

BUILDING MANAGEMENT REPORT  
FOR

# DARLING SQUARE

70 Tumbalong Boulevard

82 and 88 Hay Street

HAYMARKET

Excellence and professionalism across  
all aspects of building management

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**DP1233930**

**SP98923**

**SP98924**

**SP98926**

**Haymarket**

**NSW 2000**

**December 12th – January 12th 2026**

**Premier FM Building Management**

**Monthly Report**

**Senior Building Manager: Oliver Stephenson-Roberts**

**General Manager: Leif Golder**

**Date of Report: 13<sup>th</sup> December 2025**

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## **1. Introduction**

Despite December/January historically being a quiet(er) period for the site momentum was maintained via forward planning and the pre-programming of critical works such as Fire Services Corrective Actions (Following results of AFSS Testing), commencement of the Timber Restoration Project on level 6 Podium and the beginning of the annual 6 week Security Audit across all stakeholders.

A number of re-active maintenance items were actioned including the replacement of a dual hot water circulation pump, repair of the garage entry receiver, clearing a major sewer blockage effecting the ground floor retail/BMC bathrooms.

Further focus on the L6 external communal area has led to the repair of the CCTV system monitoring the pool (BBQ area cabling still pending) plus installation of additional signage outlining the 'no alcohol no smoking' restrictions in place, especially relevant due to the heavy use the area has seen over the past month.

Further improvements and troubleshooting were enacted to increase the performance of the L6 Irrigation System, along with a previously unknown solenoid being located in the L3 car park (now repaired) responsible for the slow deterioration of the Little Hay Street creeping Jamine along the northern podium wall.

A long standing pursuit of Schindler was successful in seeing over a dozen Lift Cab buttons replaced along with repair of 3 landing call buttons.

Finally a continued focus on by-law adherence has shown very positive results regarding rubbish dumping, illegal parking and balcony use though frustratingly little further improvement in short term letting. Despite breach notices for this issue increasing from 30 to 37 administered it is recommended that escalation be enacted on behalf of the Owner's Corporation(s) via StrataPlus/NCAT. It is understood that each Committee will discuss and provide direction to StrataPlus in this matter.

## **2. Major Concerns**

### **2.1 Annual Security Audit (ONGOING)**

PremierFM have now commenced the annual security audit utilising the below form, sent electronically to all Residents, Agents and Owners.

A similar document has been provided to the retail component care of Lendlease Retail Management to account for all shops and Lendlease contractors.

#### RESIDENT INFORMATION & ACCESS DEVICE AUDIT

Darling Rise  
98926  
82 Hay Street Haymarket

**The Annual Security Audit of access devices and resident details is a requirement under the Strata Management Statement for Darling Square (South East) and relates to security control and resident safety.**

Completion is **COMPULSORY** for **ALL** Residents, Owners and Tenants.

If you are renting, please provide managing agent's full contact details as well as a copy of the first page of your SIGNED rental tenancy agreement. Completed forms must be returned by **19/02/2026** to the Building Managers (BM) office which is located on Ground Level near the loading dock, or electronically via email to [dsqmanager@premierfm.com.au](mailto:dsqmanager@premierfm.com.au).

Serial Numbers for access devices can be found on the rear of the device. If the number is not clear please visit the Building Managers Office where we can scan the device to identify.

**Any access devices NOT identified via returned form by the due date will be deactivated as a security precaution and a \$50 fee applied for the re-activation of each individual device after that time.**

If you have any difficulties in reading the form, or require assistance in completing the form, please do contact Building Management who can assist.

Thank you for your co-operation.

RESIDENT 1 DETAILS (all fields must be filled in)	
Name:	Unit No.:
Swipe Fob Number: Remote Number:	Mobile No.:
Email:	Are you: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Agent <input type="checkbox"/>
Print Name:	Date:
SIGNATURE:	Notes:
RESIDENT 2 DETAILS (all fields must be filled in)	
Name:	Unit No.:
Swipe Fob Number: Remote Number:	Mobile No.:
Email:	Are you: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Agent <input type="checkbox"/>
Print Name:	Date:
Signature:	Notes:

Darling North | PHONE: 0450 158 551 | [dsqmanager@premierfm.com.au](mailto:dsqmanager@premierfm.com.au)

RESIDENT 3 DETAILS (all fields must be filled in)	
Name:	Unit No.:
Swipe Fob Number: Remote Number:	Mobile No.:
Email:	Are you: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Agent <input type="checkbox"/>
Print Name:	Date:
SIGNATURE:	Notes:
RESIDENT 4 DETAILS (all fields must be filled in)	
Name:	Unit No.:
Swipe Fob Number: Remote Number:	Mobile No.:
Email:	Are you: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant <input type="checkbox"/> Agent <input type="checkbox"/>
Print Name:	Date:
SIGNATURE:	Notes:
MOTOR VEHICLE DETAILS (if applicable)	
Car Make:	Model:
Registration:	Parking Level and Space #:
MOTOR VEHICLE DETAILS (if applicable)	
Car Make:	Model:
Registration:	Parking Level and Space #:
PET DETAILS (if applicable)	
Type:	Breed:
Registration:	Colour:

Please complete and return this form to the Building Managers office, or to the Building Manager's email: [dsqmanager@premierfm.com.au](mailto:dsqmanager@premierfm.com.au)

Darling North | PHONE: 0450 158 551 | [dsqmanager@premierfm.com.au](mailto:dsqmanager@premierfm.com.au)

A six week period has been allowed for all parties to return/confirm the necessary information including agent details, resident details, pet details, vehicle details and access device serial numbers.

Already Building Management have received approximately Lot's details and made a moderate number of register adjustments to reflect updated tenant details and lost devices.

A secondary reminder will be sent electronically on the 2<sup>nd</sup> of February 2026 and finally direct communication via phone employed for any outstanding Lots as of 9<sup>th</sup> February 2026.

Any devices not confirmed prior to the cut off date 19<sup>th</sup> February 2026 will be discontinued.

## 2.2 Defect Consolidation and Review Process (ONGOING)

Following the submission of the Partridge Remedial Defect Report, PremierFM has undertaken a comprehensive review and logged several additional defects requiring attention. The newly identified issues include:

- Glass spalling on Level 14 at Darling Rise
- Water penetration via window surrounds at apartments 2102, 2508, and 2805 in Darling Rise
- Water penetration through the rooftop membrane at apartment 2903
- Water infiltration through the roof access door to the fire escape on Arena Level 9
- Failed or non-compliant waterproofing in the service risers at Darling Rise

On 1 October 2025, a site meeting was held between PremierFM and Lendlease representative Peter White. During this meeting, a thorough and constructive review of all additional defects was conducted.

Despite this collaborative approach, the formal written response from Lendlease dated 16 October 2025 did not include agreement on rectification of the identified waterproofing defects. Lendlease indicated that they

would consult the relevant subcontractors for further advice. In the interim, PremierFM has requested a quotation from Partridge Remedial to prepare a formal defect report specifically addressing the failed waterproofing of the service risers.

This inspection was conducted by Partridge Remedial on the 28<sup>th</sup> November 2025 and verbal reporting on the day confirmed that my initial analysis was correct and that all membranes are defective. Formal report has yet to be provided.

The review also addressed persistent water penetration in Arena Levels 2–5, focusing on failed waterproofing at the Level 6 door hob surrounds. This issue had previously been reported to Lendlease in early 2024 and was recognised as a priority due to the ongoing damage it is causing to carpets on the lower levels. While there was verbal acknowledgment of the defect and the need for remedial work, no formal agreement or commitment to action has yet been provided by Lendlease.

To further substantiate the findings regarding non-compliant rooftop waterproofing as outlined in the Defect Report, PremierFM has initiated an audit of all top-level apartments to check for water damage and elevated moisture readings. As of this report, inspections have been completed in 13 out of 24 apartments, during which suspected water penetration was identified in apartment 2903. Additional inspections and moisture testing are scheduled to continue throughout November.

PremierFM however has received more success with the reporting of the window/glass defects directly to Lendlease subcontractor SRG Global, who have attended site to review/inspect and are committed to addressing the relevant defects once the BMU is again operational.

## 2.3 Rekeying of Secure Master Key System (ON HOLD)

On 12 September 2025, PremierFM arrived onsite and immediately undertook a comprehensive audit of the building's secure master key system. This process involved detailed cross-referencing of all physical keys present against the key matrix previously provided by Access Hardware. The objective was to ensure the integrity and accountability of the master key inventory.

The audit identified a major security risk: 10 out of the 16 Service Master Keys, which were under the control of the previous management, were found to be either missing or unaccounted for. The loss or misplacement of these keys represents a significant breach in building security protocols, as possession of any one of these keys would allow unauthorised access to protected areas. These areas include common spaces, plant rooms, fire escapes, the Building Management Office, Bike Storage, and various service cupboards throughout the facility.

In response to the identified risk, PremierFM sought a formal quotation from Access Hardware to replace the secure master key system in its entirety. The proposed approach is a 'like for like' replacement, replicating the existing key schedule and utilising the same technology and system components as originally installed. The cost associated with this replacement, as specified in quotation F73762, is \$85,031.20 plus GST.

At this time, the matter remains on hold pending legal advice sought by the Building Management Committee (BMC).

## 2.4 Access Control Outage – Garage Entry and Boom Gate (COMPLETED)

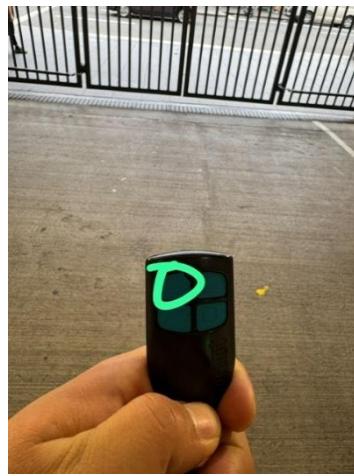
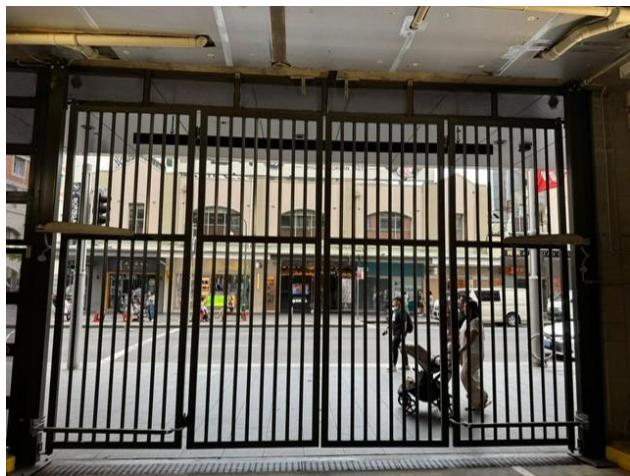
On Sunday, 14th December 2025, Building Management received a report that the garage entry gates were not functioning and remained closed, restricting access to the facility. To address the immediate issue, remote instructions were provided to the onsite cleaner, enabling them to open the door using the manual pincode. An

attempt was also made to reset the system control box; however, this action was unsuccessful, and the gates could not be restored to normal operation.

In the interim, the gate was left open manually to allow continued access, and an after-hours attendance by Allgate was scheduled to further investigate and resolve the matter. Upon arrival, Allgate confirmed that the issue was not mechanical in nature but was instead suspected to be an access control failure, specifically relating to the signal receiver.

Given the unresolved security risk, an urgent service request was made to Supatech, the Access Control technicians, to address the suspected signal receiver problem. In anticipation of the entry remaining unsecured during the night of 15th December, an additional security shift was scheduled to monitor the loading dock and surrounding areas, ensuring the safety and security of the premises until the access control system could be fully restored.

A Supatech technician attended site Tuesday 16<sup>th</sup> December and was successful in resetting the garage entry receiver which has encountered an unknown fault. The device was tested ok after resetting with Building Management receiving training on how to complete this ourselves should a similar issue re-occur.



## 2.4 Embedded Network Review (Ongoing)

Premier FM, in collaboration with Supa (including SupaNetworks, SupaEnergy, and Supatech), is actively exploring alternative solutions to reduce reliance on Seene Energy and Opticom for the site's electricity, gas, and telecommunications requirements. This initiative comes at an opportune time, with current embedded network supplier agreements approaching their expiry dates.

The upcoming contract renewals present a significant opportunity for change, potentially delivering substantial cost savings to both the Body Corporate and residents and retailers. As part of this process, Premier FM and Supa are preparing a formal proposal for new energy supply arrangements covering both electricity and gas, with a presentation currently scheduled for early 2026.

In preparation for this proposal, a comprehensive review of existing agreements, metering data, and site infrastructure has been undertaken. A draft high-level proposal has already been presented in advance of the formal presentation. This draft outlines various options for the Building Management Committee (BMC), allowing them to select their preferred balance between reduced owner costs and the level of credit applied to offset common property expenses.

Premier FM and Supa are committed to delivering these substantial site-wide cost savings in 2026 and will continue working towards the implementation of improved embedded network solutions.

A similar process will be taken with regards to the Opticom Network.

Initial Offer for consideration:

- SUPA to buy out price of all equipment budgeted at \$212,000 to include all metering, new remote meter reading system and existing centralised Gas Hot Water plant.
- The current agreement is no longer valid. We need to be sure there is not a replacement EN Agreement with the current OC.
- \$100 welcome credit for each Resident
- 25% discount to DMO for Residential Consumption – confirmed for the 3-year term. This is a very competitive rate. We could reduce the discount if the OC wanted to access more capital through either a one-off payment or larger common area credit.
- 25% discount to the DMO for Common Area
  - Further to the discount, SUPA will credit the common area account at **\$27,500 per quarter or \$110,000 per annum.**
  - The bills you can use to establish your levies, but the credits will mean the income can be redistributed to the Development.
- \$10,000 – one off payment to the OC. Payable on signing the Agreement as a sign on bonus. As this is taxable it's beneficial to receive any contributions through credits, but we can look at this if preferable to have some contribution upfront.
- I've extracted the table of rates at today's DMO to allow you to compare any recent bills. The percentage discounts will apply throughout the term and pegged to the published DMO (Default Market Offer) as set by the AER (Australian Energy Regulator)

Selling Price - Small Market Bundled	DMO Rate (Exc GST)	Discount % Awarded	Rate Applied (Exc GST)	Rate Applied (Inc GST)	Unit
Residential					
Residential Electricity Usage Charge	\$0.355800	25.00%	\$0.266850	\$0.293535	\$ / kWh
Residential Daily Supply Charge	\$1.092500	25.00%	\$0.819375	\$0.901313	\$ / day
Common Area					
Common Area Electricity Usage Charge	\$0.405600	25.00%	\$0.304200	\$0.334620	\$ / kWh
Common Area Daily Supply Charge	\$1.282500	25.00%	\$0.961875	\$1.058063	\$ / day
After Quarterly Credit Applied	Assessed 400,000kw/ annum	25% discount applied \$0.3346/kw = \$133,840 per annum	Less \$110,000 per annum in credits = \$23,840/ 400,000kw	5.96c/kw	
Hot Water/Gas					
Residential Hot Water Usage Charge	\$18.900000	0.00%	\$18.900000	\$20.790000	\$ / kL

Residential Hot Water Basic Supply Charge	\$0.390000	0.00%	\$0.390000	\$0.429000	\$ / day
Residential Gas Cooker Charge	\$0.280000	0.00%	\$0.280000	\$0.308000	\$ / day

A meeting to review and obtain a competitor proposal has been tentatively scheduled with Ms Sydney Lee of Origin Electricity for early February 2026.

### **3. EQUIPMENT PPM AND REPAIRS**

#### **3.1 Security, Locks & Access Control**

No Issues for the Month of December.

#### **3.2 Cleaning**

No additional works actioned for the Month of December.

#### **Carpet Cleaning (Residential) (PENDING COMMITTEE APPROVAL)**

Three competitive quotes have been provided to each individual Strata Committee for consideration and approval, the lowest of which offer a significant cost saving.

Awaiting approval.

#### **3.3 Hydraulics & Plumbing**

##### **Blocked Sewer Line BMC Bathrooms (COMPLETED)**

###### **Incident Overview**

An overflowing toilet was reported, and further inspection confirmed that all ground floor units were blocked.

Some units experienced overflow as a result of continued use from the adjacent male bathroom.

###### **Immediate Actions Taken**

'Out of order' signs were promptly placed at the joint bathroom entry to prevent further use. Mitchel's Plumbing was engaged to address and resolve the issue.

###### **Remediation Process**

Initial attempts to clear the blockage using plungers and eels were unsuccessful. A high-pressure water Jetter was subsequently employed, which fully cleared the sewer line.

## Post-Remediation Cleaning

Once services were restored, the bathrooms underwent a comprehensive sanitization by the cleaning staff to ensure hygiene and safety.

For the sake of sanity I will not include the pictures relating to the event.

## Dual Hot Water Circulation Pump Replaced (COMPLETED)

### Incident Summary

During the quarterly hydraulics preventative maintenance inspection, it was discovered that one of the dual hot water circulation pumps located in the shared L30 plant area had seized. The pump was assessed as unrepairable and the recommendation was made to replace the asset.

### Additional Issues Identified

Further inspection identified several localised leaks in unions and the manifold within the hot water system. These additional faults required attention as part of the repair works.

### Quotation and Approval Process

Prime Water Australia provided a quote for the replacement of the failed pump and repairs to the leaking unions and manifold, totalling \$2,572.42 plus GST.

Given that the issue did not pose an immediate critical impact, Building Management sought a second quotation. Tradewise Group submitted a competitive quote of \$2,327.00 plus GST to carry out the required works. Building Management approved this quote, and Tradewise Group was engaged for the repairs.

### Completion and Outcome

All works have been successfully completed. The building's hot water utility was maintained throughout, with no interruption to service during the repair and replacement process.



## 3.4 Fire Services

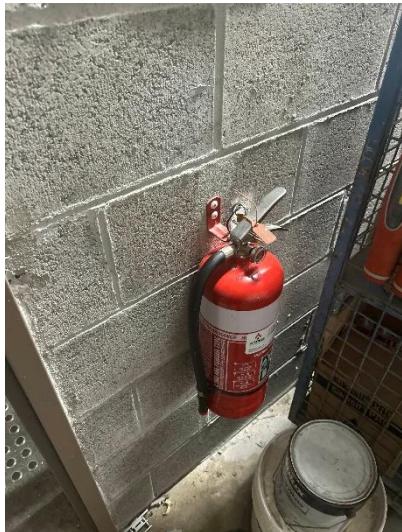
All corrective actions identified during the inspection for common property assets have been quantified and reviewed. Building Management has approved these actions as both necessary and within expected cost parameters and budget allocations.

### Monthly Routine Maintenance (COMPLETED)

In line with the ongoing service agreement with Aspire Fire, monthly inspections and testing have continued as per the site's fire safety matrix.

### Corrective Actions Portables & Signage (COMPLETED)

- Completed five-year pressure testing on three ABE extinguishers.
- Supplied and installed two 2L wet chemical extinguishers.
- Replaced two hose clamps.
- Installed 003 locks and chains on two landing valves.
- Put up two fire blankets.
- Posted signage: 'Fire Safety Door Do Not Obstruct' (one installed).
- Placed a 'Hose Reel Location Sign' (one installed).
- Added an 'ABE Extinguisher Location Sign.'



## Corrective Actions Passive Fire and Door sets (COMPLETED)

- Replace Escutcheon Plate x 1
- Minor Door Adjustments x 2
- Supply & Install Bat Wing Seal x1
- Supply and Install Intumescent Strip
- Replace 100mm Flush Mounted Speaker



## Fire Indicator Panel Faults Cleared x 8 (COMPLETED)

Following identification of numerous faults apparent on the main FIP Aspire Fire were engaged to identify the underlying issues and resolve.

The following actions were taken;

- SE3 L4 – Caused by loose cable to Fire Speakers; repaired.
- EWIS System x 2 – WIP dislodged from wall with cupboard, SE3 L4 & SE1 L5
- Detector Replaced L4 Car Park
- Replaced Input/Output Modules caused open circuit fault L13 Darling Rise
- Replace ‘Address Card’ Detectors D40 & D8
- Detector Fault L3 Car Park; replaced



## 3.5 Electrical

### Light Replacements & Minor Electrical Works (COMPLETED)

The following fittings were replaced during the recent reporting period;

- 1 x Foyer Globe (Darling Rise)
- 2 x Downlights (Barker House L7)
- 1 x Downlight (Darling Rise L24)
- 1 x Downlight BMC Male Bathroom Ground Floor
- 4 x LED Battens Car Park

## 3.6 HVAC & Mechanical Ventillation

### HVAC AFSS Corrective Actions (Ongoing)

During the recent HVAC and mechanical air testing for the Annual Fire Safety Statement (AFSS), stair pressurisation balancing issues were identified in both the Arena Fire Stairs and the Darling Rise Western Fire Stairs. The following corrective actions have been approved to address these deficiencies and ensure compliance with fire safety standards:

#### Re-Programming and Balancing Stair Pressurisation VSD – Arena

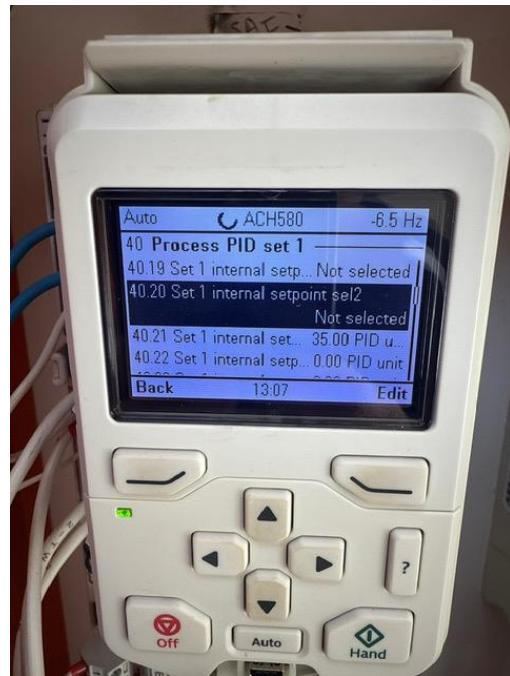
Cost: \$4,179.00 + GST

During the annual testing in the Arena building, it was observed that although the stair pressurisation fans activated and entered Fire Mode, the relief fan did not override as required by the system design.

Further investigation revealed that parameters within the Variable Speed Drive (VSD) had been altered, which prevented the relief fan from engaging when a fire signal was present.

To rectify this, all relevant VSD settings will be reinstated to their original design values.

Upon completion of the reprogramming, a comprehensive stair pressurisation test will be conducted to confirm correct operation and compliance with AS1668.



#### Replacement of Faulty Pressure Sensors – Darling Rise

Cost: \$2,223.50 + GST

During the AFSS inspection, it was identified that the stair pressurisation system serving the Darling Rise site was not operating as required.

Further investigation by the technician confirmed that the differential pressure sensors installed within the Western fire stair had failed, resulting in the system's inability to achieve the necessary pressure levels.

The failed sensors will be replaced to restore correct system functionality and ensure compliance with the applicable fire safety and mechanical performance requirements.

## 3.7 L6 Community Area, Pool and Function Room

### Additional Pool Signage – Consumables & Smoking (COMPLETED)

In response to repeated incidents involving residents and their visitors consuming alcohol within the Pool Area, measures are being implemented to reinforce compliance with existing rules. Notably, the prohibition against alcohol consumption is currently stipulated within the SMS but is not referenced in the Building By-Laws, contributing to a lack of awareness among occupants.

To address this, Signarama has been engaged to manage the design, supply, and installation of new signage aimed at promoting the observance of these regulations. The scope of work includes:

- Design, supply, and installation of two 'No Consumable' signs. The exact wording for these signs will be finalised during the design phase to ensure clarity and effectiveness.
- Provision and mounting of five 'No Smoking' signs, which will be strategically placed throughout Level 6 and at all foyer entry points to reinforce the building's smoke-free policy.

All signs have been manufactured to a high standard, suitable for external use, and have now been mounted at highly visible points at Pool Entry, surrounds and Building Entries (Both Ground Floor Foyer and L6 Doors).



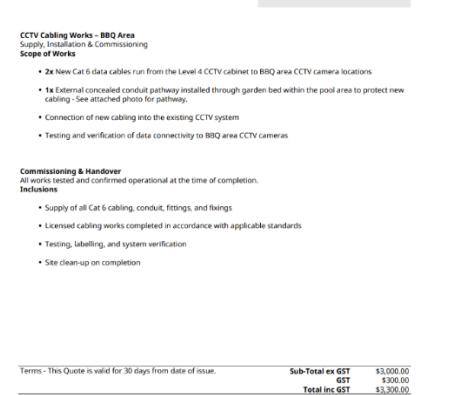
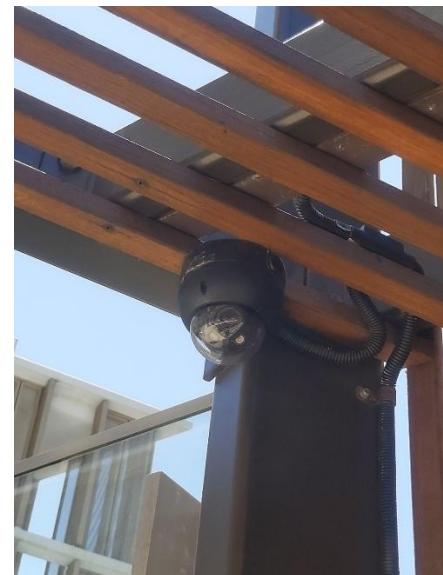
### CCTV Repairs L6 BBQ and Pool Areas (ONGOING)

It was noted that three cameras covering both the Pool and BBQ Area on L6 were unresponsive, supplying no signal to the NVR due to either camera malfunction or cabling failure.

Contractor CabSec Security, the original installers were employed to review and remedy at the earliest possible time due to the increased use and thus risk in these areas associated with the Summer Holidays.

All camera functionality was restored with the Pool Camera replaced however the fault with the BBQ pagoda cameras was traced to a fault in the cabling, which must be re-run to the appropriate junction on L4.

A quote has been supplied and approved for the completion of these works prior to the end of February.



## L6 Vegetation Stress and Recovery (ONGOING)

During recent periods of extreme heat, particularly following the repair of irrigation issues in October, significant portions of vegetation on Level 6 have exhibited symptoms of stress, including browning and heat scorch. This was most pronounced over the weekend of 6th and 7th December, when temperatures reached 39 degrees Celsius. Despite proactive measures—namely, additional watering on the preceding Thursday and adjustments to the irrigation schedule to incorporate evening watering alongside the usual morning routine—the vegetation still suffered visible damage.

Grace Outdoors, our landscaping contractor, has advised that similar issues are currently being observed across many sites due to the ongoing heat. However, they anticipate that the overall health of the garden should return within the next four to six weeks, provided that normal weather conditions prevail.

A detailed report from Grace Outdoors has been provided at the request of Building Management and is included below for reference.

Recent observations confirm that a slow recovery is taking place and further investigations have improved the outlook, these being;

- Resetting of Irrigation Control Box and adjustment of timers has increased performance.

- Master Solenoid Replaced
- Seasol & Powerfeed treatment program underway to assist recovery
- Location of a stand-alone solenoid controlling the irrigation of creeping Jasmine covering North Side of Podium (Above Little Hay Street) found to be in an isolated cage on L3 Car Park and was controlled by battery power only. Once identified and battery changed this area of irrigation, the last to be non-functional, has been restored with regrowth expected quickly.



## L6 External Podium Timber Restoration (ONGOING)

### Condition Assessment

A review of the timber elements throughout the L6 Podium Communal Area has identified moderate dilapidation. This deterioration is primarily due to prolonged weather exposure and an ongoing lack of preventative maintenance. Although most of the damage is largely aesthetic, it is important to address these issues to prevent further degradation of the timber and maintain the overall appearance and safety of the communal spaces.

### Recommended Restoration Approach

The recommended restoration works include the following steps:

- Sanding to remove old surface residues and rough textures from all timber elements
- Washing and cleaning all surfaces prior to the application of a water-based finish
- Applying a water-based finish to all treated surfaces to protect against future weathering
- General replacement of screws and fixings where necessary to securely refix timber elements to their frameworks

## Scope of Works

The restoration project will cover the following timber structures within the L6 Podium Communal Area:

- Poolside Decking
- Poolside Privacy Screens and Overhead Awning
- BBQ Area Screens and Overhead Awning
- BBQ Bench
- Circular Planter Box Bench
- Lawn Area Dividing Screen
- Lawn Area Timber Daybed
- Exercise Area Bench Seat

## Approved Actions

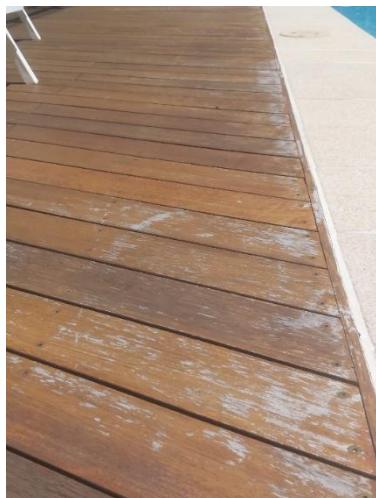
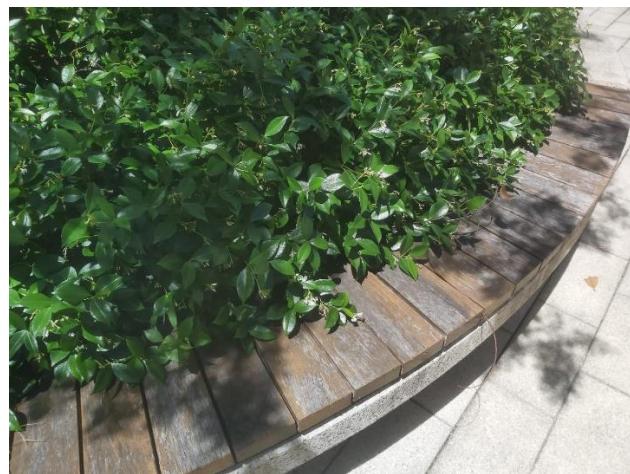
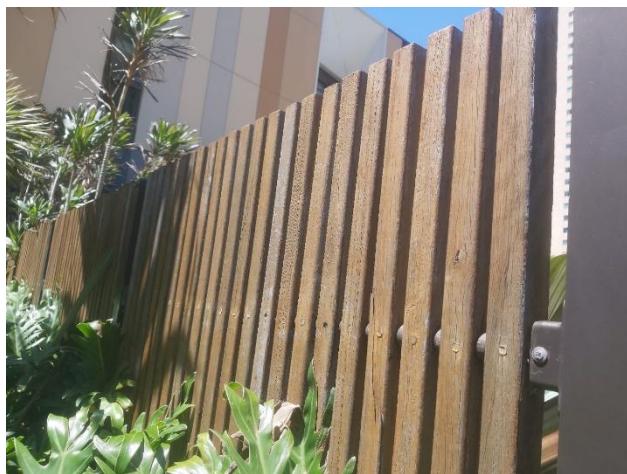
The contractor 'Deck King' has been approved to proceed with their quote for \$26,600.00+GST

Due to contractor availability and a desire not to impede resident enjoyment of the L6 area over the Christmas period works have been scheduled to commence 12<sup>th</sup> January 2026.

Initial start date was pushed back for one day due to wet weather however works have now commenced.

DARLING SQUARE - JAN 2026											
WORKS SCHEDULE A											
Item	Location Podium Level	Day					Day				
		1	2	3	4	5	6	7	8	9	10
P/3	Privacy Screen - Overhead Awning										
P/1	Pool Deck area										
P/3	Pool Area Privacy Screen										
G/1	Garden Level BBQ Overhead Awning										
G/2	Garden Level BBQ Privacy Screen										
G/3	Garden Level BBQ Timber Benches										
G/4	Garden Level Circular Bench seat										
G/5	Garden Level Screen Divider										
	Garden Level Day Bed										
P/1	Childrens Play area Bench Seat & Back Support										

Clean &Prepare  
Deck Coatings  
Area closed as a safety precaution working nearby or overhead



### 3.8 Other/Miscellaneous

#### Building Maintenance Unit (BMU) Repairs – Shared Plant Level 30 (ONGOING)

The Building Maintenance Unit (BMU) located in the shared plant area on the Level 30 rooftop of Darling Rise had been out of operation since July 2025. This prolonged inactivity resulted in the delay of several critical maintenance, cleaning, and defect rectification tasks which remained on hold during this period.

Upon attending the site, PremierFM observed that the BMU was in a partially dismantled state and supported by blocks. There was a lack of detailed information in BuildingLink regarding the current status or any ongoing or completed works. Further investigation and direct communication with GDP revealed that works previously approved had commenced but were halted midway. The initial scope of work focused on the replacement of a faulty long travel drive bearing (Q-221580), which had been identified during a planned preventative maintenance inspection conducted on 13 May 2025.

The project was suspended after it became clear that additional bearings required replacement and that the necessary parts were not readily available. Complicating the repair, a locking collar (unthreaded) was discovered atop the travel drive shaft, inhibiting the removal of components. Additionally, damage to the drive shaft itself was noted.

## Two-Stage Solution Proposed and Approved (COMPLETED)

GDP proposed a two-stage solution, which was subsequently approved and set into motion:

2. Stage 1: Confirm the non-standard position and dimensions of the bearings and assess if a new shaft would be needed. This involved disassembling the rear wheel assembly to gain access and clarity.
3. Stage 2: ~~Fabricate a new drive shaft if required, supply and install replacement bearings, including one thrust bearing and two roller bearings. Provision was also made to address any similar issues discovered within the rear drive shaft assembly during the course of the works.~~

Following investigation, the bearing shaft was successfully repaired by grinding and filing, removing the need for a new shaft. New thrust bearings were installed, and the electrical motor along with its associated components were reassembled and thoroughly tested. A successful full long-travel test was conducted to ensure operational reliability.

## Lanyard Interlock System Programming (ONGOING)

The final phase of the repairs involved conducting a comprehensive series of drop tests to ensure the Building Maintenance Unit's operational safety and reliability. During these tests, it was discovered that three lanyard interlocks were experiencing sensor failures. Despite an initial attempt to repair the affected sensors, the issue could not be resolved onsite. As a result, replacement sensors have been ordered directly from the manufacturer to address these failures. The system will undergo further programming and testing once the new components arrive, with the goal of restoring full functionality and compliance.



## Lift Repairs (COMPLETED)

### Background and Issue Accumulation

Prior to PremierFM's arrival on site, a higher-than-average number of non-critical repairs had accumulated for the lift systems. These outstanding items were not immediately addressed, resulting in a backlog that required attention.

### Causes of Delay

The delay in attending to these repairs was attributed to a three-month period of industrial action affecting the lift maintenance industry from mid-2025. During this time, Schindler, the contracted lift service provider, limited their response capacity, prioritising only critical repairs and leaving non-critical faults unresolved.

## Audit and Escalation

Upon commencing site management, PremierFM conducted a thorough audit of all existing lift faults and outstanding repairs. This consolidated list was then submitted to Schindler and escalated to the NSW Service Manager, with specific reference to the upcoming contract review and tender process scheduled for April 2026.

### Issues Reported;

- Arena L5 Call Button Not Responding
- Darling Rise L15 Call Button Not Responding
- Lift 101 – Missing Buttons x 1, Loose buttons x 3
- Lift 102 – Missing Buttons x 1, Loose Buttons x 1
- Lift 103 – Missing Buttons x 2, loose Buttons x 2, Non-functioning Buttons x 2
- Lift 306 – Buttons Loose x 2
- Darling Rise Foyer Call Button #3 Not Responding

## Resolution and Improved Responsiveness

All known faults identified in the audit have now been repaired, with recent service issues receiving prompt attention. Schindler's responsiveness has notably improved in addressing service faults since the escalation and contract review process began.

## Outstanding Invoices and Design Concerns

Two invoices remain outstanding, both related to door failures in the Darling Rise Foyer caused by wind. A request for waiver has been submitted for these charges, citing the possibility that malfunctioning door sensors may have contributed to the failures. As Schindler was the original installer, it is expected that external factors such as wind gusts should have been considered during the design and installation of the assets.

## Tender Process Management

With approval from the Building Management Committee (BMC), a work order has been raised for EMS Corporation to oversee the forthcoming tender process. This process will include a comprehensive review of both performance and costings for lift maintenance and repairs.



## 4. By-Law Breaches

PremierFM has dedicated significant time and resources towards the identification, investigation, and prosecution of breaches of by-laws throughout the site. Key areas of focus have included:

- Dumping of Rubbish on Common Property: Ongoing efforts have been made to address incidents where residents or visitors have disposed of waste in unauthorised areas within shared spaces.
- Inappropriate Items Stored on Balconies: Investigations have targeted the storage of unsuitable or prohibited items on balconies, which may pose safety hazards or breach community guidelines.
- Short Stay Letting: The management team has also actively pursued cases involving unauthorised short-term rentals, ensuring compliance with established building regulations and community standards.

These initiatives underscore PremierFM's commitment to maintaining a safe, clean, and compliant environment for all residents and users of the property.

### Rubbish Dumping

It is important to note, in the context of ongoing rubbish dumping issues, that the garbage compactor at Darling Rise is currently experiencing significant reliability problems with critical components to the system on order.. While these operational challenges may help explain the increased frequency of rubbish dumping incidents within the building, they do not excuse such behaviour. Residents and visitors are still expected to adhere to proper waste disposal practices at all times.

Positively the number of rubbish dumping events have been reduced over past months;

October 2025 x 111

November 2025 x 40

December 2025 x 30

04.12.25	201/82	Dumping Rubbish inside service area	08.12.25	✓	✓
03.12.25	308/82	Dumping Rubbish inside service area	08.12.25	✓	✓
06.12.25	403/82	Dumping Rubbish inside service area	08.12.25	✓	✓
06.12.25	407/82	Dumping Rubbish inside service area	08.12.25	✓	✓
06.12.25	601/88	Dumping Rubbish inside service area	08.12.25	✓	✓
05.12.25	2503/82	Dumping Rubbish inside service area	08.12.25	✓	✓
07.12.25	407/82	Dumping Rubbish inside service area	15.12.25	✓	✓
10.12.25	1207/82	Dumping Rubbish inside service area	15.12.25	✓	✓
12.12.25	1402/82	Dumping Rubbish inside service area	15.12.25	✓	✓
13.12.25	1810/82	Dumping Rubbish inside service area	15.12.25	✓	✓
13.12.25	2205/82	Dumping Rubbish inside service area	15.12.25	✓	✓
10.12.25	2511/82	Dumping Rubbish inside service area	15.12.25	✓	✓
10.12.25	2505/82	Dumping Rubbish inside service area	15.12.25	✓	✓
09.12.25	2901/82	Dumping Rubbish inside service area	15.12.25	✓	✓
15.12.25	2608/82	Dumping Rubbish inside service area	23.12.25	✓	✓
21.12.25	1802/82	Dumping Rubbish inside service area	23.12.25	✓	✓
28.12.25	802/82	Dumping Rubbish inside service area	05.01.26	✓	✓
30.12.25	1407/82	Dumping Rubbish inside service area	05.01.26	✓	✓
30.12.25	1703/82	Dumping Rubbish inside service area	05.01.26	✓	✓

09.01.26	803/82	Dumping Rubbish inside service area	12.01.26	✓	✓
06.01.26	904/82	Dumping Rubbish inside service area	12.01.26	✓	✓
07.01.26	1602/82	Dumping Rubbish inside service area	12.01.26	✓	✓
09.01.26	1810/82	Dumping Rubbish inside service area	12.01.26	✓	✓
06.01.26	2603/82	Dumping Rubbish inside service area	12.01.26	✓	✓

## Short Term Letting

Short term letting remains a significant concern for most, if not all, inner city residential buildings. This practice can present a range of challenges, notably posing potential security risks, diminishing property values, increasing maintenance costs, and undermining the general social cohesion within the building community.

To address these issues, a structured reporting, investigation, and breach application procedure has been implemented. This process encourages residents to report any suspected instances of short term letting. Building Management is then able to investigate these reports and, where necessary, initiate prosecution by issuing by-law breach notices.

Despite these successes, a small number of apartments continue to disregard by-law breach notices. These breaches are recorded and filed, allowing for optional use in future enforcement proceedings via NCAT at the Committee's discretion.

As of latest audit Building Management are aware of 16 Lots conduction illegal short stay activities despite receiving direct communications to cease in the form of by-law breach letters.

For accuracy in reporting the complete breach log since PremierFM inception in September of 2026 is attached below.

Move In Date	Move Out Date	Unit No.	Activity	Reported Date	Breach	Admin Fee
05.09.25	08.09.25	1707/82	Short-Term Stay	09.10.25	✓	
09.09.25	11.09.25	1707/82	Short-Term Stay	09.10.25		
11.09.25	14.09.25	1707/82	Short-Term Stay	09.10.25		
14.09.25	19.09.25	1707/82	Short-Term Stay	09.10.25		
21.09.25	25.09.25	1707/82	Short-Term Stay	09.10.25		
26.09.25	28.09.25	1707/82	Short-Term Stay	09.10.25		
29.09.25	01.10.25	1707/82	Short-Term Stay	09.10.25		
07.09.25	13.09.25	1002/82	Short-Term Stay	09.10.25	✓	
13.09.25	15.09.25	1002/82	Short-Term Stay	09.10.25		
16.09.25	18.09.25	1002/82	Short-Term Stay	09.10.25		
18.09.25	21.09.25	1002/82	Short-Term Stay	09.10.25		
25.09.25	28.09.25	1002/82	Short-Term Stay	09.10.25		
11.09.025	15.09.25	1802/82	Short-Term Stay	09.10.25	✓	
15.09.25	18.09.25	1802/82	Short-Term Stay	09.10.25		
19.09.25	21.09.25	1802/82	Short-Term Stay	09.10.25		
21.09.25	23.09.25	1802/82	Short-Term Stay	09.10.25		
22.09.25	25.09.25	1003/82	Short-Term Stay	10.10.25	✓	

7.09.25	12.09.25	805/88	Short-Term Stay	10.10.25	✓	
13.09.25	16.09.25	805/88	Short-Term Stay	10.10.25		
26.09.25	02.10.25	805/88	Short-Term Stay	10.10.25		
13.09.25	15.09.25	406/88	Short-Term Stay	14.10.25	✓	
17.09.25	19.09.25	406/88	Short-Term Stay	14.10.25		
19.09.25	26.09.25	406/88	Short-Term Stay	14.10.25		
27.09.25	29.09.25	406/88	Short-Term Stay	14.10.25		
29.09.25	06.10.25	406/88	Short-Term Stay	14.10.25		
10.10.25	12.10.25	1707/82	Short-Term Stay	15.10.25	✓	
25.10.25	26.10.25	1802/82	Short-Term Stay	30.10.25	✓	✓
24.10.25	28.10.25	1707/82	Short-Term Stay	03.11.25	✓	✓
25.10.25	26.10.25	1002/82	Short-Term Stay	03.11.25	✓	✓
27.09.25	10.10.25	2901/82	Short-Term Stay	11.11.25	✓	✓
12.10.25	19.10.25	2901/82	Short-Term Stay	11.11.25		
19.10.25	26.10.25	2901/82	Short-Term Stay	11.11.25		
26.10.25	31.10.25	2901/82	Short-Term Stay	11.11.25		
08.11.25	09.11.25	1802/82	Short-Term Stay	14.11.25	✓	✓
08.10.25	11.10.25	904/82	Short-Term Stay	17.11.25	✓	✓
11.10.25	12.10.25	904/82	Short-Term Stay	17.11.25		
12.10.25	16.10.25	904/82	Short-Term Stay	17.11.25		
17.10.25	19.10.25	904/82	Short-Term Stay	17.11.25		
21.10.25	27.10.25	904/82	Short-Term Stay	17.11.25		
30.10.25	01.11.25	904/82	Short-Term Stay	17.11.25		
05.10.25	07.10.25	2910/82	Short-Term Stay	20.11.25	✓	✓
08.10.25	16.10.25	2910/82	Short-Term Stay	20.11.25		
16.10.25	17.10.25	2910/82	Short-Term Stay	20.11.25		
17.10.25	18.10.25	2910/82	Short-Term Stay	20.11.25		
18.10.25	22.10.25	2910/82	Short-Term Stay	20.11.25		
29.10.25	03.11.25	2910/82	Short-Term Stay	20.11.25		
13.10.25	19.10.25	610/82	Short-Term Stay	20.11.25	✓	✓
20.10.25	22.10.25	610/82	Short-Term Stay	20.11.25		
22.10.25	28.10.25	610/82	Short-Term Stay	20.11.25		
29.10.25	30.10.25	610/82	Short-Term Stay	20.11.25		
30.10.25	01.11.25	610/82	Short-Term Stay	20.11.25		
12.11.25	16.11.25	1411/82	Short-Term Stay	21.11.25	✓	✓
16.11.25	18.11.25	1411/82	Short-Term Stay	21.11.25		
18.10.25	21.10.25	502/82	Short-Term Stay	21.11.25	✓	✓
23.10.25	26.10.25	502/82	Short-Term Stay	21.11.25		
29.10.25	31.10.25	502/82	Short-Term Stay	21.11.25		
03.11.25	06.11.25	502/82	Short-Term Stay	21.11.25		
06.11.25	10.11.25	502/82	Short-Term Stay	21.11.25		
15.11.25	17.11.25	502/82	Short-Term Stay	21.11.25		
21.10.25	23.10.25	2302/82	Short-Term Stay	26.11.25	✓	✓
23.10.25	26.10.25	2302/82	Short-Term Stay	26.11.25		
29.10.25	02.11.25	2302/82	Short-Term Stay	26.11.25		

04.11.25	08.11.25	2302/82	Short-Term Stay	26.11.25		
08.11.25	16.11.25	2302/82	Short-Term Stay	26.11.25		
17.11.25	18.11.25	2302/82	Short-Term Stay	26.11.25		
22.10.25	26.10.25	308/82	Short-Term Stay	26.11.25	✓	✓
29.10.25	02.10.25	308/82	Short-Term Stay	26.11.25		
03.11.25	21.11.25	308/82	Short-Term Stay	26.11.25		
31.10.25	06.11.25	501/82	Short-Term Stay	03.12.25	✓	✓
06.11.25	10.11.25	501/82	Short-Term Stay	03.12.25		
11.11.25	16.11.25	501/82	Short-Term Stay	03.12.25		
17.11.25	23.11.25	501/82	Short-Term Stay	03.12.25		
25.11.25	27.11.25	501/82	Short-Term Stay	03.12.25		
03.11.25	05.11.25	1711/82	Short-Term Stay	03.12.25	✓	✓
05.11.25	10.11.25	1711/82	Short-Term Stay	03.12.25		
11.11.25	13.11.25	1711/82	Short-Term Stay	03.12.25		
13.11.25	14.11.25	1711/82	Short-Term Stay	03.12.25		
14.11.25	16.11.25	1711/82	Short-Term Stay	03.12.25		
18.11.25	20.11.25	1711/82	Short-Term Stay	03.12.25		
22.11.25	23.11.25	1711/82	Short-Term Stay	03.12.25		
02.11.16	16.11.25	507/82	Short-Term Stay	09.12.25	✓	✓
16.11.25	19.11.25	507/82	Short-Term Stay	09.12.25		
19.11.25	22.11.25	507/82	Short-Term Stay	09.12.25		
22.11.25	27.11.25	507/82	Short-Term Stay	09.12.25		
27.11.25	28.11.25	507/82	Short-Term Stay	09.12.25		
28.11.25	30.11.25	507/82	Short-Term Stay	09.12.25		
06.11.25	11.11.25	202/88	Short-Term Stay	09.12.25	✓	✓
12.11.25	14.11.25	202/88	Short-Term Stay	09.12.25		
14.11.25	18.11.25	202/88	Short-Term Stay	09.12.25		
19.11.25	20.11.25	202/88	Short-Term Stay	09.12.25		
20.11.25	21.11.25	202/88	Short-Term Stay	09.12.25		
28.11.25	03.12.25	202/88	Short-Term Stay	09.12.25		
14.11.25	21.11.25	805/88	Short-Term Stay	16.12.25	✓	✓
21.11.25	22.11.25	805/88	Short-Term Stay	16.12.25		
22.11.25	28.11.25	805/88	Short-Term Stay	16.12.25		
28.11.25	03.12.25	805/88	Short-Term Stay	16.12.25		
03.12.25	07.12.25	805/88	Short-Term Stay	16.12.25		
09.12.25	11.12.25	805/88	Short-Term Stay	16.12.25		
12.12.25	14.12.25	202/88	Short-Term Stay	19.12.25	✓	✓
08.12.25	11.12.25	308/82	Short-Term Stay	19.12.25	✓	✓
11.12.25	15.12.25	501/82	Short-Term Stay	19.12.25	✓	✓
02.12.25	06.12.25	507/82	Short-Term Stay	19.12.25	✓	✓
06.12.25	14.12.25	610/82	Short-Term Stay	19.12.25	✓	✓
12.12.25	17.12.25	904/82	Short-Term Stay	19.12.25	✓	✓
12.12.25	14.12.25	1002/82	Short-Term Stay	19.12.25	✓	✓
12.12.25	15.12.25	1411/82	Short-Term Stay	19.12.25	✓	✓
12.12.25	15.12.25	1707/82	Short-Term Stay	19.12.25	✓	✓

13.12.25	15.12.25	1711/82	Short-Term Stay	19.12.25	✓	✓
12.12.25	14.12.25	1802/82	Short-Term Stay	19.12.25	✓	✓
09.12.25	11.12.25	2302/82	Short-Term Stay	19.12.25	✓	✓
06.12.25	11.12.25	2901/82	Short-Term Stay	19.12.25	✓	✓
11.12.25	13.12.25	2910/82	Short-Term Stay	19.12.25	✓	✓
01.12.25	11.12.25	811/82	Short-Term Stay	23.12.25	✓	✓
14.12.25	15.12.25	811/82	Short-Term Stay	23.12.25	✓	✓
09.12.25	15.12.25	602/82	Short-Term Stay	05.01.26	✓	✓
15.12.25	20.12.25	602/82	Short-Term Stay	05.01.26	✓	✓
20.12.25	21.12.25	602/82	Short-Term Stay	05.01.26	✓	✓
26.12.25	29.12.25	602/82	Short-Term Stay	05.01.26	✓	✓
29.12.25	02.01.26	602/82	Short-Term Stay	05.01.26	✓	✓
02.01.26	03.01.26	602/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	02.01.26	202/88	Short-Term Stay	05.01.26	✓	✓
31.12.25	03.01.26	308/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	03.01.26	507/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	04.01.26	610/82	Short-Term Stay	05.01.26	✓	✓
26.12.25	29.12.25	805/88	Short-Term Stay	05.01.26	✓	✓
26.12.25	28.12.25	904/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	02.01.26	1002/82	Short-Term Stay	05.01.26	✓	✓
25.12.25	27.12.25	1707/82	Short-Term Stay	05.01.26	✓	✓
31.12.25	03.01.26	1711/82	Short-Term Stay	05.01.26	✓	✓
28.12.25	31.12.25	1802/82	Short-Term Stay	05.01.26	✓	✓
02.01.26	03.01.26	1802/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	02.01.26	2302/82	Short-Term Stay	05.01.26	✓	✓
26.12.25	02.01.26	2901/82	Short-Term Stay	05.01.26	✓	✓
30.12.25	01.01.26	2910/82	Short-Term Stay	05.01.26	✓	✓

Over the period of December and first 2 weeks of January a total of 37 by-law breaches for short term letting have been administered by PremierFM.

It is understood that with this information and proof of continued activity StrataPlus will approach NCAT and the behalf of each individual body corporate and seek an escalation of enforcement from the governing body.

## **5. Incidents**

### **Trespass – 01/01/26**

An intoxicated member of the public was noted by security entering the Darling Rise foyer and attempting to sleep on the couch. The person was asked to leave by security and left without further escalation.

### **Trespass – 25/12/25**

A Non-resident was seen to be charging their E-bike using a power point in the Darling Rise Lobby. They were asked to leave and did so without escalation.

## **6. Forecast**

### **Façade and Window Cleaning & Remedial Works (ON HOLD)**

With the recent repair of the Building Maintenance Unit (BMU), façade and window cleaning projects are now scheduled for completion. These works will address water penetration issues around window surrounds and include both façade repairs and cleaning to maintain the building's exterior.

The next programmed window clean is scheduled to occur in February 2026.

### **By-Law Compliance**

Efforts to ensure ongoing by-law compliance will continue throughout the building. Monitoring and addressing breaches are vital for fostering a harmonious and lawful residential community.

### **Tender Preparation – Cleaning, Fire & HVAC**

It is intended that the above three services undergo a tender process due to service agreement expiry and in the case of cleaning and HVAC recent disappointing outcomes.

With building documents now re-populated Building Management is now in a position to create accurate scopes and asset listings with which to go to tender after the New Year.

## **7. Preventative Maintenance Schedule**

The Preventative Maintenance Register currently requires substantial updates to accurately reflect the existing register of contractors. This includes the review and extension, or tendering, of any expired service agreements. The process of updating the register will be prioritised during the first year under PremierFM Management. Additionally, a dependable preventative maintenance schedule and calendar will be established to ensure ongoing reliability and compliance.

Essential Service	Company Name	Contract Dates	Service
Cleaning	Dimeo	2019 - current	Monthly
Security	Wilson Security	Month to Month	Weekly
HVAC – Mechanical Services	Infinity HVAC	1.09.20 - 31.08.22	Monthly Service
Fire Safety - Maintenance	Aspire Fire	1.07.20 - 30.06.23	Monthly Service
Water Tanks	Prime Water	22.06.20 - 21.06.22	Annual
HVAC - BMS Routine	GS-TEC	28.10.21 - 27.10.24	6 Monthly service
Lightning Protection	Carrington Electrical	ADHOC	Annual
HVAC - CO Sensors	GS-TEC	28.10.21 - 27.10.24	Quarterly
Plant Scanning and RCD Testing	Carrington Electrical	ADHOC	Annual
Plant- Pumps Maintenance	Prime Water	22.06.20 - 21.06.22	Quarterly
Glass Door Routine Maintenance	Record Doors	03.11.20 - 04.11.21	Quarterly
Doors - Car Park Gates Routine Maintenance	Allgate	01.10.20 - 30.09.22	Quarterly
Cleaning - Garbage Chute	Calm Property	ADHOC	Annual
Cleaning - External Windows & Balcony Glass Inspection	AX-S	05.07.21 - 04.07.22	Bi-Annual
Cleaning - External Soft Wash	Sky - 5	05.07.21 - 04.07.22	Bi-Annual
Cleaning - Sewer Pit Cleaning	Prime Water	22.06.20 - 21.06.21	Annual
Cleaning - Subsoil & Stormwater Pits	Prime Water	22.06.20 - 21.06.21	Annual
Building Services - Garden Routine Maintenance	Grace Outdoors	01.09.22 - 01.09.23	Fortnightly
Pest Control	Bugs Be Gone	16.10.20 - 15.10.21	Quarterly
Pool Maintenance	Pools Inc.	30.11.21	Weekly