

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



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1. SUMMARY

Matters of Concern

- Unauthorised Airbnb activity detected in multiple units (7 units) in Darling Rise
- Air conditioning failure on level 7 of Darling Rise has been successfully resolved (faulty slave PCB replaced)
- BMU (Building Maintenance Unit) experiencing pivot bearing failure requiring significant repairs:
 - Damaged shaft requires replacement and custom machining
 - Potential manufacturing assembly issue identified
 - Recommendation to inspect second pivot assembly proactively

Repairs and Maintenance

- Water leak in Level 6 cupboard triggered fire alarm (hot water pipe issue resolved)
- Multiple water cupboard leaks fixed (Level 5 & 11 Darling Rise, Level 4 Arena)
- Lift malfunctions addressed in three buildings (Darling Rise #102, Barker House, Arena #306)
- Quotes obtained for rug cleaning across all buildings:
 - Devine Rug Care: \$1,747.50 total
 - Sydney Rug Cleaning: \$790 total
- Loading dock/carpark door hinges replaced due to security concerns
- Level 6 podium automated door closer repaired

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

U1802
U2110
U904
U1811
U1707
U2302
U1710

2.2 A/C failure level 7 Darling rise

We are pleased to inform you that the air conditioning issue affecting all units on level 7 of Darling Rise has been successfully resolved. The problem, which presented as error code U7-03 across all AC units, was diagnosed by Infinity HVAC as a faulty slave PCB. The necessary replacement has been completed, and the system is now fully operational.

2.3 BMU faulty pivot bearing repair

During a routine maintenance inspection of the Building Maintenance Unit (BMU), a faulty pivot bearing was identified, necessitating replacement. Despite multiple attempts by GDP to address this issue, the repair process has encountered significant challenges.

Summary of Recent Events:

- During the most recent routine service, it was identified that there was a failure of one of the pivot bearings. A quotation was issued for replacement, which under normal circumstances is a relatively straightforward task involving:
 - Jacking the BMU approximately 400mm off the ground
 - Allowing the pivot assembly to drop free from the underside of the BMU frame

- Removing and replacing the bearing
- Lowering the BMU back down onto its wheels
- Testing operation
- On the first day of works, after lifting the BMU, the pivot assembly did not dislodge from the frame as expected. This unexpected resistance prompted GDP group to reschedule another visit.

Findings Upon Removal:

- Upon reattendance, they were able to remove the pivot assembly. Inspection revealed the root cause of the difficulty: the roller bearing had fully collapsed and, in doing so, had gouged the pivot shaft
- The gouging damage to the shaft is significant and renders it unsuitable for reuse. As a result, rectification will involve:
 - Cutting the damaged shaft from the wheel box
 - Machining a new shaft
 - Rewelding the replacement shaft to the wheel box
 - Reinstalling the full assembly into the BMU

Potential Root Cause:

- GDP group suspects the issue may stem from an incorrect assembly at the time of manufacture. Based on what they observed, they believe it may have been supposed to be a thrust bearing installed at the top of the shaft and two roller bearings below rather than a thrust bearing between 2 roller bearings.
- This assembly anomaly may have caused undue stress and ultimately led to premature failure of the roller bearing.

Requested Documentation:

- To verify the correct bearing arrangement and validate our observations, GDP has requested the general assembly drawings of the BMU.
- They currently hold the O&M manual but do not have these detailed drawings on file.

Next Steps:

- GDP recommend that the other pivot assembly also be removed and inspected proactively, with bearings replaced as a precautionary measure to prevent a similar failure.
- 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



3. REPAIRS AND MAINTAINENCE

3.1 Water leak level 6 cupboard that triggered the fire alarm

A water leak was reported in the water cupboard on level 6 of Darling Rise. A plumber was promptly called to address the issue. The leak, originating from a hot water pipe, resulted in significant steam accumulation within the cupboard. The steam build-up eventually triggered a smoke alarm, which subsequently alerted the fire brigade.

3.2 Water leaks in several levels and buildings

Water cupboard leaks were reported in the following buildings:

- Level 5 Darling Rise
- Level 11 Darling Rise
- Level 4 Arena

Plumbsure was engaged to address these issues. All leaks have been successfully fixed and resolved

3.3 Darling Rise lift malfunction

We received a report that Darling Rise lift #102 was not operational. Our contracted service provider, Schindler, was promptly engaged to address the issue. They successfully attended to the problem and resolved it in a timely manner.

3.4 Barker house lift malfunction

We received a report that Barker house lift was not operational, We contacted Schindler who promptly addressed and resolved the issue.

3.5 Arena lift malfunction

We received reports of Lift #306 Arena being stuck, we promptly called Schindler who attended and resolved the issue.

3.6 Quotation for cleaning of rugs

A second comparative quote for rug cleaning across all three buildings has been procured and forwarded to the committee for review. Both quotes are attached in that email sent to the committee. For your convenience, I will provide a summary of both quotes below.

Devine rug care

Darling rise – \$765

Arena - \$170

Barker house - \$812.50

TOTAL: \$1747.50

Sydney rug cleaning

Darling rise – \$405

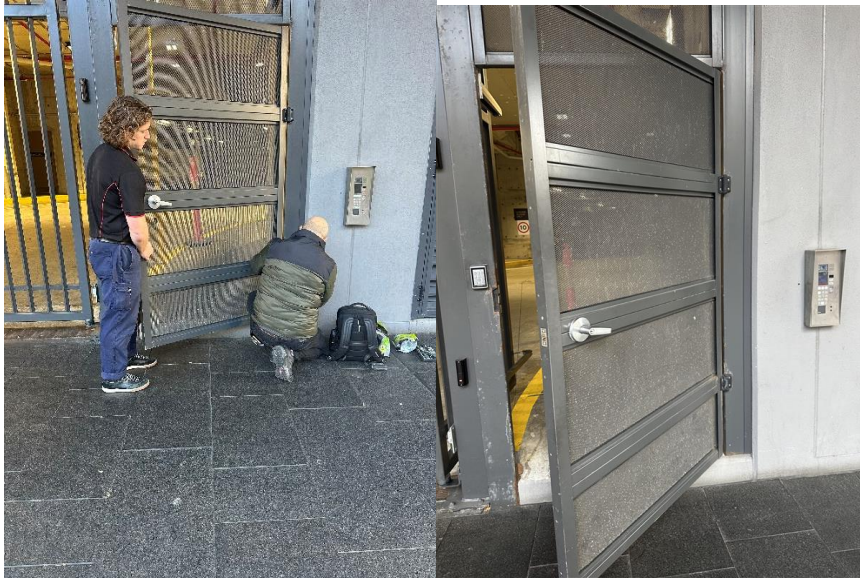
Arena - \$165

Barker house - \$220

TOTAL: \$790

3.7 Loading dock/Carpark door broken

The entry door to the loading dock/carpark was not closing properly, posing a significant security risk. Upon inspection, it was determined that the hinges were broken due to wear and tear. We promptly engaged Martin Place Locksmiths to address the issue. They successfully replaced both hinges with new ones, and I am pleased to report that the door is now fully operational and secure.



3.8 Level 6 podium automated door closer not working

The automated door opener/closer at the podium entrance on level 6 of Darling Rise was reported as non-operational. We promptly engaged Talbot Auto Doors to assess and rectify the situation. Their technicians efficiently diagnosed and resolved the issue. We are pleased to confirm that the door is now fully functional and operating as intended.



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</i>

			Building Management.
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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