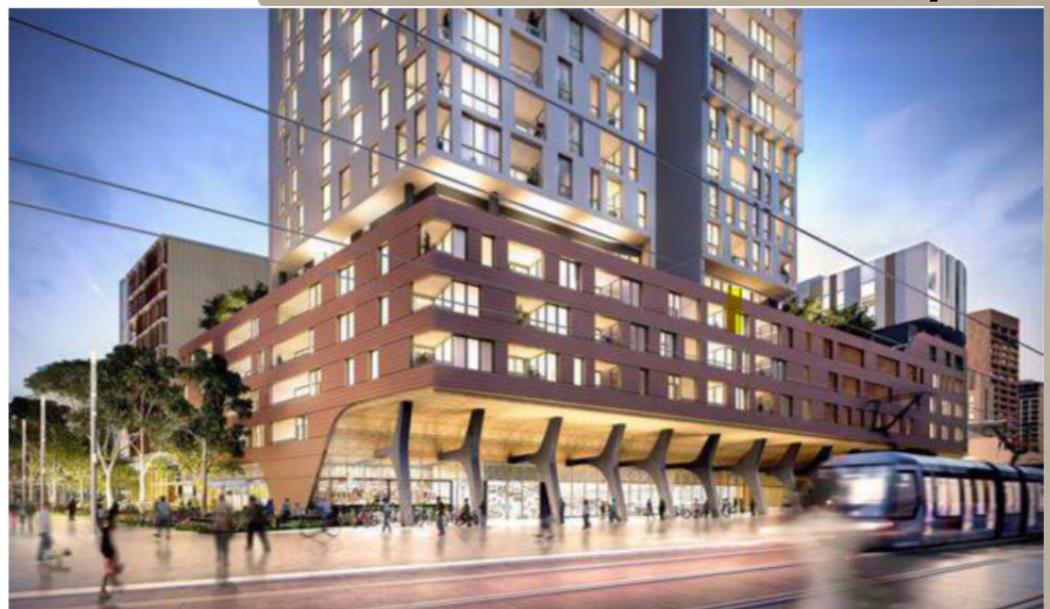


DP 1233930

# Darling Square South East Plot Haymarket NSW 2000

**May 2025**

**JLL Building Management  
Report**



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

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## 1. SUMMARY

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### Matters of Concern

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- Minor altercation outside Machi Machi (30/04/2025) - police investigated but closed the case
- Waste disposal issues with units 903-905 in Arena
- Police operation at Unit 304 Barker House found illegal activities and unauthorised renovations
- Plumbing issue in units 406/306 - wet wipes blockage removed
- Increasing dog waste problems on Level 6 podium
- Lift 101 in Darling Rise experiencing concerning jolts - under investigation
- Unauthorised Airbnb rentals identified in multiple units across buildings

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### Repairs and Maintenance

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- Fixed loose door handle at Level 3 car park entry
- Repaired water leaks across multiple levels in all buildings
- Replaced faulty valve in pump room
- New pool furniture ordered - expected by mid-June
- Removed graffiti from Darling Rise fire door exit
- Repaired faulty strikers on two fire door exits
- Waste system critically degraded - requires complete replacement within 3-6 months
- BMU tagged out of order due to wheel bearing issues

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### Routine Maintenance

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- Regular maintenance completed for all building systems
- Aspire Fire completed semi-annual inspection - most faults already rectified
- All scheduled service provider work (HVAC, cleaning, lifts, pool) completed as planned

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## **2. MATTERS OF CONCERN**

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### **2.1 Assault outside Machi Machi**

At approximately 12:20 AM on 30/04/2025, an incident involving several female individuals occurred outside Machi Machi. One of the parties involved reported the incident to the police as an assault. Subsequently, law enforcement officials requested to view CCTV footage and attended the office to review the evidence. Upon careful examination of the footage, the police determined that the incident did not warrant further action, as it was deemed to be a minor altercation with minimal physical contact. As a result, the case was closed without any charges being filed.

### **2.2 Repeated incorrect disposal of waste in Arena**

There were multiple instances of improper waste disposal have been reported again in Arena's Level 9 garbage facilities. Upon reviewing CCTV footage, security has identified that units 903, 904, and 905 were involved in these incidents.

We have taken immediate action by sending emails and conducting a letter drop to inform the residents that such behaviour is unacceptable and constitutes a breach of the by-laws. Despite these efforts, the issue has persisted.

In light of this ongoing problem, we have escalated the matter to Strata management, providing them with photographic evidence to support the issuance of formal breach notices to the apartments in question.



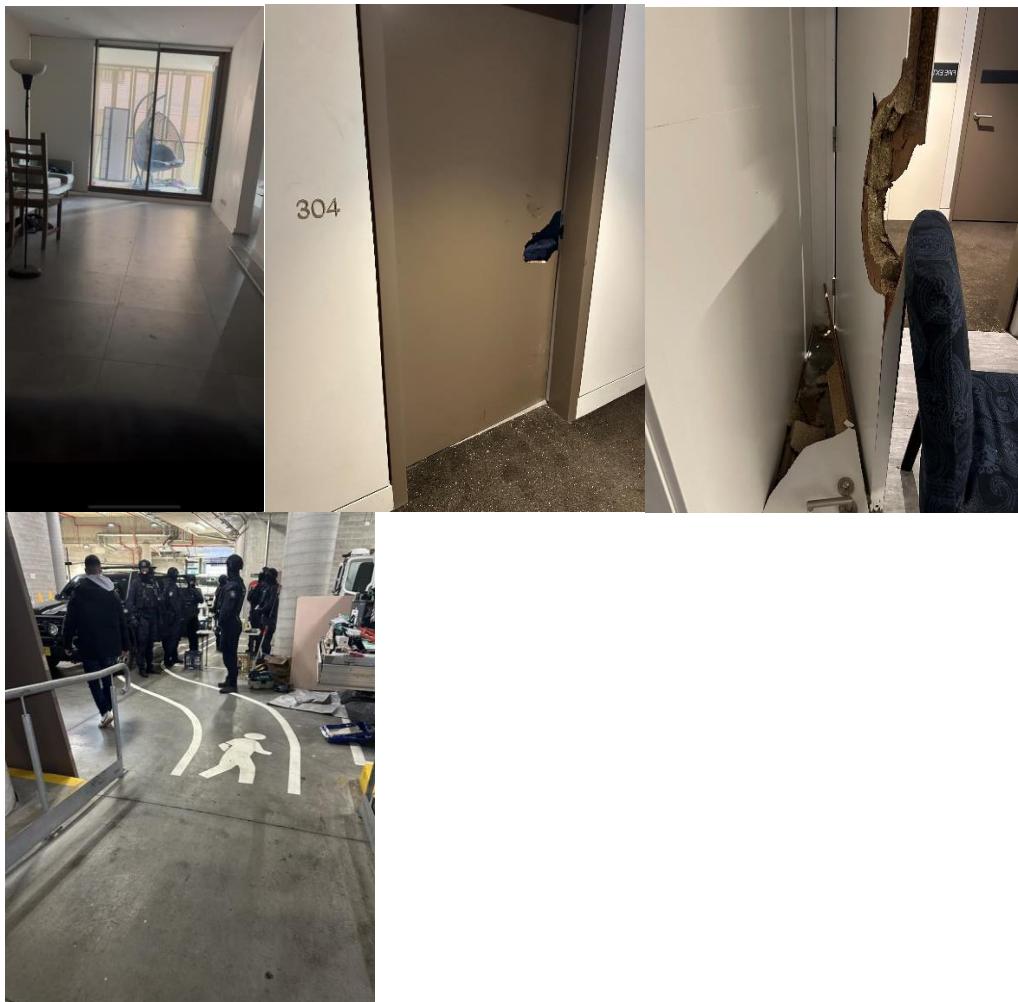
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## 2.3 Police operation involving Unit 304 Barker House

A police investigation involving Unit 304 took place on Wednesday May 28. The Raptor Task Force and detectives executed a search warrant, which resulted in forcible entry to the unit, causing damage to the door. It was determined that the unit was unoccupied at the time.

We have been informed that law enforcement had this apartment under surveillance for an extended period. Their investigation revealed that the tenants were allegedly involved in illegal activities, including the possession of stolen goods and narcotics. The property owner has been notified and is cooperating with the authorities. He has stated that he was unaware of these activities and had leased the apartment directly to the tenants without the use of an agent.

Additionally, it has come to light that the tenants had undertaken unauthorised renovations within the apartment. These modifications, which were carried out without the knowledge or consent of the owner or the owner's corporation, include the installation of tile flooring and the construction of partition walls in the living area.



## 2.4 Foaming issue 406 and 306

Further investigations were conducted regarding this issue. Plumbsure attended units 406 and 506 to run camera lines through the toilets and discovered what appears to be wipes and grease buildup stuck in the stack leading into unit 406.

While we are still awaiting an official report, it seems that occupants of unit 506 may have disposed of wet wipes in the toilet, which do not dissolve and consequently became lodged in the stack, causing blockages. Please refer to the attached photos for visual reference.

Plumbsure subsequently jetted the lines to clear all wipes and other obstructions. Following this, tests were conducted, revealing that water now flows more freely through the system.

Plumbsure has advised that this intervention should resolve the foaming issue for unit 406. However, they recommend continuous monitoring to ensure the problem

does not recur. We have been diligently monitoring the situation and will continue to do so.



Picture of blockage where you can see Wet wipes getting stuck in the stack

## 2.5 Dog waste

We have observed a significant increase in unscooped dog waste, particularly in the Level 6 podium area. Upon discovery during our regular walkthroughs or following resident reports, we promptly engage our security officers to review CCTV footage to identify those responsible. In response to this issue, we have implemented several measures, including sending email notifications to all residents and placing prominent signage at every entry point to Level 6 across all three buildings.

## 2.6 Darling Rise lift malfunction

We have been receiving an increasing number of reports regarding Lift 101 in Darling Rise experiencing sudden descents or jolts during operation, particularly on the higher floors. We have diligently collected all resident reports and are compiling a comprehensive document for Schindler to conduct a thorough investigation. Once Schindler has completed their assessment, identified the issue, and proposed a solution, we will promptly update the committee with their findings and recommended course of action.

## 2.7 Airbnb

Airbnb activity continues to be a persistent concern. We have identified several apartments engaging in unauthorised short-term rentals, and consequently, Strata has been informed and sent photographic evidence and have been issued breach notices.

**Darling Rise**

2302/82 Hay st

1505/82 Hay st (Multiple breaches)

1802/82 Hay st

**Arena**

601/88 Hay st

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

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#### **3.1 Level 3 door handle loose Car Park entry from Darling Rise**

We have addressed the reported issue regarding the loose door handle at the entrance to Darling Rise from the Level 3 car park. A contractor was promptly engaged, the repair has been successfully completed. The door handle is now secure and functioning proper

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

Water cupboard leaks were reported in the following buildings:

- Level 22 Darling Rise
- Level 9 Darling Rise
- Level 2 Arena
- Level 3 Darling Rise
- Level 16 Darling Rise

Mitchell Plumbing was engaged to address these issues. All leaks have been successfully fixed and resolved. Mitchell Plumbing has advised that these occurrences are primarily due to normal wear and tear over the years.

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### 3.2 Faulty valve in the pump room

During a routine monthly inspection conducted by Aspire Fire, a leaking flexi pump valve was identified in the pump room. I am pleased to report that Aspire Fire has promptly addressed the issue by replacing the faulty valve. The system is now fully operational and functioning as intended.



### 3.3 Pool furniture

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I am pleased to inform you that the pool furniture has been successfully ordered and paid for. We are currently awaiting the arrival of the stock. Livingstyles has advised that the furniture is expected to be delivered within approximately two weeks. Based on this information, we anticipate the arrival of the new pool furniture by the second week of June.

### 3.4 Quotation for cleaning of rugs

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We have engaged Devine Rugs to provide an on-site quotation for cleaning the rugs in all three buildings. Their representatives have visited the premises, taken photographs, and recorded measurements. We are currently awaiting their formal quote for the proposed services.

### 3.5 Graffiti on a Fire door exit

During our routine site inspections, we discovered graffiti on one of the fire door exit outside Darling Rise. We have promptly addressed this issue by arranging for our cleaning staff to remove the graffiti.



### 3.6 Faulty strikers on 2 Fire door exits

During our daily walkthrough, we identified two faulty strikers on fire door exits. These were not engaging and locking properly, which presented a significant security concern as these doors lead to public areas where unauthorised access to the building could occur. To address this issue promptly, we engaged Martin Place Locksmiths to replace the faulty mechanisms on both doors, ensuring the building's security was restored.

### 3.7 Residential rubbish room chute and hopper repair

Upon inspection of the residential bin room hopper and subsequent consultation with the cleaning staff, we have identified that both the hopper and conveyor require repairs and engaged Elephant's foot. Following our engagement with Elephant's Foot for a repair assessment, they have reported the following findings: The system, particularly the waste side, is in poor condition and nearly non-operational. There is significant debris accumulation, pest infestation in the waste room, and extensive wear and tear on the system, which will soon render it inoperable.

Elephant's Foot has recommended a complete replacement of the linear track (where the bins slide). This comprehensive replacement would include the tray, motor, sprockets, nuts, housings, limit switches, clamps, threaded rod, nut casing, and all other associated components.

Based on the current condition of the equipment and the waste room, coupled with the apparent lack of regular maintenance, we estimate that the system will lose functionality within approximately 3-6 months if no action is taken.

We have engaged a second contractor (Wasteman services) who has conducted an on-site inspection. We are currently awaiting their comprehensive assessment and detailed quotation for the project.

Upon receipt of both quotes, we will conduct a thorough comparison. If deemed necessary, we will procure a third quote to ensure we have a comprehensive overview of the available options.



## 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.

### 4.2 Aspire fire semi-annual inspection

Aspire Fire has successfully completed their semi-annual inspection and submitted a comprehensive report detailing identified faults and areas requiring attention, including replacements or repairs. Upon receipt of this report, I promptly coordinated with Aspire to address all reported issues. I am pleased to inform you that they have already rectified two-thirds of the faults, with the remaining repairs scheduled for completion within the next week.

### 4.3 BMU Quarterly service

During the quarterly BMU service, GDP group identified a significant issue:

1. The wheel box is scraping the concrete as the BMU enters and exits the parking space through the curved railing.
2. The front-left wheel bearing is faulty, exhibiting noticeably more movement compared to the opposite side.

As a precautionary measure to prevent further damage, the BMU has been tagged as out of order. We recommend addressing these issues promptly to ensure safe and efficient operation of the equipment once a quote for repairs has been provided.

<b>4.1.1 Fire Safety</b>	<i>4.1.1 Monthly maintenance was performed by Aspire Fire Services performed May 28th</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>	4.1.3 Monthly maintenance was performed by infinity HVAC	Infinity HVAC	Completed.
<b>4.1.4 Gardening</b>	4.1.4 Fortnightly maintenance was performed	Grace Outdoors	Completed.
<b>4.1.5 Cleaning</b>	4.1.5 Daily maintenance was performed by Cleaning Services in March	Dimeo Cleaning Services	Completed, All tasks provided.
<b>4.1.6 Swimming Pool</b>	4.1.6 Pool maintenance was performed by Pools Inc. Every Friday.	Pools Inc.	Completed, operations normal
<b>4.1.7 Security Services</b>	4.1.7 Duties performed as contracted by Wilson Security Services reduced to 3 days a week	Wilson Security	Security reports are being provided after every shift to Building Management.

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

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Please find below a list of items currently pending, awaiting additional quotations or approval:

We are currently awaiting the committee's approval for the remedial painting to be carried out by Ring & Rose.

Following this, Signorama will proceed with signage replacement, which is contingent upon the completion of the painting work. This sequential approach ensures a coordinated and efficient execution of both projects.

## 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