

**DP1233930**

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

**March 2021**

**JLL Building Management  
Report**



**Building Manager: Anna Yeeles**

**Senior Operations Manager: Matt Vaughan**

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

# TABLE OF CONTENTS

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1. Summary
  - 1.1 Defect rectification
  - 1.2 Fire defect inspection
  - 1.3 Annual Fire Safety Statement
  
2. Major Issues
  - 2.1 Short Term Leasing
  - 2.2 Car Spaces
  - 2.3 Storage Cages
  - 2.4 Vandalism
  
3. Resident Issues & Concerns – Outstanding
  - 3.1 Short Term Leasing
  - 3.2 Total of 137 cracks identified in garden concrete walls on level 6 podium
  - 3.3 Roller door break down – torsion bar replacement
  - 3.4 Staining in common area BBQ area
  - 3.5 Level 5 Carpark – Rainwater Ingress – Barker House
  - 3.6 Blocked drain on podium overflowing onto Hay Street
  - 3.7 Common area – glass shattered
  - 3.8 Fire alarm activation – Lendlease
  - 3.9 Fire alarm activation waivers
  - 3.10 Darling Rise SP98926
  - 3.11 Barker House SP98923
  - 3.10 Arena SP98926
  
4. Resident issues & Concerns – New
  - 4.1 General Maintenance
  - 4.2 Garage door damage – JackFair delivery driver
  - 4.3 Level 5 Carpark – Rainwater Ingress – Areal
  - 4.4 Harbour Street Awning – Gutter clean
  - 4.5 Podium irrigation system.
  - 4.6 Darling Rise SP98926
  - 4.7 Barker House SP98923
  - 4.8 Arena SP98926
  
5. Equipment, training & routine maintenance
  - 5.1 Routine maintenance
  - 5.2 Notice displays
  
6. Current quotes

No outstanding quotes

# 1. SUMMARY

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Dear Strata Committees,

I hope you all had a lovely Easter and managed to get a break. Please find below the Building Managers Report for March 2021. Still, a main focus moving forward is the defects rectification as listed below. The first part of the fire defect inspection took place on 2<sup>nd</sup> Feb with a successful 14% of the targeted 15% of units being inspected. Fahrenheit have provided a draft report which Building Management are helping finalize to present to the Committees.

The Annual Fire Safety Statement is well under way with the due date confirmed for 31<sup>st</sup> May. All inspections have been completed, a second visit from Aspire will take place on 3<sup>rd</sup> May for units which were missed in the first visit. Building Management are awaiting reports and any related quotes to finalize the safety statement.

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

Many thanks,

Anna

### 1.1 Defect rectification

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

**Update:** LL continue to work through the list with the assistance of Building Management and Strata Management. Bi-weekly updates to be issued to all parties.

### 1.2 Fire defect inspection

Fahrenheit have been engaged as per proposals previously distributed as per below costs, and agreed on with committee member. The first part of the fire defect inspection took place on 2<sup>nd</sup> Feb with a successful 14% of the targeted 15% of units being inspected. All common areas were visited at a later date of 16<sup>th</sup> March.

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

**Update:** Fahrenheit have provided a draft report which Building Management are helping finalize to present to the Committees.

### 1.3 Annual Fire Safety Statement

The AFSS submission date has been confirmed as 31<sup>st</sup> May with great progress being made so far. Please see below the scheduled dates for the fire safety measure works. Building Management will keep the committee up to date throughout the process. All inspections have been completed, a second visit from Aspire will take place on 3<sup>rd</sup> May for units which were missed in the first visit. Building Management are awaiting reports and any related quotes to finalize the safety statement.

Fire Safety Measure	Date	Accredited Fire Practitioner
Fire Systems – Barker House	08/03/21 – Completed 03/05/221 – Second visit for missed units	AspireFire
Fire Systems – Darling Square (levels 1-10)	12/03/21 – Completed 03/05/221 – Second visit for missed units	AspireFire
Fire Systems – Darling Square (levels 11-20)	15/03/21 – Completed 03/05/221 – Second visit for missed units	AspireFire
Fire Systems – Darling Square (levels 21-30)	16/03/21 – Completed 03/05/221 – Second visit for missed units	AspireFire
Fire Systems – Arena	17/03/21 – Completed 03/05/221 – Second visit for missed units	AspireFire
Emergency lights	11/03/21 – 12/03/21 – Completed	Carrington Electrical
Lift – emergency lifts/fire doors	31/03/21 – Completed	Crystal Fire Services
Automatic Doors	08/03/21 – Completed	Records Doors
Fire dampers/ stair pres/ mech systems	16/03/21 – 17/03/21 – Completed	Infinity HVAC

## 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. 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 – 0

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. Building Management are assisting residents where possible in the removal of illegally parked vehicles via CCTV footage. Number plates of illegally parked vehicles are being noted to eliminate repeat offenders.

Lot 95, Lot 56, Lot 100, Lot 6

### **2.3 Storage Cages**

There has been 0 storage case incidents in March.

### **2.4 Vandalism**

There has been 0 vandalism incident in March.

### **2.5 Police Incidents**

There has been incident reported to the police in March. An illegally parked vehicle had their number plates stolen by the resident of the car space owner. Building management tracked back the incident on CCTV footage and helped retrieve the number plates. A written warning has been handed to the illegally parked vehicle and Building Management have assisted police in the investigation of the missing number plates.

# 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. We have so far claimed \$2000 worth of funds through deactivating key fobs.

## **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.

**Update:** LendLease have subcontractors onsite 19<sup>th</sup> – 23<sup>rd</sup> April to complete the second lot of remedial works to the podium walls.



### 3.3 Roller Door break down – torsion bar 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. We have again had issues with the garage door torsion bar sagging. This causes a lot of noise and the door will eventually fall off its tracks. This was picked up by building management early enough to avoid this happening. Building Management engaged our garage door contractors Allgate who again have replaced the torsion bar free of charge, the works took place on 24/12/2020. The manufacturing manager at Allgate has overseen the manufacturing of the torsion bar to try and eradicate any of the issues we have experience over the past couple of months. We now have the second torsion bar booked in for replacement under warranty on 10/02/2021 which will be completed out of hours to minimize disruption to residents.



**Update:** Building Management have lodged the garage door as a defect with LendLease. The continuous break downs seem to be caused by the cycle rate which this door is not designed for. The gate has a cycle counter, we have used this information with documented job reports from our garage door contractors and have put a case together for LendLease requesting the door gets replaced for a more suitable design such as a roller door or gate. We have provided factual evidence from industry professionals to assist us here.

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. There have been incidents when 3.7m trucks get stuck entering the loading dock with near misses of damage to common property. Each time there has been issue with a trucks height, this has been documented, a photo has been taken and the incident reported to the LendLease defect team.

Building Management are currently waiting for confirmation from City Of Sydney Council regarding height restrictions for loading dock entrance for the use of Waste Management. This will help LendLease determine if a roller door can be installed.

### **3.4 Staining in common BBQ area**

Cleaning took place of the marble in the common BBQ area as shown in the photos below. This has been scheduled as a six monthly clean by our cleaners Dimeo with great results as seen in the below photos.



**Update:** BM has requested the wood be restrained to prevent future staining. This has been sent to LendLease as a defect.

### **3.5 Level 5 Carpark – Rainwater ingress – Barker House**

A leak was reported in the level 5 carpark on 29/01/2021. This appeared to be an existing leak which was logged as a defect with LL. This has again been forwarded onto LL as a defect and is being inspected by their onsite defects foreman to find a solution for the leak.

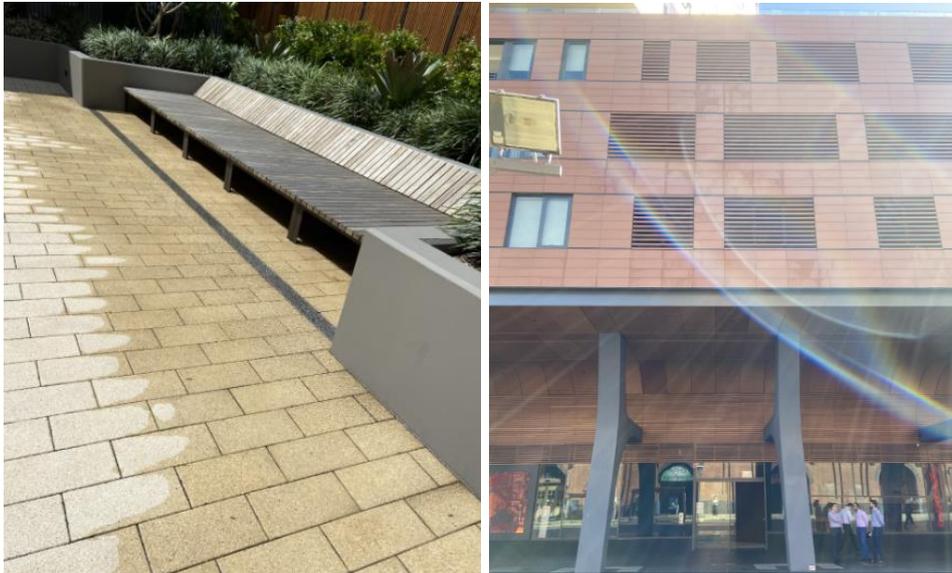


**Update:** Lendlease subcontractors Polyseal attended site on the 23<sup>rd</sup> March for further waterproofing of a previous leak. This included waterproof injections to the concrete slabs

and resituating of the drips trays which were recently installed. Building Management will monitor this leak moving forward.

### **3.6 Blocked drain on podium overflowing onto Hay Street 17/02/2021**

Building Management noticed water over spilling from Arena balconies onto Little Hay Street. When investigated, it was found to be a blocked storm water drain on the podium. Building Management called out the resident plumber who cleared the blockage.



**Update:** Works completed. The resident plumber has since been onsite to further jet the blocked storm water drain to prevent further floods.

### **3.7 Common area – glass shattered 26/02/2021**

The cleaners reported a smashed pane of glass in the level 7 floor common area. Building Management investigated the incident on the CCTV footage which showed the glass spontaneously exploding. The glass is safety glass and stayed in situ, the area has however been closed off as an extra precaution.

This has been sent and accepted by LendLease as a defect. The glass has been measured by the installer and there looks to be a two week lead time on manufacturing before it can be replaced.

Unfortunately, until the glass is replaced level 7 floor common area will remain closed for H&S reasons.



**Update:** Works completed under DLP through LendLease

### **3.8 Fire alarm activation – LendLease 25/02/2021**

A fire alarm activation took place on the 25<sup>th</sup> February. This was caused by a contractor working on level two of the carpark, whilst waterproofing a concrete slab which was causing a leak. A small amount of dust set off the smoke alarm and the fire brigade attended site. Building Management have forwarded the \$1760 charge back to LendLease who have admitted fault. Building Management have also reminded LendLease of the procedures regarding isolating the fire system whilst dusty/smoky works are taking place.

**Update:** Works completed

### **3.9 Fire alarm activation waivers**

Building Management have been working with Fire and Rescue NSW regarding fire alarm activation waivers. We have been successful in securing three waivers at a total refundable cost of \$3600 to the BMC.

Incident Date	ESCAD Incident No.	Waiver Determination (Granted/Declined)	Criteria No.	False Alarm Charge Amount	
				Charged	Waived
11/07/2020	117509	Granted	5	\$1,600.00	\$1,200.00
12/07/2020	118092	Granted	7	\$1,600.00	\$1,200.00
17/07/2020	120314	Granted	7	\$1,600.00	\$1,200.00
21/07/2020	121950	Declined	N/A	\$1,600.00	\$0.00
<b>Total Amount of AFA False Alarm Charge Waivers</b>					
Applied for				\$6,400.00	
Granted					\$3,600.00

**Update:** Works completed

### 3.10 Darling Rise SP98926

#### 3.10.1 Leak on level 29

Due to the recent heavy rains in Sydney, leaks have appeared in the corridor on level 29. This has been forward onto Lendlease as a defect. They have since been onsite and cut an access hole on the ceiling in order to locate the leak. It seems it is coming through an unsealed pipe from level 30 plant room as shown in the below photos. This has now been sealed and will be tested to confirm the water proof sealant has worked.



**Update:** Works completed under DLP through LendLease

### 3.10.2 Cracks in refuse chutes reported to LendLease 10/02/2021

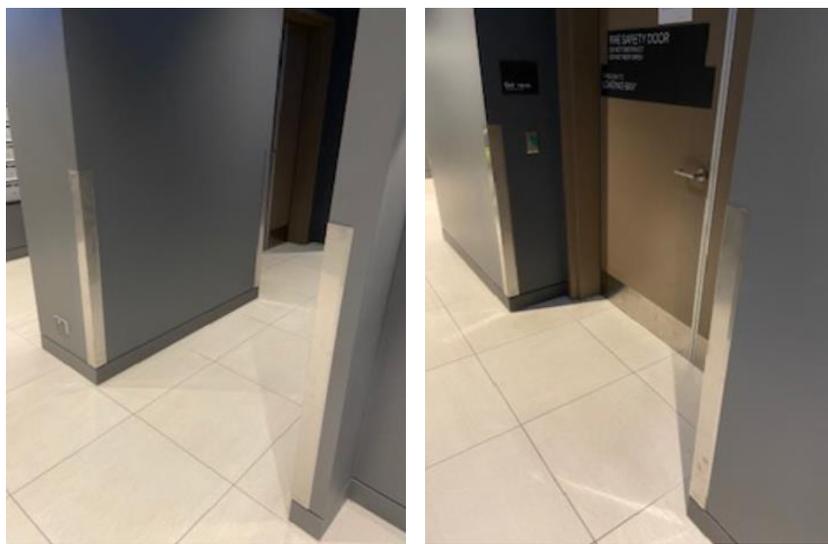
Building Management have found cracks in the refuse chutes on 11 floors of Darling Rise whilst completing daily property walks. The crack were found on levels; 3, 6, 11, 15, 17, 18, 20, 22, 24, 27 & 28. This has been reported to LendLease as a defect.



**Update:** Level 28 has been completed. Awaiting a response from LendLease for the remaining cracks.

### 3.10.3 Protective strips installed

The resident handy man has been onsite painting the corridor leading from the lobby to the loading dock in Darling Rise. Due to the high amount of traffic in this area, stainless steel strips have been placed on all corners to sustain the paintwork and general upkeep of the walls. We hope this will protect common property and save money moving forward.



**Update:** Works completed

### 3.10.4 1107 Balcony door glass cracked 18/02/21

Lot 87 reported a cracked pain of glass on the balcony door as shown in the photos below. Two quotes were obtained and the crack was confirmed as a heat fracture. The window was replaced succesfully by the contractor who provided the cheapest quote.

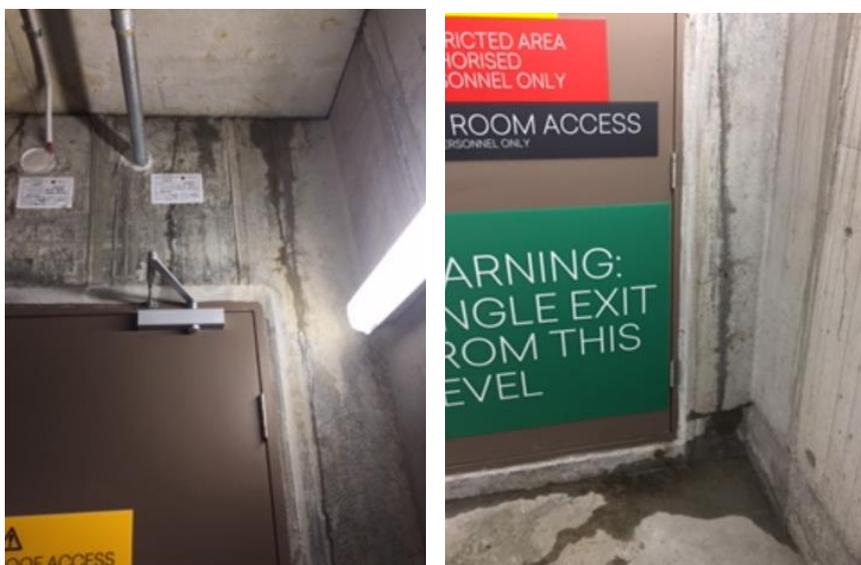


**Update:** Works completed

### **3.11 Barker House SP98923**

#### 3.11.1 Leaks on level 9

Due to the recent heavy rains in Sydney, leaks have appeared in fire escape staircase of Barker House. This has been forwarded onto Lendlease as a defect. They have since been onsite to monitor the leaks and plan to reseal the roof of the fire stairs.





**Update:** Lendlease have been onsite resealing the fire stairs roof. This will be monitored to see if the waterproofing has been successful. Patching to the paintwork has also taken place.

### **3.12 Arena SP98926**

#### **3.12.1 Leaks on level 10**

Due to the recent heavy rains in Sydney, leaks have appeared in fire escape staircase of Arena. This has been forwarded onto Lendlease as a defect. They have since been onsite to monitor the leaks and plan to reseal the roof of the fire stairs.



**Update:** Lendlease have been onsite resealing the fire stairs roof. This will be monitored to see if the waterproofing has been successful.

### 3.12.2 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. The table has been reordered and invoiced back to the resident responsible.



**Update:** The resident from Lot 24 has admitted fault, a payment plan has been set up with the manufacturer Rimadesio. The first two payments has been successfully paid.

### 3.12.3 No Hot Water

It was reported to Building Management on Saturday 23/01/2021 that there were several units in Arena with no hot water. The resident plumber was called on an emergency service call. It was found there was an air lock in the hot water circulation pumps situated in the plant room. This may have been caused by the works which took place on the irrigation pumps when the mechanical seal got replaced, due to air getting into the system. As this is the highest point of the building, the air locks caused the pumps to shut off as a safety precaution to prevent them from running dry and causing further damage.

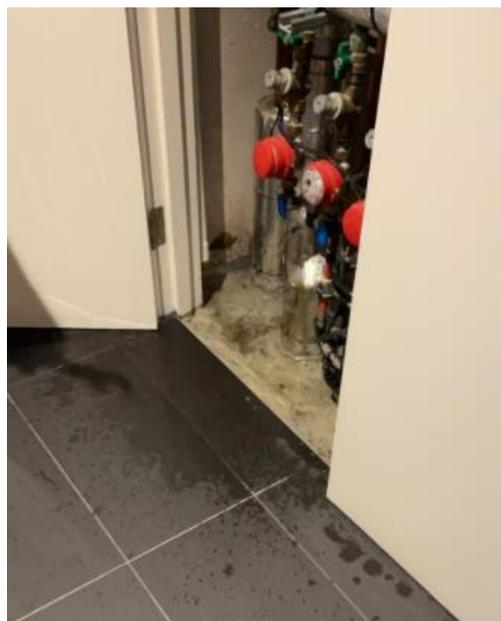
To prevent this from happening in future, Building Management are currently working with the resident plumber to install air release valves in the plant room, at the highest point of the hot water system. If works are to take place on the system where there is a chance of an air lock happening, the valve will atomically release any airlocks preventing any problems in the hot water systems.



**Update:** Works completed

#### 3.13.4 Leak in water services cupboard 28/02/2021

Water was noticed coming from the water services cupboard on level 6 of Arena. The hot water meter seals had failed causing a hot water leak. Building management isolated the leak and called out the resident plumber who replaced the seal.



**Update:** Works completed

# 4. RESIDENT ISSUES & CONCERNS – NEW

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## 4.1 General maintenance

No General Maintenance carries out on common property in the month of March.

## 4.2 Garage door damaged – JackFair deliver driver

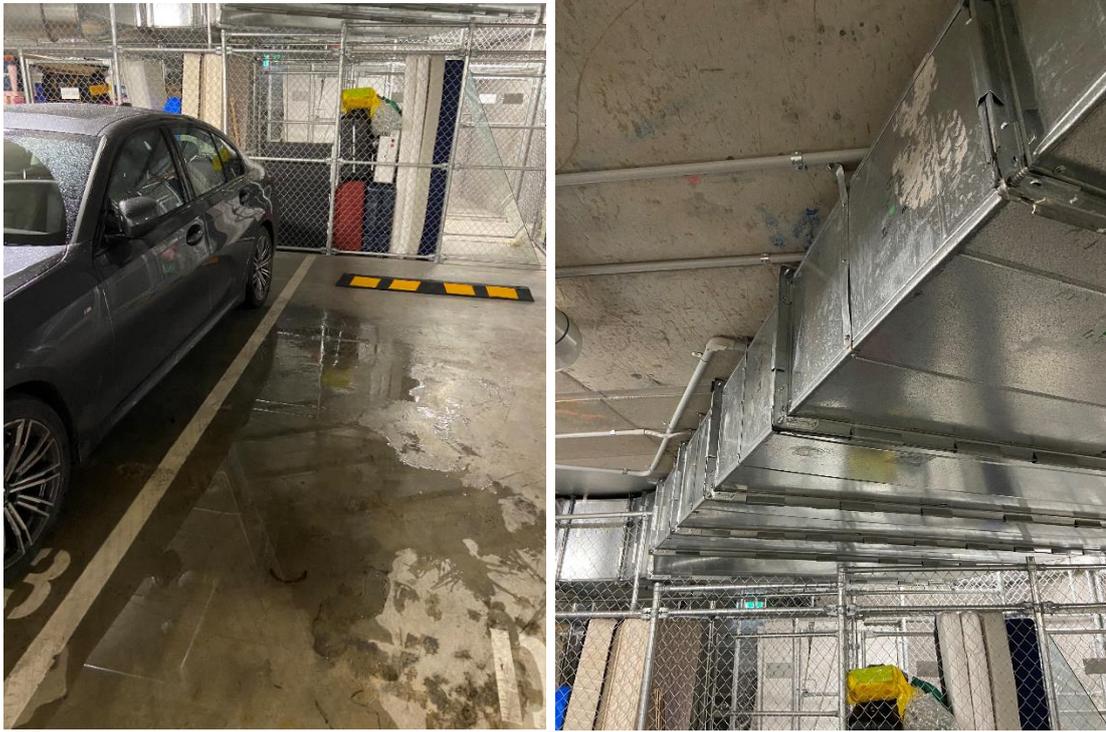
An incident with the garage door took place on the 08/03 when a delivery driver hit the bottom two panels of the garage panelled door on entering the loading dock. Building Management were onsite and captured the delivery driver's contacts details, CCTV footage and photos of the damage. An incident report was lodged. Due to this Building management have been working with StrataPlus and the insurers to claim back the expenses of \$10,714.00 for damages, including the replacement of the bottom two panels of the door. If successful, we should be able to claim back the full amount for damages.

Building Management are currently obtaining quotes to install speed bumps on the loading dock entrance driveway in order to slow down vehicles on entrance and help prevent future damages to the garage door.



### **4.3 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.



### **4.4 Harbour Street Awning – gutter clean 25/03/2021**

Building Management organized the clearing of the awning gutters on Harbour Street (situated over the loading). This is a preventive maintenance procedures to reduce the risk of blockages and overflow of rainwater onto the driveway and footpath of the carpark entrance.



### 4.5 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. The report has been attached to the BMR.

### 4.6 Darling Rise SP98926

#### 4.6.1 General Maintenance

The resident handyperson has been onsite and completed the following works:

- Repair door furniture level 21 fire exit door.
- Patch and paint scratch/gouge to wall level 3 corridor.
- Patch and paint mail room/hallway ground floor

#### 4.6.2 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. Please refer to the photo below. A temporary, protective clear film has been placed on top of the broken panel to make safe until the panel is replaced.

Building Management have obtained two quotes, and are proceeding with the cheaper of the two quotes from Express Glass. A date is currently being organised between both parties to book the works in the works.

<b>Contractor</b>	<b>Quote</b>
Magic Glass	\$6850 +GST
Express Glass	\$3,790 +GST



#### 4.6.3 Carpet clean

A carpet clean of all corridors took place on 08/03/2021 – 10/03/2021. A report has been attached to the BMR.

### **4.7 Barker House SP98923**

#### 4.7.1 Carpet Clean

A carpet clean of all corridors took place on 09/03/2021 – 10/03/2021. A report has been attached to the BMR.

### **4.8 Arena SP98926**

#### 4.8.1 General Maintenance

The resident handyman has been onsite and completed the following works:

Repaint lift front entry ground floor  
Patch, paint/touch up to levels 1,2,3,4,5,7,8,9 lift lobbies

#### 4.8.2 Carpet Clean

A carpet clean of all corridors took place on 09/03/2021 – 10/03/2021. A report has been attached to the BMR.

# 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 <i>Aspire Fire Services</i> on 30/3/2021.	<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</i> from 1 <sup>st</sup> – 31 <sup>st</sup> March 2021.	<i>Schindler Lifts</i>	Completed, operations normal
<b>5.1.3 (HVAC) Heating Ventilation Air Conditioning</b>	5.3.1 Monthly maintenance was performed by <i>Infinity HVAC</i> on 31/3/2021.	<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 29/03/2021.	<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 23/3/2020.	<i>Prime Water</i>	Completed, operations normal
<b>5.1.6 Building Management System (BMS)</b>	5.1.6 BMS monthly maintenance completed on 18/03/2021.	<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> March 2021.	<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> March 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 18/03/2021.	<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 9/12/2020.	<i>Energy Australia</i>	Completed, operations normal
<b>5.1.13 Window Clean &amp; Façade Clean</b>	5.1.13 Bi-annual window clean took place on 8/02/2021 – 15/03/2021.	<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 16/02/2021.	<i>Spelstormwater</i>	Completed, operations normal
<b>5.1.15 Building Maintenance Unit (BMU)</b>	5.1.15 Quarterly maintenance was carried out on the BMU on 3/02/2021.	<i>GDP (BMU Australia)</i>	Completed, x2 items need urgent attention, x5 items code compliant. Urgent items with Lendlease as defects, code compliant items to be fixed in with maintenance.
<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 16/03/2021.	<i>Elephants Foot</i>	Completed, operations normal
<b>5.1.17 Pest Control</b>	5.1.17 Quarterly pest control maintenance took place on 25/03/2121.	<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 notices have been put up in the podium area and lobby notice bards regarding the common area by-laws. Notices have also been put up reminding residents that dogs are not allowed in the swimming pool areas, due to complaints of dogs being allowed in the swimming pool.

Additional notices have also been added to the pool notices regarding the use of bean bags in the pool.

# **1. CURRENT QUOTES**

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No outstanding current quotes