

**DP1233930**

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

**October 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> November 2020**

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# 1. SUMMARY

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October 2020 Building Managers Report:

## **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.

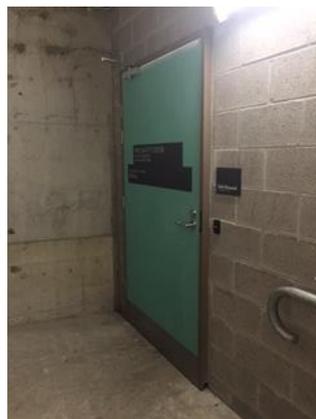
Diagnostic building consultants were engaged to carry out a building defect Audit.

**Update:** Reports have been received for both Darling Rise and Barker House, we are still awaiting Arena's. LL have agreed to have defects rectified and will review Diagnostics report and provide us with a schedule of the rectification works.

## **1.2 Annual Fire Safety Statement**

The SEP Annual Fire Safety Statement (AFSS) was completed and submitted to council prior to the due date of 15/05/20. Council had no issues with the submitted statement. There are still issues with some defective doors. Lendlease are working through rectifications of defective doors and fire seals with completion date set in November.

**Update:** Works completed



## 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 – 1901

Arena – 501

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 have been 0 incidences of vandalism in October.

### **2.4 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.

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.

# 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.

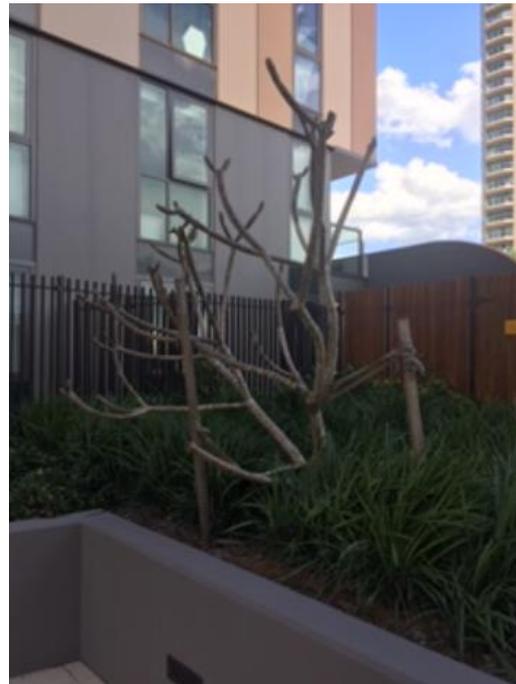


### 3.3 Pool Compliance Issues – Still being assessed by Lend Lease

Under Section 22E of the Swimming Pool Act 1992 (as amended) (the “Act”), that the swimming pool at the above-mentioned premises was found to not comply with the Act when inspected as part application under section 22C of the Act on Australian Standard 1926.1-2012 & clause 30 and 31 of the swimming pool regulation 2018.

One item has been flagged by the City of Sydney in their most recent visit; There should be no potential hand holds or foot holds (e.g. shrubs, trees, pot plants, ladders, chairs and other objects) within the 900mm non-climbable zone. The Frangipani tree shown in the below photo did not meet these requirements.

**Update:** Works completed. Lendlease have successfully moved the tree to another location close to the patch of grass on the podium. The pool is now compliant with Australian Standards.



### 3.4 Delivery driver crashing into roller door

On Saturday 5/09/20 a Fantastic Furniture delivery drivers drove into the roller door damaging the door. The driver drove carelessly into the car park ignoring the roller door coming down which has flashing lights to indicate to drivers of the door. A quote has been received to fix the door that is in excess of \$3,200.00. There are still discussions on going with Fantastic Furniture over the responsibility of the invoice. Photos and CCTV footage of the incident have been provided.

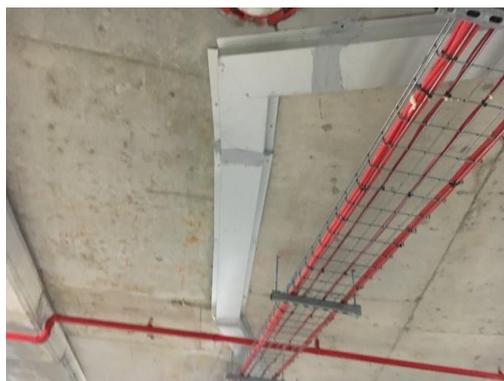
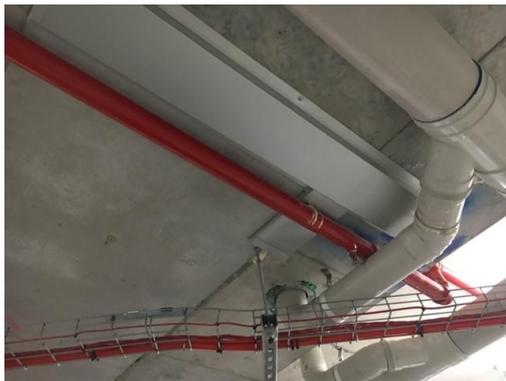
**Update:** Works completed. Allgate returned to site on Saturday 14<sup>th</sup> November to replace the incorrect panel which was installed in the first repair works.



### **3.5 Drip Trays Installed on Level 5 of the Car park**

Drip trays were installed on the ceiling of the level 5 car park and plumbed to storm water as per building practices. This is to assist with any water ingress issues. Undercover or underground car parks are especially prone to water seeping through the concrete. The problem with water seepage dripping onto cars is that the minerals that etch into the surface of the car's paint finish, make it hard to remove with a simple wash.

**Update:** Works completed and car owner reimbursed for the damages.



### 3.6 Intercom issues

South East Plot have been experiencing issues with the Intercom. Building Management have been working closely with Epsilon our intercom contractors to investigate the route cause.

Individual units have tampered with the intercom set up with in the units. This can happen when Wi-Fi connections are set up and the Intercom equipment is accidently plugged in the Wi-Fi router. This sends Wi-Fi signals into the intercom system causing inference.

Manuals have been sent out via a BuildingLink announcement with user manuals attached on how to set up the Intercom and avoid future issues. These documents can also be found in the BuildingLink library; <https://buildinglink.com>

Update: Works completed

### 3.7 BMU left in wrong position

BMU – Building Management Unit was found left in the wrong position after contractors attended site for façade works. Building Management contacting Alimak immediately to rectify the issue due to concerns with strong winds. The BMU was reset to its correct position on the same day and Building Management are now monitoring contractors closely after use.

Update: Works completed

### 3.8 Darling Rise SP98926

#### 3.8.1 Bi-Law breach 10.1 waste disposal notice

Dumped rubbish/furniture reported to Building Manager by cleaners. The persons responsible were caught on CCTV cameras and a bi-law notice was handed to them. The rubbish/furniture was cleared the same day.

Update: Works completed

#### 3.8.2 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: The invoice has been paid by the resident and the hand sanitizer is on order



### 3.8.3 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. One more valve has failed on level 14 since the last BMR. Building management are monitoring the valves to determine if this needs further investigation.



### 3.8.4 L14 Fire door damaged

Both L14 fire stairs door was found damaged on 12/10/20. Cigarettes were found in the staircase so it is expected that smokers got stuck in the fire escape and ripped the handle of whilst trying to exit.

The door has been temporary fixed so that the door is assessable. Building Management are to follow up with our fire safety contractors Aspire Fire to determine if the door is still compliant with fire regulations as it may need replacing.

**Update:** Works completed

### 3.8.5 Loading dock door leading to Mail Room

Concerns were raised regarding the loading dock doors leading to DR. This caused smell of garbage to reach the lobby and floor. It also caused a security threat. The door had magnetic door holder installed which were disconnected keep the door closed at all times. This stops smell of garbage reaching floors and makes DR more secure.

**Update:** Works completed

### 3.8.6 Parcel theft caught on CCTV

Parcel theft from DR lobby reported to Building Management on Friday 9<sup>th</sup> October. Building Management managed to track the theft through the CCTV footage and key security system to another residents taking the parcel. The CCTV footage is ready to hand over to police once a police report has been filed.

**Update:** Works completed

## 3.9 Barker House SP98923

No outstanding incidents

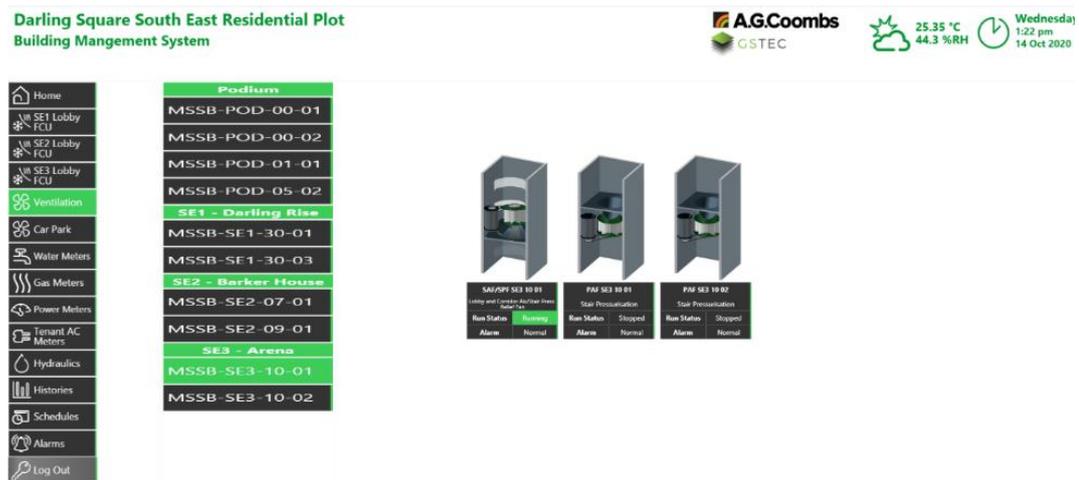
### 3.10 Arena SP98926

Concerns were raised in AR regarding no fresh in the corridors. Building Management investigated the issues with the building management system (BMS) contractors GS-Tech.

A building management system (BMS), otherwise known as a building automation system (BAS), is a computer-based control system installed in buildings that controls and monitors the building's mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems.

After GS-Techs investigation, the fresh air fan (SAF) had been set up correctly on the BMS. This has been rectified and the fan has been programmed to run 24/7 as designed. This allows fresh air into the corridors at all hours.

**Update:** Works completed



**Darling Square South East Residential Plot**  
Building Mangement System

**AGCoombs**  
GSTEC

25.35 °C  
44.3 %RH  
Wednesday 1:22 pm  
14 Oct 2020

Home	<b>Podium</b>	
SE1 Lobby FCU	MSSB-POD-00-01	
SE2 Lobby FCU	MSSB-POD-00-02	
SE3 Lobby FCU	MSSB-POD-01-01	
Ventilation	MSSB-POD-05-02	
Car Park	<b>SE1 - Darling Rise</b>	
Water Meters	MSSB-SE1-30-01	
Gas Meters	MSSB-SE1-30-03	
Power Meters	<b>SE2 - Barker House</b>	
Tenant AC Meters	MSSB-SE2-07-01	
Hydraulics	MSSB-SE2-09-01	
Histories	<b>SE3 - Arena</b>	
Schedules	MSSB-SE3-10-01	
Alarms	MSSB-SE3-10-02	
Log Out		

SAF/OPF SE3 10 01 Living and Corridor Airflow Fans Fan Status: <b>Running</b>	FAM SE3 10 01 Stair Pressurisation Fan Status: <b>Stopped</b>	FAM SE3 10 02 Stair Pressurisation Fan Status: <b>Stopped</b>
Alarm: Normal	Alarm: Normal	Alarm: Normal

# 4. RESIDENT ISSUES & CONCERNS – NEW

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## 4.1 General maintenance

General maintenance continues to be completed. These works are picked up on the BM's daily walks and completed by the handyman. The pool equipment door situation behind the swimming pool has been rehung, repaired and painted by the handyman after being damaged due to faulty hinges.

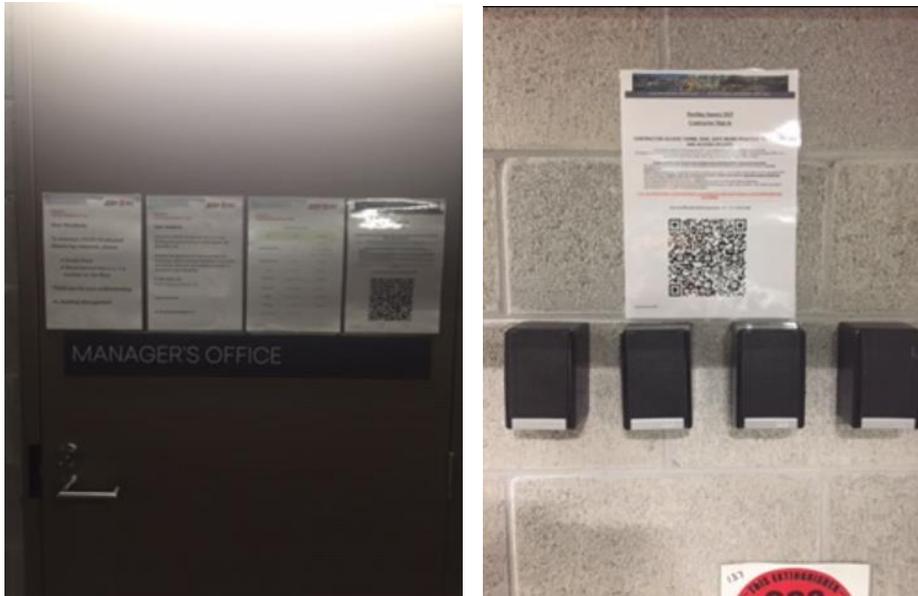


Darling Rise main entrance lobby walls patched and painted.



#### 4.2 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.



#### 4.3 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.



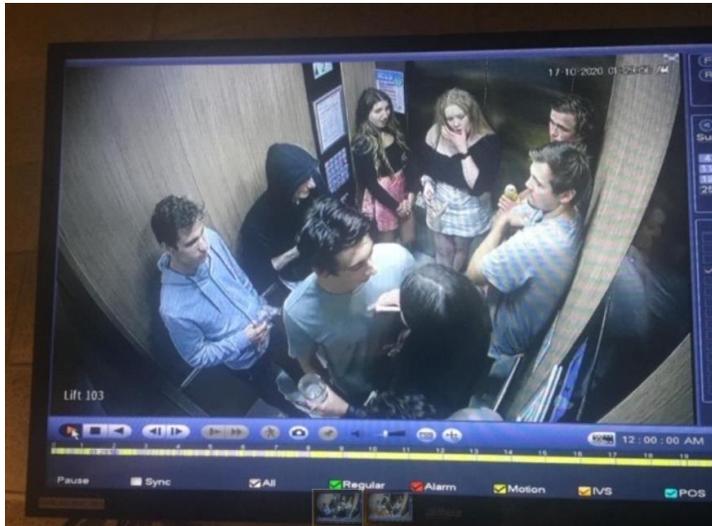
#### 4.4 Fly spray in loading dock areas and bin rooms

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.

### 4.3 Darling Rise SP98926

#### 4.3.1

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.



#### 4.3.2 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.

### 4.4 Barker House SP98923

#### 4.4.1 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.

#### 4.5 Arena SP98926

##### 4.5.1 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.



# 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 30/10/20.	<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> 13/10/20.	<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 27/10/20.	<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 28/10/0/20.	<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 was carried out on 20/09/2020.	<i>Prime Water</i>	Completed, operations normal
<b>5.1.6 Building Management System (BMS)</b>	5.1.6 BMS monthly maintenance completed on 19/10/2020.	<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> – 31 <sup>st</sup> October 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> – 31 <sup>st</sup> October 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 Podium Lockdown.** Podium electronically locked down due to COVID-19 was ceased on 15/05/20 as per NSW government guidelines.

**5.3 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.

# 6. CURRENT QUOTES

## 6.1 BMU Contract

BMU - The Defect Liability Period (DLP) for our Building Maintenance Unit (BMU) has ended. A **building maintenance unit** (BMU) is an automatic, remote-controlled, or mechanical device, usually suspended from the roof, which moves systematically over some surface of a structure while carrying human window washers or mechanical robots to maintain or clean the covered surfaces.



The BMU needs quarterly maintenance as part of the registration of the machine with Safe Work Australia. Building Management have arranged two quotes as listed below. The cheaper of the two quoted were agreed on with BMU Australia (GDP BMU), with a three year contract signed and a further reduced price capped at the first year.

Alimak:	Year 1 2020/21 - \$9,342
	Year 2 2021/22 - \$9,662
	Year 3 2022/23 - \$9,910

BMU Australia (GDP BMU):	Year 1 2020/21 - <b>\$3,370</b>
	Year 2 2021/22 - \$3,910
	Year 3 2022/23 - \$4,080

**Update:** The first BMU quarterly inspection and maintenance took place by GDP. The BMU passed all inspections with one outstanding issue regarding the emergency stop button. This will be quoted by GDP for rectification. An Adequate Maintenance Statement have been given to BM to apply for a plant registration certificate with Safe Work NSW.

## 6.2 HVAC Contract

Building Management at Darling Square North East plot have recently signed a contract with our HVAC contractors Infinity. It was agreed when signing the South East plots HVAC contract that if Infinity win both contracts, we will get a 12% discount. This is a savings of:

Annually - \$24,236 to \$21,327.62  
 Total savings of: **\$2908.38** per annum

## 7. OUTSTANDING MATTERS

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**7.1** Internal fire exit stairs (still continue) being used for cigarette smoking. This is an on-going challenge, building management is still monitoring the situation as a pro-active approach to remove the issue. 1 incident has been recorded on LV14 DR regarding property damage due to smoking in the fire stairs, unfortunately CCTV does not cover this area, and no persons have been held responsible.

**Update:** No incidents in the month of October