

**DP1233930**

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

**September 2021**

**JLL Building Management  
Report**



**Building Manager: Anna Yeeles**

**Senior Operations Manager: Matt Vaughan**

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

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# 1. SUMMARY

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Dear Strata Committees,

I hope you are enjoying the recent easing of the restrictions. Please find below the Building Managers Report for September 2021.

September has started to pick up with more trades being onsite. We will now be engaging trades to complete works which are outstanding. It has been a busy month in terms of people management with the police onsite on several occasions.

Still, our main focus has been minimising the impacts of the current outbreaks and keeping 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 and looking to open the pool in a safe and timely manner. There have been no more positive cases reported to us in the month of September. Please refer to item 2.1.

The AFSS is on track for completion in the month of October. Please refer to item 2.4.

The Food Scrap Recycling Program has been successfully rolled out onsite and residents are using the maroon bins which is great to see. Due to this and the hard work of the cleaning team we have hit our target and removed 14 red general waste bins from site. Council rates will be dropped to \$220 per unit 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**

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

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 is to remain closed to all residents until further notice
- No delivery drivers allowed into the building, all residents must collect their food from Ground floor
- 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](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 started works back onsite with façade painting works being carried out 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**

Progress has been made on the AFSS. Lendlease have been onsite rectifying all items handed back as defective. After meeting onsite with our Competent Fire Safety Practitioners (CFSP) from Aspire, all defects have been completed except for one item – item 209, which has been agreed upon as non-defective. The AFSS has been signed and will be submitted on 15/10/2021.

### **2.5 Short Term Leasing**

27/07/21 – Darling Rise - Update – Building Management reported this unit to the Fair Trading for short term leasing. The incident was investigated by the council. A formal warning for breaching section 4.2(1) (a) of the Environmental Planning and Assessment Act 1979 was issued to the owner as it was confirmed the unit was being used for short term leasing. The owner was given the opportunity to remove all advertisement from the short term leasing platform and a long term lease agreement has now been provided by the owner.

26/08/2021 - Darling Rise - Update – Building Management reported this unit to the Fair Trading for short term leasing. The incident was investigated by the council. A formal warning for breaching section 4.2(1) (a) of the Environmental Planning and Assessment Act 1979 was issued to the owner as it was confirmed the unit was being used for short term leasing. The owner was given the opportunity to remove all advertisement from the short term leasing platform and a long term lease agreement has now been provided by the owner.

29/09/21 - Darling Rise – Unit found advertising on short term rental accommodation platforms for short term leasing. A breach notice was issued, 3.2.Restrictions on leasing and occupancy generally, the agent was given 48 hours’ notice before all access device were deactivated and reported to fair trading.

### **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**

-15/09/21 – a letter was posted in all Darling Rise mail boxes reporting \*2 units for sex working by an anonymous person. This was a concern as this is against the public health order and is damaging to the reputation of the Strata Scheme. The letter was immediately reported to the police and the council and a breach notices were issued to both units involved. Council carried out investigations for sex working and it is confirmed both tenants have since terminated their lease agreements and left Darling Square.

-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. This will get fixed once the restrictions ease in October. Please refer to item 4.5.4

## **2.8 Police incident**

5/09/21 – It was reported to Building Management of a resident's unusual activity involving sex working. This was a concern as this is against the public health order and is damaging to the reputation of the Strata Scheme. This was reported to Crime stoppers, Day Street Police Station and the council. Day Street Police attended site and spoke to the suspicious units, warning the behaviour to cease or face charges. The tenant has since terminated their lease and will be leaving Darling Square.

10/09/21 – A suspicious man was spotted in the mail room of Darling Rise taking mail from mail boxes. The man was approached by Building Management and the bag of mail retrieved. The incident was reported to the police who took CCTV footage of the incident. An announcement was sent out to all residents on BuildingLink reminding them to keep their mail boxes locked at all times. The police believe this was part of a identify fraud scheme.

15/09/21 – Police onsite requesting CCTV footage for a parcel theft incident

29/09/21 – Building Management assisted the police with access for a search warrant. Tenants were arresting for possession of drugs and it was reported that illegal sex working may have been taken place. A breach notice was issues as per By-Law 3.2 Restrictions on leasing and occupancy generally & 8.3 No illegal or immoral purpose and the tenants reported to the council for sex working. An investigation took place. The managing agent has now terminated the lease and the tenants will be moving on.

### 2.9 Waste Management

The Food Scrap Recycling Trial is officially up and running. There have been a total of 52 residents who have volunteered for the trial and all caddies have been successfully handed out. The maroon bins are filling up with food waste as more tenants start to use their new caddies. Building Management will continue to encourage residents to join the trial, if you have tenants or live onsite please also join.

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 and waste. Due to this we have hit our target of 31 red general waste bins onsite and have reduce the council rates to \$814 per unit per annum.

Thanks to the cleaning team for all their hard work, they do a fantastic job managing the waste every day.

Date	General Waste 660L	General Waste 1100L	Co-mingled recycling 660L	Co-mingled recycling 1100L	Food waste 120L
<b>September</b>					
1/9/2021	25				
2/9/2021	16				
3/9/2021	19		4	4	
6/9/2021	28				
7/9/2021			7	4	
8/9/2021	19				
9/9/2021			3	3	
10/9/2021	7				
13/9/2021	23				1
14/9/2021			5	6	
15/9/2021	21				
16/9/2021			3	4	1
17/9/2021	18				
20/9/2021	24				1
21/9/2021			7	7	
22/9/2021	22				
23/9/2021			5	5	1
24/9/2021	20				
27/9/2021	17				1
28/9/2021			8	2	
29/9/2021	24				
<b>Previous - \$1075</b>	<b>37</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>0</b>
<b>Current - \$814</b>	<b>31</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>8</b>
<b>Target - \$586</b>	<b>20</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>8</b>

### 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:** 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 chase this.

#### **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 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, however the panels are the wrong style. The panels were replaced with out consulting building management of the first. We complained to Allgate and asked for a discount on the panles. They have offered an \$800 discount which has been approved by the committee.

Due to the issues we have experienced with Allgate, we will be looking at engaging a new contractor for the garage door contract.



### **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. We will move forward with this in October/November.

### **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. We will move forward with this in October/November.

### **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. We will move forward with this in October/November.

### **3.7 Annual BMU report**

The Annual Building Maintenance Unit (BMU) inspection took place on 4/05/2021. The report has come back with \*3 urgent items, \*5 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:** 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. We will move forward with this in October/November.

### **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:** The camera will be installed as part of the Darling Rise CCTV upgrade in October and the replacement wood is booked in for 3/11/21.

### **3.9 Darling Rise SP98926**

#### **3.9.1 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:** Weather permitted, this has been booked in for 26/10/21

### **3.10 Barker House SP98923**

#### **3.10.1 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. We will move forward with this in October/November

### **3.11 Arena SP98926**

#### **3.11.1 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:** The installers have ordered a new spandrel panel which is manufactured with an overseas supplier in China.

This has been booked in for the 2/11/2021

## 4. RESIDENT ISSUES & CONCERNS – NEW

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### 4.1 General maintenance

- The six monthly testing of all fire doors took place on 03/09/21 and we are awaiting a report from Aspire Fire.

- The quarterly fly spray took place on 07/09/21 of all common areas by our pest control contractors Bugs Be Gone.

### 4.3 Window and Façade Clean



The annual façade clean and bi-annual window clean started on Monday 9<sup>th</sup> August. This was completed on the week starting 7/10/21.

### 4.2. Darling Rise SP98926

#### 4.2.1 General Maintenance

No maintenance took place in the month of September

#### 4.2.2. Burst Hot Water Pipe



There was a hot water leak on level 15 at 7am on 14/09/21 which caused the fire alarm to activate. A rubber seal on a hot water meter had broken causing a hot water leak. Due to the steam the fire alarms were activated and the building went into full alarm. Building Management were able to talk the cleaners through the hot water isolation process via a video call chat before attending site. The fire brigade attended site and isolated the Fire Indication Panel. Time wise Plumbing attended site by 9am to fix the water leak as the water had been isolated to half of level 15. Dimeo cleaning services cleaned the carpets with an aquavac to prevent any further damage to common property.

#### 4.2.3. Front door break down

The main lobby glass door was reported as broken on Monday 27/09/21. Due to this being a security breach an emergency call was made to Record Doors. A technician attended site and the lock motor gear box had failed and needed replacement. The technician got the spare part and completed the works on the same day.

#### 4.2.4 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.

These works are booked in for the 3/11/21

### **4.3. Barker House SP98923**

#### 4.3.1 General Maintenance

No maintenance took place in the month of September

### **4.4. Arena SP98926**

#### 4.4.1 General Maintenance

No maintenance took place in the month of September

## 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 28/09/2021	<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> – 30 <sup>th</sup> September 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 September due to the public health order. The next visit is booked in for 20/10/21	<i>Infinity HVAC</i>	On hold
<b>5.1.4 Gardening</b>	5.1.4 By-weekly maintenance was performed by Landscape solutions on 13/09/2021	<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 01/09/2021.	<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 September due to the public health order. This will be booked in for October	<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> – 30 <sup>th</sup> September 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> – 30 <sup>th</sup> September 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 19/05/2020	<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 12/05/2021	<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 was completed on 13/09/21	<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

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## 6.1. Building Management System (BMS) Contract

For those of you are not familiar with the BMS, a building management system (BMS), 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. GSTECH are our current service provider, we would usually acquire three quotes for service agreements, as the BMS software is registered to GSTECH, and it would be the best option to continue with their service. They know the building, as they installed the BMS and have provided a professional service to date.

We are currently paying \$11,760.00 plus GST per annum. I have requested a slight change in the contract to make a small saving. Instead of having a tech come to site x1 per month, I have changed it to x1 off site BMS engineer review & triage per month and x1 on site task-based maintenance per quarter. This will bring the cost down to \$8,040.00 plus GST per annum saving \$3,720 per annum.

As most of the work GSTECH carries out is cloud based, this gives the engineers and technicians time to monitor and find issues on the two review & triage maintenance days. They can then plan their onsite days more efficiently based on these findings. We save in fees and their work is more productive.

Summary	Year 1	Year 2	Year 3
BMS Programmed Preventative and Data Driven Maintenance, engineering, and reporting (per annum)	\$8,040.00	\$8,200.00	\$8,365.00
GST	\$804.00	\$820.00	\$836.50
Total Including GST	\$8,844.00	\$9,020.00	\$9,202.50