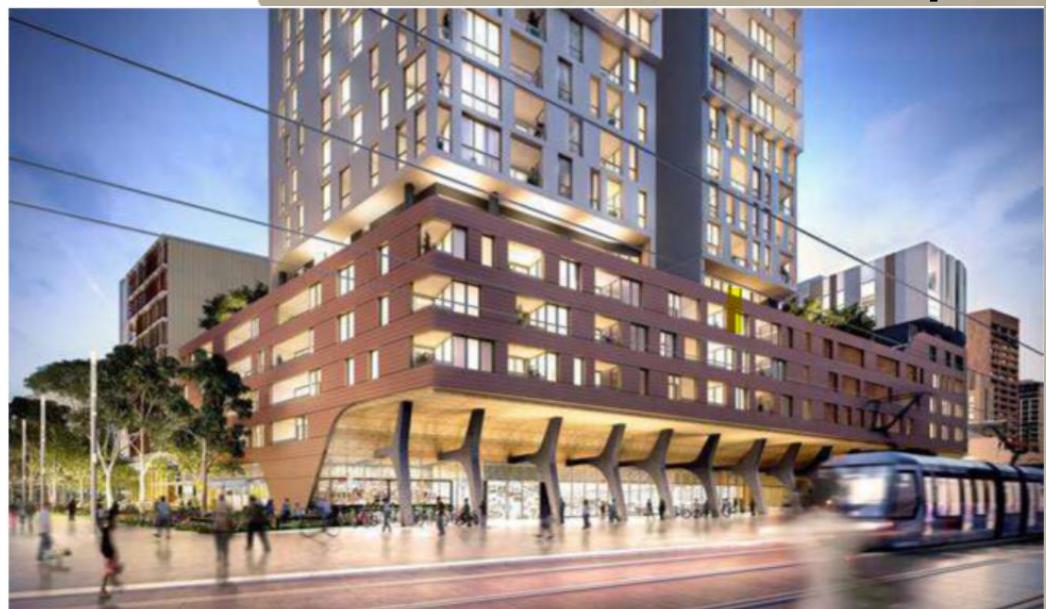


DP 1233930

# Darling Square South East Plot Haymarket NSW 2000

**March**

**JLL Building Management  
Report**



**Senior Operations Manager: Andrew Governo  
Building Manager: Tommy Nguyen/Dom Oppedisano  
Date of Report: 31 March 2025**

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## 1. SUMMARY

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Residents have reported missing parcels. Causes include accidental collection, incorrect delivery, or parcels in the parcel room. We are improving our parcel management process.

Multiple reports of unauthorised parking in designated spots. Security reviewed footage, identified offenders, and issued breach notices.

Suspected prostitution reported in Darling Rise. Security reviewed CCTV footage, confirming illegal activities. Strata management informed and issued a breach notice to the unit owner.

Lift 103 repaired after week-long outage due to cabling issues. Missing elevator panel numbers replaced by Schindler.

Broken handle at Level 4 Carpark entrance from Darling Rise identified and repaired by contractor.

Water leak from unit 1503 plumbing discovered and repaired by Mitchell Plumbing.

Exterior leak traced to level 6 common floor water cupboard. Large valve issue resolved by Mitchell Plumbing same-day.

Lifts restored after outage. Water accumulation in pit noted. Subsequent breakdown resolved. Monitoring ongoing.

Damaged chair removed. New furniture sourced. Awaiting Strata's payment advice.

New bi-fold gates installed and operational. Minor issues being addressed with All Gate.

## **2. MATTERS OF CONCERN**

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### **2.1 Stolen/missing parcels**

We have received reports from residents regarding missing parcels. These incidents can be attributed to various factors, including accidental collection by other residents, delivery to incorrect buildings, or parcels being located in the parcel room. We are actively addressing these concerns to improve our parcel management process.

### **2.2 Illegal Parking**

We have received multiple reports of residents/non residents parking in other residents' designated car spots. In response, we engaged our security team to review surveillance footage. Through this process, we successfully identified the individuals involved and subsequently issued breach notices to the responsible parties.

### **2.3 Illegal activities**

A resident reported potential illegal activities, specifically suspected prostitution, occurring in a unit at Darling Rise. Following this report, we promptly engaged our security team to review CCTV footage and gather relevant evidence. Upon thorough examination, we concluded that illegal activities were indeed taking place. We subsequently informed the strata management and provided them with all pertinent evidence related to the unit in question. Based on our findings, the strata management issued a breach notice to the unit owner.

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## **3. REPAIRS AND MAINTAINENCE**

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### **3.1 Darling Rise Lift**

Regarding Darling Rise Lift 103, we encountered a significant issue that required extensive repair. The problem, which appeared to be related to cabling issues, resulted in the lift being out of service for a full week. I'm pleased to report that it has now been successfully resolved.

Additionally, we identified missing numbers on key panels in the elevators. We promptly notified Schindler, providing photographic evidence, and submitted a request for replacement. I'm happy to inform you that all missing numbers have been replaced, ensuring the elevators are now fully operational and properly labeled.

### **3.2 Broken door handle to Level 4 Carpark**

During our walkthrough, we identified a broken door handle at the Level 4 Carpark entrance from Dalring Rise. We promptly contacted the appropriate contractor, and the issue has been successfully resolved.

### **3.3 Water leak Level 15 Darling Rise**

A water leak was discovered on Level 15 of Darling Rise, originating from the water cupboard. Upon investigation, it was determined that the source was connected to the plumbing in unit 1503. Mitchell Plumbing was promptly contacted and dispatched to address the issue, successfully repairing the leak. The incident resulted in

### **3.4 Water leak Level 6 Darling Rise**

A water leak was detected exterior to the building adjacent to the Darling Rise entry. Upon inspection, I identified the source of the leak on the level 6 common floor. Further investigation revealed significant water leakage from the water cupboard, with the large valve identified as the primary issue. Mitchell Plumbing was promptly notified and responded with same-day service to rectify the problem efficiently.

### **3.5 Barker House lift**

The Barker House lifts experienced an outage, prompting a same-day response from a Schindler service technician who successfully restored operations. However, we observed water accumulation at the base of the pit, which requires immediate attention and appropriate action to prevent further complications. Although the lift experienced another breakdown the following day, it was once again operational by the afternoon. We are closely monitoring the situation to ensure continued functionality and safety.

### **3.5 Pool chair/furniture**

One of the pool chairs has been damaged. In response, we have taken the following actions:

1. Removed the damaged chair for safety reasons.
2. Sourced new pool equipment to replace all furniture with new pool furniture
3. Contacted Strata for guidance on payment arrangements.

We are currently awaiting Strata's advice on how to proceed with the payment for the new equipment

### **3.6 Loading dock/Car Park Gate**

. The new bi-fold gates have been successfully installed and are now operational. While we have encountered a few minor initial challenges, we are actively working with All Gate to promptly address and resolve these issues as they arise.

## **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>	Aspire Fire	Completed
<b>4.1.2 Elevators</b>	<i>4.1.2 Monthly maintenance of all lifts was performed by Schindler</i>	Schindler Lifts	Completed
<b>4.1.3 (HVAC) Heating Ventilation Air Conditioning</b>	<i>4.1.3 Monthly maintenance was performed by infinity HVAC</i>	Infinity HVAC	Completed.

<b>4.1.4 Gardening</b>	<i>4.1.4 Fortnightly maintenance was performed</i>	Grace Outdoors	<i>Completed.</i>
<b>4.1.5 Cleaning</b>	<i>4.1.5 Daily maintenance was performed by Cleaning Services in March</i>	Dimeo Cleaning Services	<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>	Pools Inc.	<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>	Wilson Security	<i>Security reports are being provided after every shift to Building Management.</i>
<b>4.1.8 Cleaning</b>	<i>4.1.8 External window cleaning performed for all 3 buildings</i>	Ax-S services	<i>Barker Mon 24<sup>th</sup> - Thurs 27<sup>th</sup> Arena Fri 28<sup>th</sup> – Wed 2<sup>nd</sup> Apr Darling Rise Thurs 3<sup>rd</sup> Apr – Thurs 17<sup>th</sup> Apr</i>

## **6. CURRENT QUOTES AND TENDERS**

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1. Signage replacement: We have identified approximately 20+ numbers that are completely missing, with a similar quantity in poor condition (fronting laminate has peeled off, exposing the underlying surface). Four quotations have been submitted. Oliver recommends proceeding with Signarama for this project.

## **6. SERVICE AGREEMENTS REGISTER**

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<b>Essential Service</b>	<b>Company Name</b>	<b>Contract Dates</b>	<b>Service</b>
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