

DP1233930

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

November 2021

**JLL Building Management
Report**



Building Manager: Anna Yeeles

Senior Operations Manager: Matt Vaughan

Date of Report: 15th December 2021

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1. SUMMARY

Dear Strata Committees,

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

The resident handyman and painter has been onsite during November, to catch up on outstanding general maintenance jobs which could not get completed during the months of July – October due to the public health order

Again, it has been a busy month in terms of people management with the police onsite on several occasions. Please refer to item 2.8.

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 confirmation of council rates being reduced. Now restrictions have eased, the council are arranging a time to attend site to do an information session. Please refer to item 2.9.

We are now in the month of December. Merry Christmas and a Happy New Year. I hope you all manage to have a break and put your feet up over the holidays.

This is my last BMR, it has been lovely working with you all and thank you for being great committee member for the past 18 months.

Many thanks,

Anna



2. Major Issues

2.1 Covid-19

There has been 0 positive Covid-19 cases reported in the month of November.

2.2 Defect rectification

Building and Strata Management are currently working on the Diagnostech Defect Report with Lendlease (LL). 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. 11 issues have been rectified by Lendlease and 8 of them approved by FHG. Once a full update has been provided, we will communicate this back to the committee members.

2.4 Short Term Rental Accommodation

15/11 – Darling Rise short term Accommodation – Airbnb guests with luggage approached in corridor. After further investigation by the CoS Council, this unit was found to be listed on City of Sydney's STRA list. The owner has been issued a warning letter from council, fines apply for second warnings. This unit is being monitored.

22/11 - Darling Rise – council onsite to investigate an AirBnB listing. This owner has been issued a breach notice in April. After further investigation the unit is still listed on AirBnB and listed on City of Sydney's STRA list. The owner has been issued a warning letter from council, fines apply for second warnings. This unit is being monitored.

24/11 – Darling Rise – Airbnb guests with luggage approached in corridor. The CCTV was checked. Multiple AirBnB guests can be seen entering the unit. After further investigation by the CoS Council, this unit was found to be listed on City of Sydney's STRA list. The owner has been issued a warning letter from council, fines apply for second warnings. Again, Airbnb guests with luggage approached in corridor. All keys associated to this lot have been deactivated. This unit is being monitored.

There are *5 units listed on the City of Sydney Council Short Term Rental Accommodation register for Darling Rise - 82 Hay Street. The *3 units mentioned above and *2 more units. All units are being investigated by City of Sydney Councils Investigation Officer.

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.

2.5 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.

15/11/21 – Darling Rise – illegally parked vehicle reported. Building Management were able to identify the person responsible. Breach notices were issued. This resident continued to park in other lots car spaces on *4 occasions. All carpark access was disabled from the resident's access devices.

15/11/21 – Barker House – illegally parked vehicle reported. Building Management were able to identify the person responsible. Breach notices were issued.

Moving forward, carpark access will be removed from residents remote devices if found illegally parking as per By-Law – 26.1.

2.6 Security/vandalism

06/11 – Darling Rise – wall damaged on level 8. The person responsible was found on the CCTV. They have been issued a breach notice as per By-Law 7. Damage to common property. The wall has been repaired and the owner will be invoiced. Please refer to item 4.4.2

20/11 – Darling Rise – Hand sanitizer damaged by resident's guests. The persons responsible was found on the CCTV. They have been issued a breach notice as per By-Law 7. Damage to common property. A new sanitizer has been ordered and the owner will be invoiced. Please refer to item 4.4.3.

2.7 Police incident

01/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

02/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

03/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

10/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

10/11 – Darling Rise – Building Management assisted the police with a warrant for an investigation related to a Sexual Assault. The resident arrested has not returned to the building

10/11 – Building Manager called police for assistance after being verbally assaulted in the lift. The resident got violent very quickly and the Building Manager was concerned for their safety. The police attended site to assist in the matter. This resident has since been evicted.

15/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

17/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

23/11 – Darling Rise – Plain clothes police onsite for CCTV footage for parcel theft

30/11 – Darling Rise – police onsite to monitor the CCTV footage investigating a unit of interest

2.8 Waste Management

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.

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.

Date	General Waste 660L	General Waste 1100L	Co-mingled recycling 660L	Co-mingled recycling 1100L	Food waste 120L
November					
1/11/2021	21				1
2/11/2021			2	7	
3/11/2021	15				
4/11/2021			2	7	1
5/11/2021	13				
8/11/2021	21				1
9/11/2021			5	7	
10/11/2021	16				
11/11/2021			2	7	1
12/11/2021	15				
15/11/2021	21				1
16/11/2021			4	7	
17/11/2021	19				
18/11/2021			2	7	1
19/11/2021	13				
22/11/2021	23				1
23/11/2021			3	7	
24/11/2021	19				
25/11/2021			1	7	1
26/11/2021	17				
29/11/2021	21				1
30/11/2021	8				
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: Lendlease have been inquiring company that can supply and install roller doors which meet the garage entrance height restrictions of 3.8m.

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: Awaiting a response from Lendlease

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: Lendlease have three quotes and are waiting for approval to get this completed.

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: Completed on 30/11/21

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: Works have been completed 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 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: Completed

3.8 Barker House SP98923

No outstanding issues for Barker House

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: The contractor ordered the incorrect size spandrel panel. Awaiting a new date for completion.

4. RESIDENT ISSUES & CONCERNS – NEW

4.1 General maintenance

- Damaged wood on BBQ bench area replaced.
- Pool gate fixed – top rail glued back on
- Gas sensor replaced in loading dock
- Sensor replace on FIP due to fault

4.2 Flashing incident

A piece of metal flashing fell from Arena to the pavement at 5.00 on 26/11/21. It was reported to Building Management at 10.00am on the Friday morning. Immediately an inspection took place of the building and found it was the flashing system from 908's balcony edge.

The following steps have been taken:

- Incident report completed
- AX-S attended site on Friday afternoon at 2pm, made safe the balcony and removed a second piece of flashing from 908 balcony
- Reported to LendLease as a defect to their defect email address, and followed up with LendLease management verbally over the phone
- Reported to Faye, she has reached out to the insurance company to notify them for any future incident that may occur
- Inspections have taken place in units 808 & 908. No issues found in 808.

LendLease have responded to this incident as urgent and engaged the installers who attended site for the inspections of 808 & 908 balconies and flashing. Similar flashing systems are located on all three buildings. Lendlease are currently in the process of engaging a consultant to review the flashing system and inspect all three buildings. Updates will follow shortly.

4.3 Removal of weed on Little Hay Street

The landscapers notified me of weed growing in the bedding above the shop fronts of Little Hay Street. This has been removed by our abseilers AX-S. The jasmine will hopefully grow as it is supposed to on the climbers installed for this purpose.



4.4 Darling Rise SP98926

4.4.1 General Maintenance

- Lobby leading to mail room patched and painted
- Level 8 wall damaged due to vandalism – patched and painted
- Level 10 painting wall damaged due to vandalism – patched and painted refer to item 3.7.1
- Level 5 wall damaged due to broken door closer – patched and painted
- Lift buttons replaced in lift 101 & 103



4.4.2 Damage on level 8

Wall damaged on level 8 on 6/11. The person responsible was found on the CCTV. They have been issued a breach notice as per By-Law 7. Damage to common property. The wall has been repaired and the owner will be invoiced. The wall has since been patched and painted.



4.4.3 Hand sanitizer damage

Hand sanitizer damaged by resident's guests. The persons responsible was found on the CCTV taken the hand sanitizer outside and kicking it several time to beyond repair. They have been issues a breach notice as per By-Law 7. Damage to common property. A new sanitizer has been ordered and the owner will be invoiced.

4.4 Barker House SP98923

4.4.1 General Maintenance

- Level 4 – wall damaged by the carpark door due to the door closer breaking. Wall patched and painted
- Level 5 painting - wall damaged by the carpark door due to the door closer breaking. Wall patched and painted
- Door stoppers installed on all carpark exits door to prevent the walls getting damaged as per the above two items

4.4. Arena SP98926

4.4.2 General Maintenance

No maintenance took place in the month of November

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 30/11/21	<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 – 30 th November	<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 15/11/21	<i>Infinity HVAC</i>	Completed, operations normal
5.1.4 Gardening	5.1.4 By-weekly maintenance was performed by Landscape solutions on 24/11/2021	<i>Landscape Solutions</i>	Completed, operations normal
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>	Completed, operations normal
5.1.7 Cleaning	5.1.7 Daily maintenance was performed by Cleaning Services from 1 st – 30 th November	<i>Dimeo Cleaning Services</i>	Completed, operations normal
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 – 30 th November	<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 17/11/2020	<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 18/12/2021	<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 11/02/2021	<i>GDP (BMU Australia)</i>	Completed, Urgent *2, Code compliant *4, Non critical *19 – please refer to item 3.7
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 5/11/21.	<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.