

**DP1233930**

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

**July 2021**

**JLL Building Management  
Report**



**Building Manager: Anna Yeeles**

**Senior Operations Manager: Matt Vaughan**

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

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# 1. SUMMARY

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Dear Strata Committees,

I hope you are all keeping safe and well during lockdown. Please find below the Building Managers Report for July 2021.

Due to the current public health order relating to construction work, July has been a very quiet month. Trades are again starting back on site, whilst adhering to the public health orders relating to the Delta outbreak restrictions. Still, a lot of trades reside in the LGA's with stricter restrictions, essential works that will take place are slow due to a lack of trades.

The AFSS is moving forward slowly. The council have approved a stay pf pin (extension) until 31<sup>st</sup> October. This is due to the list of 215 defective items which we are currently working through with Lendlease and Aspire for completion. Please refer to item 2.4.

Building Management have also been working on the Food Scrap Recycling Program with council and assisting in a virtual site assessment to move forward with the implementation of the trial, 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**

Due to the recent Covid-19 outbreak and the restrictions which have been put in place by NSW Government, the following procedures have been put in place by Building Management. We will continue to monitor the ongoing Covid-19 outbreak.

- Pool - a maximum of 2 people
- Gym - a maximum of 2 people
- Common area closed to all residents
- No delivery drivers allowed into the building, all residents must collect their food from Ground floor
- Large deliveries - only essential items allowed
- Contractors - only essential contractors allowed onsite
- 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
- Additional NSW Government signage has been put up reminding residents of restrictions
- Masks to be worn at all times in common areas – this is now mandatory

### **2.2 Defect rectification**

Building Management and Strata are currently working on the Diagnostech Defect Report with Lendlease (LL). We are currently waiting on fee proposals to assist with the recommendations for further investigation with in the report including waster testing and further advice in accordance with the owner's instructions.

### **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 were onsite on 10/08/2021 working through the common area defects. We are working closely with LL to gain access to units whilst adhering to their company policies relating to the current health order.

### **2.4 Annual Fire Safety Statement**

Building Management have been working through the AFSS which was due on the 31<sup>st</sup> May, all testing has been completed. The council have approved a stay pf pin (extension) until 31<sup>st</sup> October. This is due to the list of 215 defective items which we are currently working through with Lendlease (LL) and Aspire Fire. Aspire Fire have been onsite and are working through their list of maintenance items. This has been a slow process due to the recent public health order, however we have managed to complete 90% of their items. LL were onsite with their consultants and team members on 10/08/2021 working through the common area defects of their 47 items. Similar to the fire defect report, we are working closely with LL to gain access to units whilst adhering to their company policies relating to the current health order. This is currently what is holding the AFSS up.

### **2.5 Short Term Leasing**

Darling Rise – AirBnB caught on 27/7/2021 – By-Law breach noticed issued as per By-Law

3.2.Restrictions on leasing and occupancy generally

### **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.

Darling Rise – 1

**2.7 Security/vandalism**

There were 0 incidents of security/vandalism in the month of July.

**2.8 Police incident**

- Police onsite – 04/07/21 – Building Manager assisted the police with CCTV footage for a missing parcel
- Police onsite – 7/7/21 – Building Manager assisted the police with CCTV footage for a person of interest
- Police onsite 28/29-7/21 - Building Manager assisted the police with CCTV footage for a person of interest

**2.9 Waste Management**

There has been a slight delay on the Food Scrap Recycling trial due to the current public health order. The council team in charge of the roll out of the trial are currently working as a skeleton team and cannot attend site. However, Building Management have been working with the council and carried a virtual inspection of the waste management systems. A follow up phone call will take place in August. We can then move onto the next stages of the trial.

Building Management have started a daily bin count and are collecting data to help monitor bin usage. As you can see, bin usage is high on a Monday after residents have been home over the weekend. There are always three bins left in situ under the compactor at all times. This brings the bin count to 37 bins in total on some days. In order to remove bins from site and reduce council rates, residents need to reduce their general waste usage. By introducing the Food Waste Recycling Trial, this will hopefully help reduce the general waste produced on site. Residents being at home due to restrictions may also increase waste.

Date	Red 660L	Red 1100L	Yellow 660L	Yellow 1100L
July				
1/7/2021			7	2
2/7/2021	26	2		
5/7/2021	31	3		
6/7/2021			6	
7/7/2021	22	3		
8/7/2021			11	3
9/7/2021	24	4		
12/7/2021	34	3		
13/7/2021			7	2
14/7/2021	21	4		
15/7/2021			6	2
16/7/2021	29	3		
19/7/2021	34	2		
20/7/2021			7	2
21/7/2021	24	2		
22/7/2021			6	
23/7/2021	18	2		
26/7/2021	29	2		
27/7/2021			7	2
28/7/2021	28	2		
29/7/2021			7	
30/7/2021	23	1		
Monthly Average	26.38462	2.538461538	7.111111111	2.166666667

### 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:** Due to these works being non-essential, there has been no progress on this item.

#### 3.2 Roller Door break down – torsion bar replacement needed

Works continue with the defective garage door.



**Update:** Building Management have lodged the garage door as a defect with Lend Lease. 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.

Due to these works being non-essential, there has been no progress on this item.

**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.

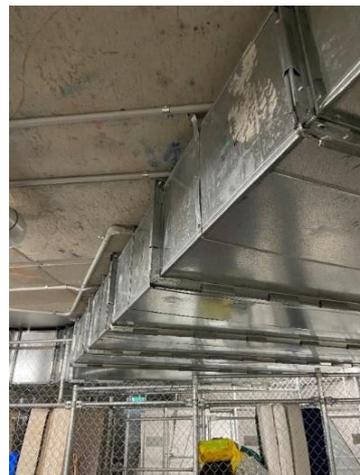
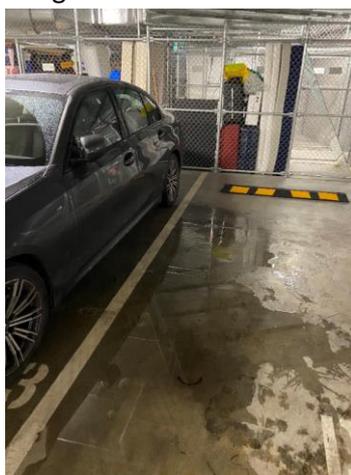


**Update:** The repairs are booked in for the 19/07/2021. Building Management are currently obtaining quotes to install speed bumps on the loading dock entrance driveway in order to slow down vehicles on entrance and help prevent future damages to the garage door.

Works got cancelled due to the announcements related to the public health order on 16/07/21

**3.4 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.



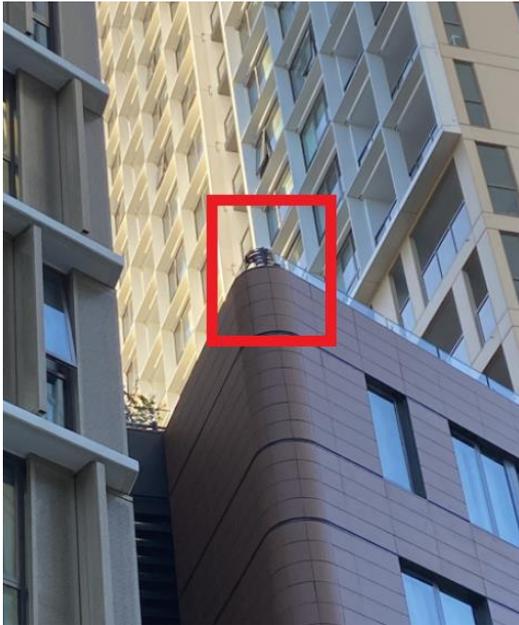
**Update:** Due to these works being non-essential, there has been no progress on this item.

### **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.

### **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.

### **3.7 Annual BMU report**

The Annual Building Maintenance Unit (BMU) inspection took place on 4/05/2021. The report has come back with x3 urgent items, x5 critical items, x12 non-critical items and x2 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.

### 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:** Due to these works being non-essential, there has been no progress on this item.

### 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:** A correct sample panel was delivered from China for the correct colour matching of the spandrel panel and a panel manufactured. The tech were onsite on 7/7/21 to replace. Due to the way the spandrel panel was installed they could not replace the panel on this date. Due to this not being picked up in the original quotes and measurements this will be booked in at no further costs on a Wednesday 21<sup>st</sup> July.

Works got cancelled due to the announcements related to the public health order on 16/07/21.

### 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.

### 3.11 Arena SP98926

#### 3.11.1 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.

**Update:** The total balance has been received, a new table has been ordered with an ETA of 16 weeks.

#### 3.11.2 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. Once arrived the panel will be installed under warranty.

Due to these works being non-essential, there has been no progress on this item.

## 4. RESIDENT ISSUES & CONCERNS – NEW

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### 4.1 General maintenance

There has been no general maintenance in the month of July.

### 4.2 Backflow containment device test - RPZ Annual Testing

An RPZ valve is a backflow preventer valves available. RPZ valves offer protection against back pressure and siphonage in order to protect the mains water supply and drinking network from contamination. There are three located at Darling Square and these get tested annually by Primewater our hydraulic service providers. Two out of the three RPZ's failed the testing. Both valves relief check valves failed, were replaced and retested on 5/08/21. We are currently awaiting the certificate from the council as the paperwork was lodged with the council last week.

### 4.3 Darling Rise SP98926

#### 4.3.1 General Maintenance

There was no general maintenance carried out in the month of July

#### 4.3.2 Profimat Filtration System – Cold water booster pumps



A service call was made due to a fault on the Profimat Filtration System. The backwash filters are situated on all cold water booster pumps and make a huge difference to the life expectancy of pipe work and infrastructure, reducing problems such as leaky toilets and faucets, erosion of copper pipes, sediment build-up, clogging of faucet aerators, and malfunction of pressure regulating and shut-off valves by filtering the mains towns water.

The filter cleaning are mechanism was not stopping at completion of cleaning cycle and the lower sensor required replacement. Sensor tested and the filter as tested and returned back to normal operation.

### 4.4 Barker House SP98923

#### 4.4.1 General Maintenance

There was no general maintenance carried out in the month of July

### 4.5 Arena SP98926

#### 4.5.1 General Maintenance

There was no general maintenance carried out in the month of July

## 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 30/07/2021	<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> July 2021	<i>Schindler Lifts</i>	Completed, operations normal
<b>5.1.3 (HVAC) Heating Ventilation Air Conditioning</b>	5.3.1 Monthly maintenance was not performed in the month of July due to the public health order	<i>Infinity HVAC</i>	On hold
<b>5.1.4 Gardening</b>	5.4.1 By-weekly maintenance was not performed in the month of July due to the public health order	<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 16/06/2021.	<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 July due to the public health order	<i>GS-Tech</i>	On hold
<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> July 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> from 1 <sup>st</sup> – 31 <sup>st</sup> July 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 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 12/5/2021	<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 started on 9/08/21	<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 16/02/2021.	<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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There are no outstanding quotes in the month of July.