

WHAT'S NEXT

This stage of the Vision 2030 Project covers the facilities owners believe are important, the next phase will cover how owners expect the building to be managed. Owners can expect the next Discussion Paper focusing on management arrangements to be available early in 2026.

We hope that many owners will provide feedback in one of a number of ways that are outlined at the end of this Discussion Paper.

Feedback regarding facilities and management arrangements will be summarised into a Vision 2030 Document. It is expected that this will be a living document as current and future Committees review the market, gather costs and develop budgets. The Vision 2030 Document will provide a guide to assist current and future Committees to plan well out into the future.

To register your views about facilities, please take the survey below. Feedback is welcome at any time and can be addressed to the Secretary at Secretary@theaurorataower.net.au

<https://forms.office.com/r/GQmp1D63f5>



APPENDIX

SUGGESTIONS ALREADY MADE

The Committee have already received suggestions from owners in response to the Launch of this project. These suggestions, all of which will be considered, include:

Upgrades to existing facilities on 7th floor

- Level 7 Needs redevelopment. Could view to Customs House be improved?
- Addition of Games room with pool table.
- Purchase of outdoor ping pong table.

Pool area

- Have nicer gardens in the swimming pool area.
- Addition of lines on pool floor on help those doing laps.
- Cleaning of stained tiles.

Function room

- Sound proofing added.
- Curtains or etching on glass to provide privacy.
- Install at least a single plate stove top.

Cinema

- Could it be repurposed? Usage statistics requested to support a change.

Gym and BBQ areas

- Provision of wireless access points in the gym and BBQ areas.

Corridors

- Replacement of carpets.
- Painting of walls. A different tasteful colour.
- Addition of artworks.
- Install a Daddo Wall in timber in the corridors to take the knocks of the trolleys.

Car parks

- Improvements to car park lighting and security.
- Aesthetic improvement to residents' carpark entry. Possible change of traffic flow.
- Secured (Screened) carpark lobbies.
- Incorporation of EV charging stations into parking area.

Creation of new facilities

- Install a modern parcel receiving system (eg. Parcel lockers and digital messaging)
- Separate and dedicated residents' and owners' pedestrian entrance off Queen Street.
- Reduce foyer size and add another cafe/small restaurant.
- Creation of additional locked, bike storage room.
- Creation of a dedicated resident workshop/community hub; a well-equipped space where residents can gather, collaborate, and share skills.
- Repurpose BBQ preparation room into an office - for those who like to stand and sit while working. Considerations include lighting, air conditioning, Wi-Fi access.

Energy related suggestions

- Green energy investment to provide lot owner with operational excellence improvements.
- Energy saving ideas such as installation of light motion sensor in the corridors and reduce air conditioning of the corridors during summer.

Lobby and Common areas

- Acquisition of new Christmas tree with fibre optic lights.
- Lift carpets in the elevators to be replaced every 18 months to maintain the prestige feel of the building.
- Aesthetic up grades as needed to entry and high-use common areas.

Security

- Change exit gates to need a remote to open
- Possible introduction of boom gates to regulate entry
- Lock down garbage area to prevent unauthorised persons from dumping rubbish.

Lot changes

- Creation of a balcony sunshade or privacy screen strategy that allows SOU owners to adopt a solution that enhances the appearance of the building and provides lot owners with improved amenity.



GIVING FEEDBACK

Feedback can be provided directly to the Committee by emailing

secretary@theaurorataower.net.au

OR

Through the survey which can be accessed here

<https://forms.office.com/r/GQmp1D63f5>



OR

By submitting feedback on the Aurora Tower website which can be accessed here <https://www.theaurorataower.com.au/vision-2030/>

PREPARED BY THE 2025/26 AURORA TOWER MANAGEMENT COMMITTEE

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