

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



**Senior Operations Manager: Andrew Governo**  
**Building Manager: Tommy Nguyen and Harmeet Singh**  
**Date of Report: 30 June 2025**

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## 1. SUMMARY

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### **Matters of Concern**

- Guests in 602 Darling Rise were harassed and filmed by another resident owner regarding alleged Airbnb activities
- Water leak from Level 21 water cupboard damaged apartment 2102's carpet; awaiting second quote for cleaning
- Removalist truck struck a sprinkler head on June 18th, causing flooding and damage to Kakao retail shop
- Darling Rise lift #103 malfunctioned but was promptly fixed by Schindler

### **Repairs and Maintenance**

- Water leak in Lilong retail ceiling traced to apartment 203 Barker House shower; temporary fix implemented
- Water cupboard leaks at Level 8 and 16 Darling Rise and Level 5 Arena successfully repaired
- Pool furniture successfully delivered
- One quote received from Devin Rugs for rug cleaning, second quote pending
- Two quotes obtained for residential rubbish chute repair with recommendation for Elephant's Foot

## 2. MATTERS OF CONCERN

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### **2.1 Harassment of guests in 602 Darling rise**

Mr. Chris Ho has reported an incident involving guests staying at 602 Darling Rise. The guests were allegedly harassed and filmed by another resident who accused them of engaging in Airbnb activities. Upon being notified of this situation, we promptly collected CCTV footage to identify the individual responsible. Our investigation revealed that the person involved is the owner of another apartment in the building. We have subsequently forwarded all pertinent information to the

Strata management, who will assess the situation and determine whether to issue a breach notice.

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## **2.2 Water leak from water cupboard damaging adjacent apartment**

A water leak originating from the water cupboard on level 21 of Darling Rise has resulted in water damage to apartment 2102, causing stains to the carpet. The owner of 2102 has contacted Strata requesting professional cleaning services to remove the stains, with the costs to be covered by the owners corporation.

The committee has been informed of the situation and has requested two comparative quotes for the cleaning services. We have already received one quote from Dimeo and are currently awaiting a second quote. Once both quotes are obtained, they will be presented to the committee for their review and decision.

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## **2.3 Damage to common property**

At approximately 2:25 PM on June 18th, the fire alarm was activated. Upon investigation, it was discovered that a removalist truck had struck a sprinkler head in the Level 1 car park. This incident resulted in water spraying, causing minor flooding in the Level 1 car park and leakage through the concrete slab into the loading dock and leaked through the ceiling and damaged some light fixtures in Retail shop Kakao.

The truck had been granted access to the car park by the owner of Unit 304, Barker House. The fire brigade promptly responded, resolving all faults from the Fire Indicator Panel (FIP) and successfully stopping the water discharge from the damaged sprinkler head. Aspire Fire also conducted an on-site inspection to repair the faulty sprinkler head and perform a comprehensive check to ensure all fire safety systems were functioning optimally.

The committee and strata management were duly informed of the situation.

## **2.4 Darling Rise lift malfunction**

We received a report that Darling Rise lift #103 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.

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### **3. REPAIRS AND MAINTAINENCE**

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#### **3.1 Water leak into Retail shop Lilong from Apartment 203 Barker house**

We received a call from Matt at Lendlease requesting assistance with investigating a water leak in the ceiling of Lilong retail. Fortuitously, Plumbsure was already on-site for another job and was able to assist with the investigation. Our examination revealed that the source of the leak was the shower in Apartment 203, Barker House.

We promptly informed Lendlease, who advised that the issue falls under warranty coverage. They recommended that the tenant file a claim with Lendlease's warranty department. In the interim, we arranged for Plumbsure to implement a temporary solution, ensuring the resident could continue to use their shower while awaiting a permanent fix.

#### **3.2 Water leaks in several levels and buildings**

Water cupboard leaks were reported in the following buildings:

- Level 8 Darling Rise
- Level 16 Darling Rise
- Level 5 Arena

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

#### **3.3 Pool furniture**

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The pool furniture has been successfully delivered and is now in place within the designated pool area.

#### **3.4 Quotation for cleaning of rugs**

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We have received one quote from Devin Rugs. The committee has requested a second comparative quote, which we are currently in the process of obtaining. To that end, we have scheduled another contractor to visit the premises this week for an assessment.

### 3.5 Residential rubbish room chute and hopper repair

In reference to this previously reported issue, two quotes have been obtained and forwarded to the committee for review. Along with these quotes, we have included our recommendation to proceed with Elephant's Foot, as detailed in the email sent to the committee. We look forward to their feedback and decision on this matter.

## 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.

<b>4.1.1 Fire Safety</b>	<i>4.1.1 Monthly maintenance was performed by Aspire Fire Services</i>	<i>Aspire Fire</i>	<i>Completed</i>
<b>4.1.2 Elevators</b>	<i>4.1.2 Monthly maintenance of all lifts was performed by Schindler</i>	<i>Schindler Lifts</i>	<i>Completed</i>
<b>4.1.3 (HVAC) Heating Ventilation Air Conditioning</b>	<i>4.1.3 Monthly maintenance was performed by infinity HVAC</i>	<i>Infinity HVAC</i>	<i>Completed.</i>
<b>4.1.4 Gardening</b>	<i>4.1.4 Fortnightly maintenance was performed</i>	<i>Grace Outdoors</i>	<i>Completed.</i>

<b>4.1.5 Cleaning</b>	<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>
<b>4.1.6 Swimming Pool</b>	<i>4.1.6 Pool maintenance was performed by Pools Inc. Every Friday.</i>	<i>Pools Inc.</i>	<i>Completed, operations normal</i>
<b>4.1.7 Security Services</b>	<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		22.06.20 - 21.06.22	

Maintenance	Prime Water		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