

DP1233930

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

October 2021

**JLL Building Management
Report**



Building Manager: Anna Yeeles

Senior Operations Manager: Matt Vaughan

Date of Report: 15th November 2021

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1. SUMMARY

Dear Strata Committees,

I hope you are all well. Please find below the Building Managers Report for October 2021.

October has been a busy month with trades back onsite again. We are back on track with general maintenance and have been working on scheduling in works which have been delayed during the restrictions, whilst following the current NSW Public Health Order guidelines.

Again, it has been a busy month in terms of people management with the police onsite on several occasions. The CCTV installation has been completed in Darling Rise and we now have full building coverage. This has meant more police presence onsite with numerous successful police operations. Please refer to item 2.8.

The AFSS has been submitted and is currently with council for approval. There has been a slight admin issue on the councils end and this seems to be holding up the approval. Please refer to item 2.4.

We continue reach out to residents regarding the The Food Scrap Recycling Program. Now restrictions have eased, the council are arranging a time to attend site to do an information session. We have hit our target and removed 14 red general waste bins from site in September. Council have been onsite to carry out a bin audit, we have had conformation of council rates being reduced. Please refer to item 2.9.

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

Many thanks,

Anna

2. Major Issues

2.1 Covid-19

Fortunately there has been 0 positive Covid-19 cases reported in the month of October.

Our main focus is to minimise the impacts of the current outbreaks and keep the Darling Square Community safe. The pool was safely opened on the 13/10/21 with guidance from NSW Health.

- Pool - Open
- Gym – Open
- Common area - Open
- 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

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

- Crime Stoppers: 1800 333 000 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

2.2 Defect rectification

Building and Strata Management are currently working on the Diagnostech Defect Report with Lendlease (LL). LL have started works back onsite with façade painting works being completed on Barker House. We hope to work with Lendlease now to complete all works.

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 have attended site to investigate the report and are working through the items. Once a full update has been provided, we will communicate this back to the committee members.

2.4 Annual Fire Safety Statement

All items have been completed. Lendlease has finished their defective items and Aspire Fire have a few small door items left to complete in private lots. They struggled with access during the restrictions. We have lodged the AFSS, however we are awaiting approval with council as there has been an issue with the schedule which I have been working on. The schedule is the list of items which the council provide us with annually. These items are the items which we need to test to be AFSS compliant. For example, sprinkler system, fire doors, fire indicating panel. They get this information from the developers Compliance Consultant on the completion of build. The information is found in the occupational certificates, final safety certificate and fire engineering report.

I noticed there was the wrong information in our schedule and have been trying to resolve the issue with the developers and the council. It seems the council have mixed up our building with the

building next door at some point. The council are working through the issue their end and we hope to hear back from them soon with an approval.

2.5 Short Term Leasing

There have been 0 short term leasing incidents in the months of October.

Building Management have sent an announcement out on BuildingLink reminding residents of the By-laws and new legislation relating to short term leasing whilst the restrictions are easing.

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.

22/10/21 – Darling Rise – illegally parked vehicle reported. Building Management were able to identify the person responsible. Breach notices were issued.

15/10/21 – Darling Rise – illegally parked vehicle reported. Building Management were able to identify the person responsible. Breach notices were issued.

Both incidents were found to be managing agents using the second remote access device. An announcement has been sent out to all Managing Agents and Owners reminding them of the By-Laws associated with parking and the use of access devices. They have been warned that carpark access will be removed from access devices when associated with illegal parking. This is a stern warning and falls in line with Building By-Laws.

2.7 Security/vandalism

7/10/2021 – Darling Rise - Cloned access devices were reported by the police during a search warrant. Due to this being a security breach, the managing agent were given 48 hours' notice to purchase new access devices before all keys were deactivated as per By-Law 26.4.(e).

08/10/2021 – Darling Rise – Suspicion of unauthorised sex service. This was reported to council. They attended site and carried out their investigation. The lease holder was subletting and it was confirmed unauthorized sex services had been taking place. This has now stopped and a warning letter has been issued from council.

08/10/2021 – Arena – Suspicion of unauthorised sex service. Investigation has been finalised as the person/s who were living in the unit subletting from the current legal tenant moved out and returned the access device to the agent, on 08/10/2021. This has been deactivated for security purposes.

2.8 Police incident

-5/10/2021 – Darling Rise – Police onsite for person of interest and access to the CCTV

-5/10/2021 – Exterior – Police onsite for footage of parcel theft on CCTV relating to the South West Plot

-7/10/2021 – Darling Rise - Police onsite for a search warrant on a person of interest. Narcotics were found and tenants arrested. Clone keys were found as per item 2.7. The tenants were breached as per By-Law 8.No illegal or immoral purpose. By breaching the tenants this helps us raise the issue with the managing agent and keep a record of the incident.

-11-12/10/2021 – Darling Rise – Police onsite for person of interest and access to the CCTV

-22/10/2021 – Darling Rise – Police onsite for footage of parcel theft and access to CCTV
 -25-27/10/2021 – Darling Rise – Police onsite for person of interest and access to the CCTV
 -28/10/2021 – Darling Rise - Police onsite for a search warrant on a person of interest. Narcotics were found and tenants arrested. The tenants were breached as per By-Law 8. No illegal or immoral purpose. By breaching the tenants this helps us raise the issue with the managing agent and keep a record of the incident.

2.9 Waste Management

We continue reach out to residents regarding the The Food Scrap Recycling Program. Now restrictions have eased, the council are arranging a time to attend site to do an information session. This will be set up in the lobbies of each building on Thursday 16th December and will hopefully engage more residents to join the free trail, therefore reducing more of our general waste. We have hit our target and removed 14 red general waste bins from site in September. Council attended site to carry out a bin audit, we have had confirmation of council rates being reduced from DWMXLG03 @ \$1075 to a DWMLGE03 @ \$897 per property per annum, adjusted from the 9th September 2021.

We have had issues with the bulk waste room now for the past three weeks. The City of Sydney Council have a shortage of vaccinated staff, therefor a backlog of bulk waste collection. We are working with Cleanaway to try and resolve this issue.

Date	General Waste 660L	General Waste 1100L	Co-mingled recycling 660L	Co-mingled recycling 1100L	Food waste 120L
October					
1/10/2021	18		2	7	
4/10/2021	24				1
5/10/2021			3	7	
6/10/2021	22				
7/10/2021	19				1
8/10/2021			2	7	
11/10/2021	26				1
12/10/2021			4	7	
13/10/2021	18				
14/10/2021			3	7	
15/10/2021	12				1
18/10/2021	23				
19/10/2021			1	7	1
20/10/2021	13				
21/10/2021			2	7	1
22/10/2021	13				
25/10/2021	23				1
26/10/2021			5	7	
27/10/2021	22				
28/10/2021	15		4	7	1
29/10/2021			4	7	
Previous - \$1075	37	6	11	2	0
Current - \$814	31	0	8	7	8
Target - \$586	20	0	14	2	8

3. RESIDENT ISSUES & CONCERNS – OUTSTANDING

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: Building Management have been following up this issue with Lendlease. They are having trouble with trade which completed the original works. LL need to wait for this specific trade to attend site as it is under their warranty. We will continue to follow up these works.

3.2 Roller Door break down – torsion bar replacement needed

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. 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.

Update: Due to these works being non-essential, there has been no progress on this item. We will move forward with this in October/November.

3.3 Level5 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. We will move forward with this in October/November.

3.4 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: Building Management have acquired a quote to resolve this issue and passed it onto LendLease for approval. We will continue to follow up these works.

3.5 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: These works have been booked in for November.

3.6 Annual BMU report

The Annual Building Maintenance Unit (BMU) inspection took place on 4/05/2021. The report has come back with *2 urgent items, *3 critical items, *12 non-critical items and *2 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: WOs have been raised for *1 urgent and *2 critical items. We are currently working with both the installers Alimak and the current service provider GHD Group to work through *1 urgent item as this may be a defect. Alimak will attend site in November to assist in the identification of the issue to help determine how to resolve it. *1 critical item has also been questioned as defective.

3.7 Darling Rise SP98926

3.7.1 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: These works were completed on 26/10/21

3.7.2 Damaged to wall on level 10 28/09/21



It was reported to Building Management that a hole had been punched in the wall in the lift lobby of level 10 of Darling Rise. It was unfortunate that the CCTV footage was not yet set up on this level, therefore we could not identify the person responsible.

Update: A WO has been raised and these works will be booked in for November/December

3.8 Barker House SP98923

3.8.1 Damaged carpets – smoking By-Law breach

Dimeo cleaners reported a residents smoking on the 3rd 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: These works were completed on 2/11/21

3.9 Arena SP98926

3.9.1 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: These works have been booked in for November

4. RESIDENT ISSUES & CONCERNS – NEW

4.1 General maintenance

No maintenance took place in the month of October.

4.2 Poolsensor 20/10

Building Management notice the pool water was low and the pools pumps were at full capacity. All equipment was turned off to prevent damage. Our pool contractor attended site and confirmed a rubber washer had split causing the top up pool water valve to be stuck open. To prevent this happening again, we have ordered new valves as spares and they will be changed on a regular basis.



4.3 Darling Rise SP98926

4.3.1 General Maintenance

No maintenance took place in the month of September

4.3.2 CCTV installation completed on levels 7-29

The installation of the cameras on levels 7-29 has completed. Since the cameras were installed, the police have been onsite and carried out four successful search warrants. Breach notices are always issued to the managing agents following search warrants to highlight the issues we are having. If the tenants lease has been breached and the managing agent is helpful, the tenants will move on. This is setting a good example and hopefully will scare off any residents that partake in illegal activity.



4.3.3 Compactor breakdown 28/10



The cleaners reported a fault with compactor. A technician attended site and confirmed the sensor was faulty. The sensor was replaced and the compactor back up and running the same afternoon.

4.4 Barker House SP98923

4.4.1 General Maintenance

No maintenance took place in the month of September

4.4. Arena SP98926

4.4.2 General Maintenance

No maintenance took place in the month of September

4.4.3 Water tank float valve stuck 2/10/21

A loud banging was reported in the early hours of Saturday morning. It was reported coming from the water services cupboard. The on call BM called out the emergency plumber. He found the float ball valve which is responsible for topping the water tank was stuck in an open position and was knocking the tank. He replaced the valve which resolved the issue.

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.

5.1.1 Fire Safety	5.1.1 Monthly maintenance was performed by Aspire Fire Services on 29/10/21	<i>Aspire Fire</i>	Completed, operations normal
5.1.2 Elevators	5.1.2 Monthly maintenance of all lifts was performed by Schindler from 1 st – 31 st October	<i>Schindler Lifts</i>	Completed, operations normal
5.1.3 (HVAC) Heating Ventilation Air Conditioning	5.1.3 Monthly maintenance was not performed by infinity HVAC on 20/10/21	<i>Infinity HVAC</i>	On hold
5.1.4 Gardening	5.1.4 By-weekly maintenance was performed by Landscape solutions on 13/09/2021	<i>Landscape Solutions</i>	On hold
5.1.5 Domestic water pump service	5.1.5 Quarterly domestic water pump service is due 10/10/2021	<i>Prime Water</i>	Completed, operations normal
5.1.6 Building Management System (BMS)	5.1.6 Monthly maintenance was performed by GS-TEC on 20/10/2021	<i>GS-Tech</i>	On hold
5.1.7 Cleaning	5.1.7 Daily maintenance was performed by Cleaning Services from 1 st – 31 st October	<i>Dimeo Cleaning Services</i>	Completed
5.1.8 Swimming Pool	5.1.8 Pool maintenance was performed by Pools Inc. every Friday.	<i>Pools Inc.</i>	Completed, operations normal
5.1.9 Security Services	5.1.9 Daily patrol was performed as contracted by E Group Security Services from 1 st – 31 st October	<i>E Group Security Services</i>	Incident reports are being provided after every shift to Building Management.

5.1.10 Roller door/Boom Gates	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
5.1.11 Automatic Entrance Doors	5.1.11 Quarterly maintenance was carried out on the Automatic entrance doors on 19/05/2020	<i>Dormakaba</i>	Completed, operations normal
5.1.12 Hot Water Service	5.1.12 Bi-annual maintenance was carried out on the hot water units on the 12/05/2021	<i>Energy Australia</i>	Completed, operations normal
5.1.13 Window Clean & Façade Clean	5.1.13 Annual façade and bi-annual window clean was completed on 13/09/21	<i>AX-S</i>	Completed, broken Spandrel Panel reported
5.1.14 Rainwater Tanks	5.1.14 Bi-annual maintenance was carried on the rainwater tanks on 25/08/21	<i>Spelstormwater</i>	Completed, operations normal
5.1.15 Building Maintenance Unit (BMU)	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
5.1.16 Refuse chute and bin room compactors	5.1.16 Quarterly maintenance was carried out on the refuse chute system on 4/08/2021	<i>Elephants Foot</i>	Completed, operations normal
5.1.17 Pest Control	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 outstanding quotes in the month of October.