

DP 1233930
Darling Square South East Plot
Haymarket NSW 2000
August 2025
JLL Building Management
Report



Senior Operations Manager: Andrew Governo
Building Manager: Tommy Nguyen and Harmeet Singh
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1. SUMMARY

Matters of Concern

Airbnb Activity Multiple instances of unauthorised Airbnb activity have been identified in Darling Rise. Five specific units are confirmed to be involved: U507, U904, U2910, U1707, and U2202.

Illegal Dumping of Rubbish An incident involving unauthorized waste disposal occurred on Level 6 of the Arena. Security has been requested to review CCTV footage to identify the responsible individuals

BMU Faulty Pivot Bearing Repair The Building Maintenance Unit has a faulty pivot bearing requiring repair. GDP Group has been unable to obtain technical drawings from the manufacturer. A staged two-step approach is proposed: first, removing and disassembling the failed wheel assembly for offsite repair quotation, then providing a comprehensive quote for rectification including machining, fabrication, bearing replacement, reassembly, and testing/commissioning

Level 3 Car Park Detector A car park sensor on level 3 triggered the fire alarm twice. Aspire Fire investigation revealed dust accumulation due to the sensor's proximity to an air conditioning duct. The sensor has been cleaned and no further triggers have occurred

Repairs and Maintenance

Water Leak - Level 25 Cupboard A water leak in the level 25 water cupboard infiltrated apartment 602, causing electrical damage to the rangehood and lighting fixtures

Lift Malfunction Darling Rise lift #102 was reported non-operational. Schindler, the contracted service provider, successfully resolved the issue in a timely manner

Six Monthly Window Clean AXS has commenced bi-annual window cleaning. Barker House and Arena have been completed, but Darling Rise remains pending due to the Building Maintenance Unit being out of service

Level 3 Car Park Door The door handle on level 3 Barker House entrance from the car park was broken and has been repaired and resolved

Graffiti Removal Graffiti was discovered on the fire door outside Darling Rise and on windows near the Barker House entrance. Both instances have been promptly addressed and the affected areas cleaned

2. MATTERS OF CONCERN

2.1 Airbnb activity

We have identified multiple instances of unauthorised Airbnb activity all within Darling Rise. Photographic evidence and corresponding dates have been forwarded to Strata for the issuance of breach notices. Please find below a list of units confirmed to be involved in this activity.

Darling rise

U507
U904
U2910
U1707
U2202

2.2 Illegal dumping of rubbish

We have been informed of an incident involving unauthorised waste disposal on Level 6 of the Arena. In response, we have requested that our security team review the CCTV footage to identify the individuals responsible for this violation.

2.3 BMU faulty pivot bearing repair

The GDP group has been attempting to obtain the necessary technical drawings of the BMU from the manufacturer; however, their efforts have been unsuccessful thus far. The best way to proceed from here will be in a staged approach. What is being proposed will be in 2 steps: Please refer to the below steps recommended by GDP. Quote to be provided

- **(because we can't get tech drawings) Take the other wheel assembly out to confirm the bearings positions and then disassemble the failed wheel box so it can be removed from site.**
- **Before it can be removed from site, we need to remove the motor and gearbox, drive wheel, bearings etc.**
- **When removed from site we can have its repair quoted by our fabricator.**
- **We can then send a quote for the rectification and reinstatement of the BMU, including:**
 - **Machining and fabrication of new pivot assembly.**
 - **Replacement pivot bearings (for the other assembly).**
 - **Reassembly of drive motor/wheels etc.**
 - **Testing/commissioning etc.**
- **GDP will prepare a formal quotation for:**
 - **Inspection and disassembly of the second wheel pivot**
 - **Proactive replacement of its bearings**
 - **Machining and installation of a new pivot shaft for the failed assembly**

2.4 Level 3 car park detector

The fire alarm was triggered twice by a car park sensor on level 3. We promptly engaged Aspire Fire to investigate the issue. Their assessment revealed that the sensor's proximity to an air conditioning duct had resulted in a significant accumulation of dust. Following a thorough cleaning of the sensor, we are pleased to report that no further triggers have occurred since the maintenance was performed.

3. REPAIRS AND MAINTAINENCE

3.1 Water leak level 25 cupboard that infiltrated 602

A water leak was reported in the water cupboard on level 25 of Darling Rise. The water leak progressed through the plumbing system, infiltrating apartment 602 and resulting in electrical damage to the rangehood and lighting fixtures. In response, we promptly engaged Plumbsure to address the leak and dispatched an electrician to

inspect and repair the lighting system in apartment 602, which had been causing the fuse to trip. We are pleased to report that both issues have been successfully resolved.

3.2 lift malfunction

We received a report that Darling Rise lift was not operational. We contracted service provider, Schindler, was promptly engaged to address the issue. They successfully attended to the problem and resolved it in a timely manner.

3.3 Six monthly window clean

AXS has commenced the bi-annual window cleaning process. Both Barker House and Arena have been successfully completed. However, Darling Rise remains pending due to the Building Maintenance Unit (BMU) being out of service. This matter is currently being addressed by the GDP group.

3.4 Level 3 Carpark door broken

The door handle on level 3 Barker house entrance from the car park was reported broken, this has now been repaired and resolved.

3.5 Graffiti found on various areas

Graffiti was discovered on the fire door outside Darling Rise and on the windows near the entrance of Barker House. We are pleased to report that both instances have been promptly addressed, and the affected areas have been cleaned.

4. EQUIPMENT, TRAINING & ROUTINE MAINTENANCE

4.1 Routine Maintenance Scheduled maintenance programs completed accordingly for all services: air mechanical, fire services, lifts, pool, and other plant and equipment.

4.1.1 Fire Safety	<i>4.1.1 Monthly maintenance was performed by Aspire Fire Services</i>	<i>Aspire Fire</i>	<i>Completed</i>
4.1.2 Elevators	<i>4.1.2 Monthly maintenance of all lifts was performed by Schindler</i>	<i>Schindler Lifts</i>	<i>Completed</i>
4.1.3 (HVAC) Heating Ventilation Air Conditioning	<i>4.1.3 Monthly maintenance was performed by infinity HVAC</i>	<i>Infinity HVAC</i>	<i>Completed.</i>
4.1.4 Gardening	<i>4.1.4 Fortnightly maintenance was performed</i>	<i>Grace Outdoors</i>	<i>Completed.</i>
4.1.5 Cleaning	<i>4.1.5 Daily maintenance was performed by Cleaning Services in March</i>	<i>Dimeo Cleaning Services</i>	<i>Completed, All tasks provided.</i>
4.1.6 Swimming Pool	<i>4.1.6 Pool maintenance was performed by Pools Inc. Every Friday.</i>	<i>Pools Inc.</i>	<i>Completed, operations normal</i>
4.1.7 Security Services	<i>4.1.7 Duties performed as contracted by Wilson Security Services reduced to 3 days a week</i>	<i>Wilson Security</i>	<i>Security reports are being provided after every shift to Building Management.</i>

6. CURRENT QUOTES AND TENDERS

6. SERVICE AGREEMENTS REGISTER

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
Building Services - Pest Control	Bugs Be Gone	16.10.20 - 15.10.21	Quarterly
Pool Maintenance	Pools Inc.	30.11.21	Weekly