

**DP1233930**

**Darling Square South East Plot  
Haymarket NSW 2000**

**November 2020**

**JLL Building Management  
Report**



**Building Manager: Anna Yeeles**

**Senior Operations Manager: Matt Vaughan**

**Director of Operations – Leif Golder**

**Date of Report: 15<sup>th</sup> December 2020**

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# 1. SUMMARY

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Dear Strata Committees,

Please find below the Building Managers Report for November 2020. Still, a main focus moving forward is the defects rectification as listed below. We are also still facing numerous AirBnB incidents as listed below.

Please take care to read the current quotes sections, as there are four outstanding quotes building management have been working on which will be raised in the BMC meeting this December.

As always let me know if you have any additional questions.

I hope you all have a lovely Christmas and a Happy New Year.

Many thanks,

Anna



## 1.1 Defect rectification

Ongoing defect identification and rectification, repairs to common property, inspections and refinement will continue on a regular basis. Regular discussions are being held with Lendlease.

### Diagnostic Defect inspection:

Darling Square is coming to the end of the Defect Liability Period (DLP). The two-year statutory period will end May 2021, unit inspections were conducted in order to review and assess if there are any defective issues that need to be rectified.

Defective issues must be reported to Lend Lease (LL) prior to the end of the statutory period for LL to accept. Defect rectification can take place after the two-year period, but they must have received notification prior.

Diagnostic building consultants were engaged to carry out a building defect Audit.

**Update:** Reports have been received for all three Stratums. LL have agreed to have defects rectified and will review Diagnostics report and provide us with a schedule of the rectification works.

Most recent response from LL:

### 'High Level Breakdown (All Buildings):

1. **Total combined reported items: 138 (125 general items & 13 fire related items).**
2. *Comprised of:*
  1. 113 to be actioned by Lendlease.
  2. 10 to be inspected by a Lendlease representative – if action required, Lendlease will rectify.
  3. 5 fire related items – these are under review to determine whether or not they have already been rectified as part of the recent AFSS re-certification.
  4. 8 fire related items that are a result of occupant/owner modifications and/or lack of maintaining their smoke alarms (outlined in Heidi's email dated 19<sup>th</sup> November 2020).
  5. 2 items that require no further action.

### Breakdown By Building:

#### **Darling Rise**

3. 30 items reported.
  1. 26 to be actioned.
  2. 4 to be inspected by a Lendlease representative – if action required, Lendlease will rectify.

*As soon as we have inspected all items that require further investigation, and confirmed which fire related items have been closed as part of the AFSS, we will provide a formal update on defects to be rectified.*

## 2. MAJOR ISSUES

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### **2.1 Short Term Leasing**

COVID-19 and its associated lockdown rules continues to affect AirBNB and other short term stay services. There were instances of Short-Term Leasing found on web sites such as booking.com in the month of October which is very disappointing. Major progress has been evident along with continuous improvement in reducing the problem with an aim of 0% short term occupancy soon. We understand that the success can be attributed to COVID-19 but we are putting measures in place to ensure there is not an increase in Short Term Leasing once travel restrictions are removed.

Short Term Leases identified in the following units:

Darling Rise – 1210, 2009 (Like Home), 2807, 2604 (Like Home)

Arena – 0

Barker House – 0

### **2.2 Car Spaces**

Ongoing private car space bollards are progressively being installed (once formally approved) by owners and proving effective security for car space trespass. Stickers have been ordered to place on cars when they park in another resident's private parking space. Stickers were chosen as an alternative to a friendly note. The stickers are hard to get off and leave a sticky residue on the car.

### **2.3 Storage Cages**

There has been one storage case incident in November: 502/88 Hay Street

### **2.4 Vandalism**

There have been 0 vandalism incidents in November

# 3. RESIDENT ISSUES & CONCERNS – OUTSTANDING

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## **3.1 Short Term Leasing**

Short term leasing and associated by law breaches have been continuing in activity despite numerous warnings to residents. Building Management are still actively assessing the situation with aim to quickly and swiftly eradicate any signs of short-term instances wherever possible.

Installation of CCTV cameras have given Building Management a significant helping hand in identifying and pursuing suspicious short-term lease tenants.

**Update:** Building Management continue to monitor short term leasing. Please assist Building Management in updating occupant's details in Buildinglink.

## **3.2 Total of 137 cracks identified in garden concrete walls on level 6 podium**

Cracks in the garden walls were reported to Lend Lease who agreed the issue is defective. During build, the builders didn't insert enough control joints when the concrete pour occurred. With building movement this has caused the concrete to split more than it should. Hair line cracks have occurred close together as a result.

*Chasing (A chase is a groove or channel cut into an existing layer or substrate to accommodate services such as pipes or cables. Chasing is the act of cutting a chase and is usually undertaken in solid wall or solid floor construction. 20mm wide and 20mm deep, filling with base filler) is the method used by the builders in order to rectify the issue.*

**Update:** Works have now been completed on Podium. Unfortunately it has been noticed by Building Management that efflorescent salts have started to penetrate the newly chasing and painted walls. This has been sent back to Lendlease as a defect.



### 3.3 QR code for contractors signing in

Building Management have created a new contractor QR code signing in system that allows contractors to sign in at any time of day with minimal contact. This allows us to monitor who has been on site more accurately, the data is uploaded onto JLL's Outlook cloud based system.

**Update:** Works ongoing



### 3.4 FIP faults

The Fire Indication Panel (FIP) had detected faults in the following areas: Barker House Roof addressable strobe faulty, resident garbage room heat detector faulty and Darling Rise lobby heat detector faulty. All faulty equipment replaces and FIP reprogrammed. BM monitors the FIP on a daily basis.

**Update:** Works completed – no more faults on FIP



### 3.5 Fly spray in loading dock areas and bin rooms

The resident bin rooms and common areas close by have been experiencing problems with fruit flies, this has made the areas very uncomfortable to walk through. A fly spray took place in these areas and Dimeo continue to hose down and clean the bins and bin room. Building management to monitor the issue.

**Update:** Works completed

### 3.6 Darling Rise SP98926

#### 3.6.1 Vandalism of hand sanitizing machine in DR lobby

The hand sanitizing machine in the lobby was vandalised by intoxicated guests of residents on 01/10/20. This was tracked through the CCTV footage and key security system. The persons responsible for the damage have been invoiced and another hand sanitizer ordered at their expense at a cost of \$500.

**Update:** Works completed. We now have a new hand sanitizer for Darling Rise lobby.

#### 3.6.2 Faulty pressure reducing valve replacement

Complaints on floors 2-6 and floor 12 of squealing pipework. Investigated by our plumber Timewise Plumbing and found that the pressure reducing valves in the water services cupboard on the 2<sup>nd</sup>, 3<sup>rd</sup> and 12<sup>th</sup> floors had failed and needed replacing. Building Management to monitor. This seems to be an ongoing issue, Building Management are currently working with Lendlease to clarify if this is a defect.

**Update:** After discussion with Lendlease, the valves are not seen as a defect as they are past their 12 months warranty period. There have been no more incidents with faulty PRV's. Building management are monitoring the valves to determine if this needs further investigation.



### 3.6.3 AirBnB vandalism

20/10/20 – AirBnB guests of lot 181 Darling Rise – Couple seen on CCTV fighting in lift, this caused damaged to the lift panel. Schindler were called to site on the afternoon of Sunday 20<sup>th</sup> October to fix the issue with a total cost of \$1360. Invoice will be charged back to unit 1901 once received.

**Update:** Awaiting payment on invoice



### 3.6.4 Pets soiling in common area

Two occasions of pets soiling on common property. Both pet owners have been made aware their actions were caught on CCTV footage. Building management are monitoring this closely.

**Update:** Works completed

### **3.7 Barker House SP98923**

#### **3.7.1 Garbage chute fault**

Faults on garbage chute due to chutes not opening on floors. Elephants Foot technician was called out to find the actuator which is a device that controls chutes direction from red waste to yellow waste in the bin room had failed. This had passes its one year warranty, but after discussion between contractors, BM managed to get a 30% discount on parts and installation.

**Update:** Works completed

### **3.8 Arena SP98926**

#### **3.8.1 Vandalism to 8<sup>th</sup> floor corridor wall**

25/10/20 – Tenants of lot 56 Arena – Couple seen fighting on CCTV in level 8 corridor, this caused damage to the wall. The wall has been repaired by our handyman and \$330 charge back to the tenants.

**Update:** Works completed and payment received



# 4. RESIDENT ISSUES & CONCERNS – NEW

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## 4.1 General maintenance

No general maintenance works took place throughout November.

## 4.2 Roller Door break down – spring replacement needed

The roller door broke down over the weekend of the 13<sup>th</sup> November. This took our contractors Allgate numerous attempts to fix the door due to an existing torsion bar that was fatigued. Due to the length of time and inconveniences it took to fix the torsion bar, Allgate replaced the torsion bar as a gesture of goodwill at a cost saving of \$2270.



## 4.3 Recycling and waste communication

New signage has been sourced from City of Sydney council and placed on all rubbish chutes. Waste guidelines have also been emailed out to all onsite residents to help guide them with their waste disposal. All signage and guidelines are in English and Chinese. This is in the hope to encourage people to recycle more efficiently which can then reduce costs in waste management and reduce our carbon footprint.



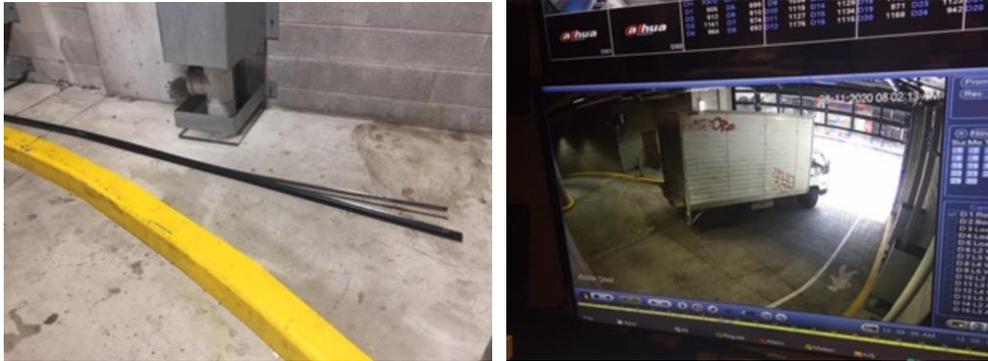
#### 4.4 Resident vegetable patch

The resident vegetable patch has had a drainage issue in one of the pods. This has been rectified as part of a building defect through LendLease. The drainage system was blocked with construction debris (shown below) under the water proof membrane which caused the pod to flood. This has been left slightly muddy and BM have requested LL to top up with soil to avoid any additional mess. Now this has been fixed BM has acquired x3 quotes to replant herbs in the gardens to improve the look and cleanliness of the podium. The quotes are listed in section 6. To review at the next BMC.



#### **4.5 Garage door damage**

The garage door was damaged on 28/11/20 by a removalist. This was caught on CCTV and traced back to the booking made on BuildingLink. The driver has admitted fault and will pay the total costs of \$864. The bottom weather strip which was damaged has been ordered and will be installed once manufactured.



#### **4.6 BMU factory upgrade completed**

Alimak attended site on 20/11/20 to complete a factory upgrade on the building maintenance unit (BMU). The factory upgrade was made to the slow speed safety break which was supplied under the factory warranty. The break was manufactured, fitted and tested at no additional costs to the BMC. All works have now been completed by Alimak.

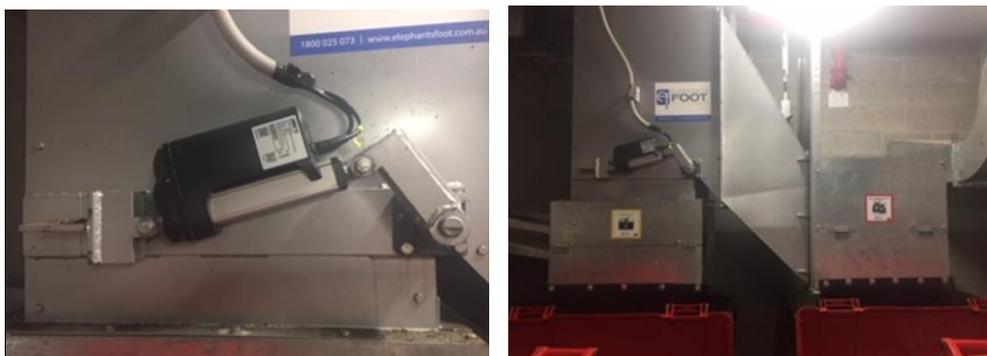
#### **4.7 Darling Rise SP98926**

No incidents in the Month of November in Darling Rise.

#### **4.8 Barker House SP98923**

##### **4.6.1 Rubbish chute/Elephants foot – actuator replacement**

The rubbish chutes in Barker House stopped working on the 12/11/20. Elephants Foot attended site to investigate the incident and found the actuator had failed. This is an electrical device which changes the direction of the chute. Unfortunately the system has just passed its warranty, BM came to an agreement with Elephants foot that a 30% discount given on replacement actuator. The system is all back up and running with no further incidents.



## 4.9 Arena SP98926

### 4.7.1 EWIS speaker fault

Aspire Fire attended site on 4/11/20 and 20/11/20 to locate a speaker fault on the EWIS (Emergency Warning and Intercommunication System) on level 4 Arena. This took two attempts after residents not allowing access to their units. After accessing all eight units, the fault was found in a speaker with a loose connection. All faults have been rectified and the EWIS panel returned to normal with no faults.



# 5. EQUIPMENT, TRAINING, REPAIRS & MAINTENANCE

**5.1 Routine Maintenance** Scheduled maintenance programs completed accordingly for all services; air mechanical, fire services, lifts, pool, and other plant and equipment.

|  |  |                                |  |
|--|--|--------------------------------|--|
| <b>5.1.1 Fire Safety</b>                                 | 5.1.1 Monthly maintenance was performed by <i>Aspire Fire Services</i> on 30/11/20.                                      | <i>Aspire Fire</i>             | Completed, operations normal                 |
| <b>5.1.2 Elevators</b>                                   | 5.2.1 Monthly maintenance of all lifts was performed by <i>Schindler Lift</i> 13/11/20.                                  | <i>Schindler Lifts</i>         | Completed, operations normal                 |
| <b>5.1.3 (HVAC) Heating Ventilation Air Conditioning</b> | 5.3.1 Quarterly maintenance was performed by <i>Infinity HVAC</i> on 24/11/20.   | <i>Infinity HVAC</i>           | Completed, operations normal                 |
| <b>5.1.4 Gardening</b>                                   | 5.4.1 Service reinstated on a per fortnight basis as of the time of this report. Service performed on 22/11/20.          | <i>Landscape Solutions</i>     | Ongoing and service by "Landscape Solutions" |
| <b>5.1.5 Domestic water pump service</b>                 | 5.1.5 Quarterly domestic water pump service is due 23/12/2020.   | <i>Prime Water</i>             | Completed, operations normal                 |
| <b>5.1.6 Building Management System (BMS)</b>            | 5.1.6 BMS monthly maintenance completed on 25/11/2020.   | <i>GS-Tech</i>                 | Completed, operations normal                 |
| <b>5.1.7 Cleaning</b>                                    | 5.6.1 Daily maintenance was performed by <i>Cleaning Services</i> from 1 <sup>st</sup> – 30 <sup>th</sup> November 2020. | <i>Dimeo Cleaning Services</i> | Completed                                    |
| <b>5.1.8 Swimming Pool</b>                               | 5.1.8 Pool maintenance was performed by <i>Pools Inc.</i> every Friday.  | <i>Pools Inc.</i>              | Completed, operations normal                 |

|  |  |                                  |   |
|--|--|----------------------------------|---|
| <b>5.1.9 Security Services</b>         | 5.7.1 Daily patrol was performed as contracted by <i>E Group Security Services</i> 1 <sup>st</sup> – 30 <sup>th</sup> November 2020. | <i>E Group Security Services</i> | Incident reports are being provided after every shift to Building Management. |
| <b>5.1.10 Roller door/Boom Gates</b>   | 5.1.10 Quarterly maintenance was carried out on the boom gate and roller doors on 27/10/2020.  | <i>Allgate</i>                   | Completed, operations normal  |
| <b>5.1.11 Automatic Entrance Doors</b> | 5.1.11 Quarterly maintenance was carried out on the Automatic entrance doors on 21/10/2020.  | <i>Dormakaba</i>                 | Completed, operations normal  |

**5.2 Notice displays**

Notice displays and signs are still in place within the lifts, common areas as well as Building Manager office in relation to COVID-19 advising relevant government and health department safety guidelines.

# 5. CURRENT QUOTES

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## 6.1 Fire defect inspection

Three quotes have been obtained regarding a fire safety defects audit to take place at Darling Square SEP. This will include an onsite audit/inspection to assess the areas of non-compliance in line with current Building Code of Australia, including essential services and a percentage of lot visits.

The quotes obtained are quite broad regarding prices and include different percentages of inspections, these have been emailed out to strata committees prior to the BMR to review. Thank you to all who have read the quotes and provided feedback. This item can be finalized at the BMC meeting held on the 16<sup>th</sup> December.

| Contractor                | Quote Specs                              | Quote cost           |
|---------------------------|--|----------------------|
| AED Group                 | 20% of lots (78 units), all common areas | \$85,500             |
| Enercon Engineering       | Option 3: 122 lots, all common areas     | \$28,000 to \$33,000 |
| Fahrenheit Fire Engineers | 15% of lots, all common areas            | \$28,468             |

## 6.2 Thermal Scanning – thermal imaging inspection

Thermal imaging is a low cost, effective method of protecting your business’s assets and giving you peace of mind. It is an essential part of an everyday preventative maintenance plan. Specialised and highly sensitive equipment is used by a skilled technician to identify equipment faults that are not visible to the naked eye. The thermal images are accurate to one tenth of a degree and will show if any components such as electrical switches are too hot.

A Thermal imaging inspection is a very effective way of highlighting deficiencies in equipment that would not otherwise be apparent. It can pinpoint the exact location of faults and allow componentry to be replaced before a problem occurs. Without this service, unidentified equipment faults can lead to equipment failure, loss in electricity supply or electrical fire. It is often recommended by insurance companies that Thermal imaging is undertaken on an annual basis to reduce risk.

The thermal scanning is due in January at Darling Square SEP for the following areas at the following costs:

1. 2 x Mains Switch Boards.
2. 12 x House services Distribution boards
3. 38 x Meter panels and T Off’s

Carrington Electrical Services Pty Ltd.’s Total Lump Sum Price for Electrical Services –

SP98926 82 Hay Street Haymarket \$3,200.00.00 Plus, GST.

SP98923 70 Tumbalong Boulevard Haymarket \$2,100.00.00 Plus, GST.

SP98924 88 Hay Street Haymarket \$2,100.00.00 Plus, GST

BM recommend the resident electrician Carrington Electricians to carry out the above works. Carrington are our resident electricians, were the electrical installers for the build and know the building well. This item can be finalized at the BMC meeting held on the 16<sup>th</sup> December.

### **6.3 Resident Vegetable Garden**

As some of you who live onsite may have noticed, the resident vegetable patch has been slightly neglected. Building Management have resolved the issue with the drainage and have looked into getting the planters replanted with herbs which are self-manageable. Please see three quotes below:

Skyline Landscape Services: \$1200  
Eagle eye property maintenance: \$2832  
Landscape solutions: \$3134.30

This item can be finalized at the BMC meeting held on the 16<sup>th</sup> December.



