

**DP1233930**

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

**August 2021**

**JLL Building Management  
Report**



**Building Manager: Anna Yeeles**

**Senior Operations Manager: Matt Vaughan**

**Date of Report: 15<sup>th</sup> September 2021**

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# 1. SUMMARY

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Dear Strata Committees,

I hope you are all keeping safe and well during lockdown. Please find below the Building Managers Report for August 2021.

Due to the Public Health Order relating to construction work, August has again been a quiet month. However, essential trades have started back on site, whilst adhering to the public health orders relating to the Delta.

Our main focus has been minimising the impacts of the current outbreaks and keep the Darling Square Community safe. The Building Management team have been busy managing the building in line with the Public Health Order which has been challenging at times. We have worked closely with NSW Health and Strata Plus to manage the two Covid-19 positive cases in Darling Rise and continue to try and educate and reassure all residents as best as possible. Please refer to item 2.1.

The AFSS is moving forward. The council have approved a stay of pin (extension) until 31<sup>st</sup> October. All maintenance items have been completed. Lendlease (LL) have completed their inspections of all common areas, we are currently waiting for them to complete their site inspection of defective items inside units. This has been put on hold twice due to positive Covid-19 cases in Darling Rise, please refer to item 2.4.

The Food Scrap Recycling Program has been successfully rolled out onsite and residents are using the yellow bins to recycle more. Due to this and the hard work of the cleaning team, 11 red general waste bins have been removed from site. We are on target for the council rates to be dropped to \$814 per annum, this is a great achievement for the whole team, please refer to item 2.9.

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

Many thanks,

Anna

## 2. Major Issues

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### **2.1 Covid-19**

There have been two positive Covid-19 cases in Darling Rise. These cases are not linked and were reported to Building and Strata Management on Tuesday 17<sup>th</sup> and Tuesday 31<sup>st</sup> August by NSW Health. This was communicated to residents on the same day via BuildingLink and professional cleaners were arranged to do a diligent clean of all common areas.

Our main focus is to minimise the impacts of the current outbreaks and keep the Darling Square Community safe, the following procedures are in place to assist us here:

- Pool - closed
- Gym - closed
- Common area closed to all residents – including entrance lobbies (seating area closed)
- No delivery drivers allowed into the building, all residents must collect their food from Ground floor
- Large deliveries - only essential items allowed
- Contractors - only essential contractors allowed onsite
- Enhanced cleaning procedures to be implemented
- NSW GOV QR code has been put at all premises entrances for non-residents and staff to sign in – this is now mandatory
- Additional NSW Government signage has been put up reminding residents of restrictions
- Masks to be worn at all times in common areas – this is now mandatory

We have been working with the police and reported any residents who we believe to be breaching the public health order and have been encouraging residents to do the same.

As a reminder should you witness anything taking place at Darling Square that violates the health orders please contact

- Crime Stoppers: 1800 333 000 [nsw.crimestoppers.com.au](http://nsw.crimestoppers.com.au)
- Day St Police Station: (02) 9265 6499

Or for more information on the current restrictions and health advice

- NSW Health: National Coronavirus Health Information Line 1800 020 080 (for translation services call 13 77 88) [nsw.health.gov.au](http://nsw.health.gov.au)

### **2.2 Defect rectification**

Building and Strata Management are currently working on the Diagnostech Defect Report with Lendlease (LL). LL have postponed all non-essential works due to the Current Health Order and these works have been temporarily put on hold.

### **2.3 Fire defect inspection report**

The final Fire Defect Inspection report has been issued with a total of 75 issues. The report is currently with Lendlease (LL). Their consultants and team members were onsite on 10/08/2021 working through the common area defects. LL have cancelled two inspections for defective items within units due to two Covid-19 positive cases in Darling Rise. The inspection successfully took place on 8/09/21. We are currently awaiting a report on these items.

#### **2.4 Annual Fire Safety Statement**

Building Management have been working through the AFSS which was due on the 31<sup>st</sup> May, all testing has been completed. The council have approved a stay pf pin (extension) until 31<sup>st</sup> October. This is due to the list of 215 defective items which we are currently working through with Lendlease (LL) and Aspire Fire. All maintenance items have been completed by Aspire. LL have completed their inspections of all common areas but have cancelled two inspections for defective items within units due to the two Covid-19 positive cases in Darling Rise. The inspection successfully took place on 8/09/21. We are currently awaiting a report on these items. This report will be the last part of the AFSS to be worked on, LL are aware of our council deadline and hope to update us shortly.

#### **2.5 Short Term Leasing**

26/08/2021 - Darling Rise – Building Management noticed an AirBnB guest and their three invitee's onsite. This was reported to the police as per the Public Health Order. The police arrested one person and fined and removed the others from site. The owner has been reported to the City of Sydney Council for unauthorised and illegal accommodation. A By-Law breach noticed was issued as per By-Law 3.2. Restrictions on leasing and occupancy generally and the access device keys being used by the guests deactivated for security purposes.

#### **2.6 Car Spaces**

Ongoing private car space bollards are progressively being installed (once formally approved) by owners and proving effective security for car space trespass. Building Management are assisting residents where possible in the removal of illegally parked vehicles via CCTV footage. By-Law breach notices are being issued, number plates of illegally parked vehicles are being noted to eliminate repeat offenders.

There were 0 incidents of illegally parked vehicles onsite in the month of August.

#### **2.7 Security/vandalism**

-08/08/21 - Darling Rise - Damage to two door handles on level 19 was reported by the cleaners. The door handles on the garbage room and the fire stairs were damaged due to force. One handle was repaired and one handle beyond repair had to be replaced.

#### **2.8 Police incident**

- 04/08/21 - Darling Rise – police concerned about the welfare of a resident. The police had to force entry into the unit to check in on the resident. The door had to be replaced due to the damage caused by the police
- 06/08/21 – Darling Rise – Related to the same incident as above, Building Management assisted the police with access for a search warrant and arrest of a resident
- 04/08/21 – Arena – police on site requesting CCTV footage for a theft
- 10/08/21 – Darling Rise - Police requested CCTV for a person of interested
- 16/08/21- Darling Rise – Police onsite for AirBnB guest breaching the Public Health Order. Building Management assisted with access. An arrest took place and the police removed the AirBnB guest's offsite
- 18/08/21 – Darling Rise – Police onsite requesting footage for person of interest
- 23/08/21 – Darling Rise – Building Management assisted the police with access for a person of interest

### 2.9 Waste Management

The Food Scrap Recycling Trial is officially up and running. Bins, caddies and signage have been delivered with the first pick up scheduled up on Monday 6<sup>th</sup> September. There have been a total of 49 residents who have volunteered for the trial. Building Management will continue to encourage residents to join the trial, if you have tenants or live onsite please also join.

Five more 1100L yellow bins have been ordered as more residents are recycling (free of charge). We have been educating the residents with posters, stickers on all refuse chutes, announcements via BuildingLink and flyers attached to the welcome packs. Residents seem to be recycling much better and using the yellow bins more frequently.

I have set the cleaner a target to remove 6 \* 1100L and 9 \* 660L red bins from site. They have been working extremely hard reorganizing the bin rooms, labelling the bins as per their pick up day and getting ready for the new food scrap bins. Due to this we look on track to hit our target to reduce council rates and remove general waste bins from site. 11 bins will be removed from site on 7<sup>th</sup> September. Thanks to the cleaning team for all their hard work, it is not a pleasant job managing the waste.

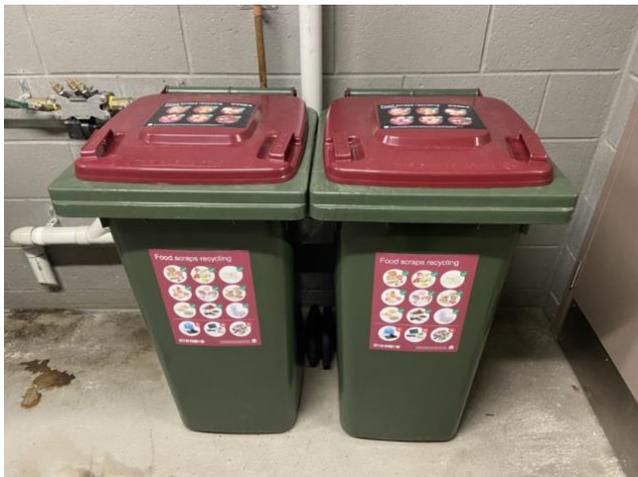
| Date                    | General Waste 660L | General Waste 1100L | Recycling 660L | Recycling 1100L |
|-------------------------|--------------------|---------------------|----------------|-----------------|
| <b>August</b>           |                    |                     |                |                 |
| 2/7/2021                | 33                 | 2                   |                |                 |
| 3/7/2021                |                    |                     | 7              |                 |
| 4/7/2021                | 28                 |                     |                |                 |
| 5/7/2021                |                    |                     | 7              |                 |
| 6/7/2021                | 22                 | 2                   |                |                 |
| 9/7/2021                | 29                 | 3                   |                |                 |
| 10/7/2021               |                    |                     | 7              | 2               |
| 11/7/2021               | 23                 | 3                   |                |                 |
| 12/7/2021               |                    |                     | 6              |                 |
| 13/7/2021               | 19                 |                     |                |                 |
| 16/7/2021               | Missed pickup      |                     |                |                 |
| 17/7/2021               | 32                 | 4                   | 7              | 2               |
| 18/7/2021               | 3                  |                     |                |                 |
| 19/7/2021               |                    |                     | 7              |                 |
| 20/7/2021               | 17                 | 1                   |                |                 |
| 23/7/2021               | Missed pickup      |                     |                |                 |
| 24/7/2021               | 28                 | 5                   | 7              | 1               |
| 25/7/2021               | 8                  | 1                   |                |                 |
| 26/7/2021               |                    |                     | 7              | 1               |
| 27/7/2021               | 11                 |                     |                |                 |
| 30/7/2021               | 28                 | 4                   |                |                 |
| 31/7/2021               |                    |                     | 6              | 4               |
| <b>Current - \$1075</b> | <b>37</b>          | <b>6</b>            | <b>11</b>      | <b>2</b>        |
| <b>Target - \$814</b>   | <b>31</b>          | <b>0</b>            | <b>9</b>       | <b>2</b>        |
| <b>Target - \$586</b>   | <b>20</b>          | <b>0</b>            | <b>9</b>       | <b>2</b>        |



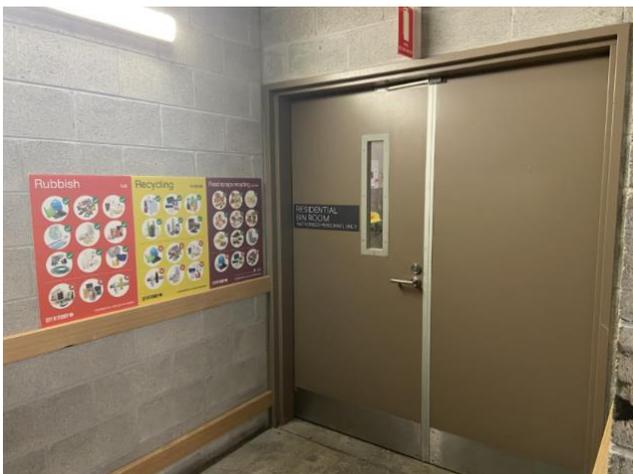
Bins after a missed pick up on Monday 17<sup>th</sup> August.



Bins after a missed pick up on Monday 23<sup>rd</sup> August.



New food scrap bins located in all three bin rooms



New signage has been installed throughout bin rooms and common areas to assist the residents in correct waste management procedures. The posters are in English and Simplified Mandarin

### 3. RESIDENT ISSUES & CONCERNS – OUTSTANDING

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#### **3.1 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.



**Update:** Due to these works being non-essential, there has been no progress on this item.

#### **3.2 Roller Door break down – torsion bar replacement needed**

Works continue with the defective garage door.



**Update:** Building Management have lodged the garage door as a defect with Lend Lease. The continuous break downs seem to be caused by the cycle rate which this door is not designed for.

To assist Building Management in this case, we have also flagged the height restriction issues we have been experiencing. The height restriction on entrance states 3.8m.

Building Management have had a response from council regarding the enquiry into height restrictions. They have advised we reach out to the Department of Planning who have now passed us onto the Certifying Authority to confirm height restrictions in relation to waste management access. We have now put this back to Lendlease to reach out to the certifying Authority Philip Chun to approve the 3.7m height restriction is compliant. Once approved we can move forward with the investigation of replacing the door under DLP.

Due to these works being non-essential, there has been no progress on this item.

**3.3 Garage door damaged – JackFair deliver driver**

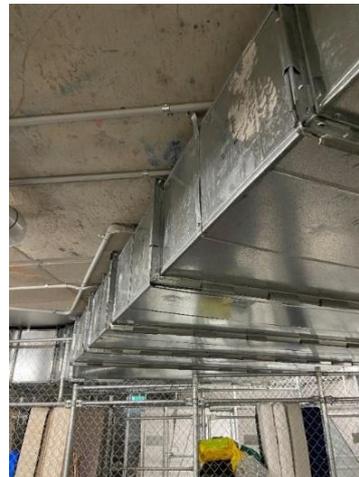
An incident with the garage door took place on the 08/03 when a delivery driver hit the bottom two panels of the garage panelled door on entering the loading dock. An incident report was lodged. Due to this Building management have been working with StrataPlus and the insurers to claim back expenses.



**Update:** Works completed

**3.4 Level 5 Carpark – Rainwater ingress – Arena**

Building Management found a leak on a building walk with the recent heavy rainfall. This is an existing leak and has been reported to LendLease as a defect. Investigations are under way into where the leak is coming from.



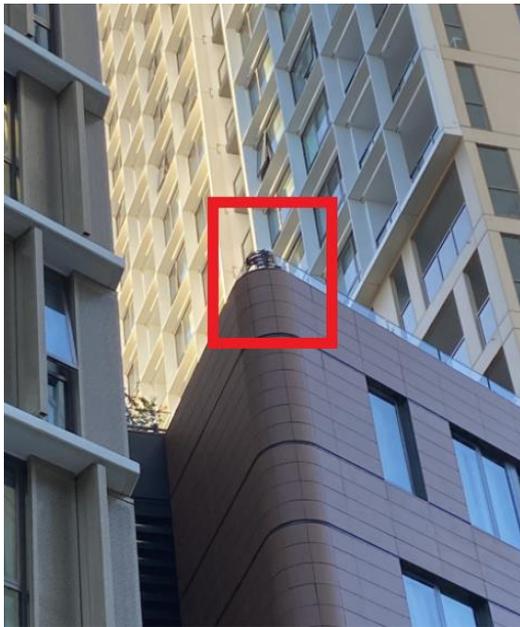
**Update:** Due to these works being non-essential, there has been no progress on this item.

### 3.5 Podium Irrigation System

Building Management noticed the soil on the podium to be a bit dry and organized an irrigation technician to investigate the irrigation system. A solenoid was found to have failed on station 4 and only opening at 15% capacity. This has been replaced. Others issues were reported on the investigations and a report has been made to hand to Lendlease as these issues fall under incorrect installations as a defect.

**Update:** Due to these works being non-essential, there has been no progress on this item.

### 3.6 Podium Glass



Building Management found a cracked piece of corner glass on the west facing side of the podium as picture below. The glass had not been impacted, as there is no point of impact and the glass is in a very awkward spot. Due to this, it was lodged with the manufacture who agreed it is a defective item and is replacing it under warranty.

**Update:** A new glass panel has been manufactured but unfortunately got damaged in transit. This has been reordered and once manufactured the works will get booked in as urgent.

Due to these works being non-essential, there has been no progress on this item.

### 3.7 Annual BMU report

The Annual Building Maintenance Unit (BMU) inspection took place on 4/05/2021. The report has come back with x3 urgent items, x5 critical items, x12 non-critical items and x2 items to monitor. Those items which need quoting for are with GDP. One urgent item has been sent back to the installer Alimak as a defective item. This involved the setup of the lanyard locking safety, which has not been commissioned correctly. Building Management are currently working through these items with Alimak and GDP to rectify them.

**Update:** Building Management have been passed on a quote from GDP which they are currently revising for issuing to the BMC for approval. Alimak are arguing the defective item and will charge to attend site. GDP will assist further on the next quarterly visit and document the exact issue to hand back to Alimak for comments.

Due to these works being non-essential, there has been no progress on this item.

### **3.8 BBQ area – wood stained and CCTV camera**



Wood on the bench in the BBQ area has been burned and damaged. Unfortunately, CCTV footage does not cover this area therefore the persons responsible could not be found.

Our handyman has measured the wood ready for replacement.

Due to the damage, noise complaints and this area bring a blind spot in the CCTV system, a quote has been arranged to install a camera in the BBQ area of the podium.

**Update:** Due to these works being non-essential, there has been no progress on this item.

### **3.9 Backflow containment device test - RPZ Annual Testing**

An RPZ valve is a backflow preventer valves available. RPZ valves offer protection against back pressure and siphonage in order to protect the mains water supply and drinking network from contamination. There are three located at Darling Square and these get tested annually by Primewater our hydraulic service providers. Two out of the three RPZ's failed the testing. Both valves relief check valves failed, were replaced and retested on 5/08/21. We are currently awaiting the certificate from the council as the paperwork was lodged with the council last week.

**Update:** Works completed and certificated received from council

### **3.10 Darling Rise SP98926**

#### **3.10.1 Broken Spandrel Panel on level 30 Façade**

A broken spandrel panel was reported on the recent window clean on level 30 of the Façade. Spandrel Panels are the area of a curtain wall or screen located between vision areas of windows, which conceal structural columns, floor slabs and shear walls. It seems the window has been hit head on at high impact. A temporary, protective clear film has been placed on top of the broken panel to make safe until the panel is replaced.

**Update:** A correct sample panel was delivered from China for the correct colour matching of the spandrel panel and a panel manufactured. The tech were onsite on 7/7/21 to replace. Due to the way the spandrel panel was installed they could not replace the panel on this date. Due to this not being picked up in the original quotes and measurements this will be booked in at no further costs on a Wednesday 21<sup>st</sup> July.

Works got cancelled due to the announcements related to the public health order on 16/07/21.

### **3.11 Barker House SP98923**

#### **3.11.1 Damaged carpets – smoking By-Law breach**

Dimeo cleaners reported a residents smoking on the 3<sup>rd</sup> floor corridor of Barker House. The resident stood on the cigarette and burned a hole in the carpet. This was captured on CCTV and two By-Law breach notices have been issued to the resident: By-law 7 – damage to common property & By-law 8.4 – smoking on common property. The carpet replacement and damage to a door has been quoted for and we are awaiting payment before the works can take place. The Lot responsible have agreed to pay for damages at a total cost = \$1890.

**Update:** Due to these works being non-essential, there has been no progress on this item.

### **3.12 Arena SP98926**

#### **3.12.1 Table damage in Arena Lobby**

The lobby table was found to be damaged on 05/01/2021. When investigated on the CCTV by Building Management, an intoxicated resident was seen to kick and crack the marble table. The table was a gift from LL and worth \$3695.

**Update:** The total balance has been received, a new table has been ordered with an ETA of 16 weeks.

#### **3.12.2 Spandrel Panel – cracked**

A broken spandrel panel has been picked up by Building Management on our building walks. There was not a clear indication that the panel had been damage by impact. As there was not clear impact point we passed this on to the manufacturer who agreed the crack is a defective item and will replace it under warranty.



**Update:** The installers have ordered a new spandrel panel which is manufactured with an overseas supplier in China. Once arrived the panel will be installed under warranty.

Due to these works being non-essential, there has been no progress on this item.

## 4. RESIDENT ISSUES & CONCERNS – NEW

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### 4.1 General maintenance

There has been no general maintenance in the month of August.

### 4.2 Podium Trees

The trees on the podium have been staked as shown in the photos. Due to high winds on the podium, the taller trees do struggle with the high winds. Due to this they have been staked.



### 4.3 Window and Façade Clean



The annual façade clean and bi-annual window clean started on Monday 9<sup>th</sup> August. This is due for completion on the week of 7<sup>th</sup> October.

#### 4.4 Deep clean of bin rooms

A deep clean of all bins and bin rooms took place due to amount of waste transitioning through the bin rooms. All bins rooms were cleaned and reorganized ready for the new food waste and co-mingled waste bin delivery on 3<sup>rd</sup> September.



#### 4.5 Darling Rise SP98926

##### 4.5.1 General Maintenance

Refuse chutes eDiverter quarterly preventative maintenance took place on 04/09/21.

Refuse chutes hopper doors preventative door maintenance took place on 12/02/21.

##### 4.5.2 Damaged door handles Level

The fire escape and refuse chute door handles on level 19 were found to be damaged on 19/08/21.

One door handle was repairs with spares kept onsite and another had to be replaced. Unfortunately, the persons found responsible were not found.



##### 4.5.3 Refuse chute and compactor faults

02/08/2021 - No power on control box and compactor overload tripped. Bring compactor down manually and check thread. Top limit switch damaged. Fit new limit switch and test operations.

06/05/2021 - No power on control box. Found circuit breaker and overload tripped. Rubbish in thread of compactor. Bring compactor down manually, clear thread and reset power.

11/08/2021 - Compactor on but no operation. Found plc in Fault mode and auto sensor out of alignment. Adjust auto sensor and reset plc.

23/08/2021 - Compactor continuously running and shackle broken for shut off door. Sensor out of alignment. Realign and reattach shut off door. E-diverter circuit breaker also tripped.

#### **4.6 Barker House SP98923**

##### **4.6.1 General Maintenance**

Refuse chutes eDiverter quarterly preventative maintenance took place on 04/09/21.

Refuse chutes hopper doors preventative door maintenance took place on 12/02/21.

#### **4.7 Arena SP98926**

##### **4.7.1 General Maintenance**

Refuse chutes eDiverter quarterly preventative maintenance took place on 04/09/21.

Refuse chutes hopper doors preventative door maintenance took place on 12/02/21.

## 5. EQUIPMENT, TRAINING & ROUTINE 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 Aspire Fire Services on 27/08/2021   | <i>Aspire Fire</i>               | Completed, operations normal  |
| <b>5.1.2 Elevators</b>                                   | 5.1.2 Monthly maintenance of all lifts was performed by Schindler from 1 <sup>st</sup> – 31 <sup>st</sup> August 2021           | <i>Schindler Lifts</i>           | Completed, operations normal  |
| <b>5.1.3 (HVAC) Heating Ventilation Air Conditioning</b> | 5.1.3 Monthly maintenance was not performed in the month of August due to the public health order                               | <i>Infinity HVAC</i>             | On hold   |
| <b>5.1.4 Gardening</b>                                   | 5.1.4 By-weekly maintenance was performed by Landscape solutions on 30/08/2021  | <i>Landscape Solutions</i>       | On hold   |
| <b>5.1.5 Domestic water pump service</b>                 | 5.1.5 Quarterly domestic water pump service is due 16/06/2021.  | <i>Prime Water</i>               | Completed, operations normal  |
| <b>5.1.6 Building Management System (BMS)</b>            | 5.1.6 Monthly maintenance was not performed in the month of August due to the public health order                               | <i>GS-Tech</i>                   | On hold   |
| <b>5.1.7 Cleaning</b>                                    | 5.1.7 Daily maintenance was performed by Cleaning Services from 1 <sup>st</sup> – 31 <sup>st</sup> August 2021                  | <i>Dimeo Cleaning Services</i>   | Completed   |
| <b>5.1.8 Swimming Pool</b>                               | 5.1.8 Pool maintenance was performed by Pools Inc. every Friday.  | <i>Pools Inc.</i>                | Completed, operations normal  |
| <b>5.1.9 Security Services</b>                           | 5.1.9 Daily patrol was performed as contracted by E Group Security Services from 1 <sup>st</sup> – 31 <sup>st</sup> August 2021 | <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 11/08/2021 | <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 08/03/2020   | <i>Dormakaba</i>           | Completed, operations normal  |
| <b>5.1.12 Hot Water Service</b>                    | 5.1.12 Bi-annual maintenance was carried out on the hot water units on the 12/5/2021         | <i>Energy Australia</i>    | Completed, operations normal  |
| <b>5.1.13 Window Clean &amp; Façade Clean</b>      | 5.1.13 Annual façade and bi-annual window clean started on 9/08/21                           | <i>AX-S</i>                | Completed, broken Spandrel Panel reported   |
| <b>5.1.14 Rainwater Tanks</b>                      | 5.1.14 Bi-annual maintenance was carried on the rainwater tanks on 25/08/21                  | <i>Spelstormwater</i>      | Completed, operations normal  |
| <b>5.1.15 Building Maintenance Unit (BMU)</b>      | 5.1.15 Quarterly maintenance took place on 6/08/2021   | <i>GDP (BMU Australia)</i> | Completed, The report has come back with x3 urgent items, x5 critical items, x12 non-critical items and x2 items to monitor |
| <b>5.1.16 Refuse chute and bin room compactors</b> | 5.1.16 Quarterly maintenance was carried out on the refuse chute system on 4/08/2021         | <i>Elephants Foot</i>      | Completed, operations normal  |
| <b>5.1.17 Pest Control</b>                         | 5.1.17 Quarterly pest control maintenance took place on 7/07/21.                             | <i>Bugs Be Gone</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.

Additional signage has been installed on common areas relating to the recent Covid-19 outbreak and recent government restrictions. These include the following: NSW Government QR code, NSW Government mask wearing, common area restrictions and rules.

Signage has been put up in all lobbies and in the bike store room to remind residents of By-Laws associated with bicycles in common areas. Residents with electric bikes have been found to be riding through the corridor at speed which can be damaging to common property. So far two By-Law breached have been issued in relation to this.

Dogs soiling on the podium is a reoccurring issues. Additional signage has been put on all podium doors reminding residents of By-Laws related to pets.

## 6. CURRENT QUOTES

There are no outstanding quotes in the month of August.