

DP1233930

Darling Square South East Plot

Haymarket NSW 2000

July – August 2022

JLL Building Management

Report



Senior Operations Manager: Matt Vaughan

Building Manager: Sylvie Baudrand

Date of Report: 17 August

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1. SUMMARY

The latest SCM meeting was held for Darling Rise on August the 3rd.

Building Matters discussed were:

- **Council Red Bin counts.** There was a discrepancy with the numbers of bins onsite. Originally reported as 27 in December 2020, the current council bin count is now 23.
- The council target for decreased rates for December 2020 was 20 Bins however that number has now changed to 18 bins since August 2022. We have queried this discrepancy and are waiting to hear back from City of Sydney Council.

Dimeo has stated that reducing the bin count to 18 would not be manageable.

We are in the process of communicating with tenants and agents on how best to use the garbage network to minimise recycling being added to general waste.

- **Lendlease fence replacement.** Lendlease has accepted the quote, materials are now being sourced for the works. There is an estimated time of 8-12 weeks to source the materials.

The main issues affecting the site for July and midway through August were, the roller shutter became inoperable, hot water washer failures and noise complaints.

Police attended site twice with matters relating to parcel theft.

The Annual Fire Safety Statement schedule has begun with private lots having their smoke detectors and fire doors certified early August.

Emergency lighting, automatic fire doors testing, lift testing and stairwell pressurisation tests are all scheduled for the second half of August.

The quoted woodwork restoration for the Podium has been approved and a landscape tender close to approval.

Annual chute clean has been completed. Window cleaning is in progress with carpet cleaning now due across the site.

2. MATTERS OF CONCERN

2.1 Defect rectification

Building and Strata Management are currently working on the Diagnostech Defect Report with Lendlease (LL). We are working with Lendlease to ensure all works are completed.

Darling Rise

Items reported - 30

Items closed - 29

Items remaining - 1

Barker House

Items reported - 14

Items closed - 14

Items remaining - 0

Arena

Items reported - 22

Items closed - 20

Items remaining - 2

2.2 NSW Police Matters

CCTV Investigation	Darling Rise	14/07/2022	15	Investigation - mail room theft
CCTV Investigation	Darling Rise	28/07/2022	25	Investigation - mail room theft

2.3 Short term accommodation

2.3.1 Darling Rise

- Current Building Management investigations into an Airbnb apartment are now finalised with a formal warning letter issued to the tenant by City of Sydney Council. The tenant has also been notified by their agent to cease providing unauthorised accommodation. Failure to do so will result in a fine.
- Previous Building Management investigation from the last BMR report is now closed. This apartment now has tenants on a one-year lease.

2.4 Investigation of Lot Darling Rise. June BMR

- Sydney City Council has resolved the case as the lease is set to expire middle of August. Once we receive updated lease details, we will resolve the case on our end.

2.5 Security deployment. Provided by Egroup Security

- New security shift hours have been approved by the BMC.

There is no increase to costing or increase/decrease in hours.

Current roster

Monday to Thursday 6pm -12am

Friday to Sunday 6pm - 2am

- Trialling of new staff

We are trialling for a new fulltime shift officer.

- Duties evolve around extensive patrolling, CCTV monitoring and customer service.

Security duties involve:

- Regular patrols of the external building, ensuring all external fire doors are secure and clear of obstruction.
- Regular patrols of the car park, loading dock, ground lift lobby areas and mail room.
- Full site patrol of plantrooms, internal fire stairs, the Podium and residential floor levels.
- CCTV monitoring and CCTV video review.
- Ensuring the podium is locked down from 10pm onwards.
- Providing after hours assistance for residents and building management.
- Escort of Emergency Services onsite
- Reporting on all incidents
- After hours security control room available to dispatch mobile patrol guard for emergencies.

2.6 Up and Coming Events

2.6.1 Moon Festival

- 22nd of August to the 12th of September there will be a tunnel of Lanterns installed along the tail of the Exchange building.
- The Lanterns will operate from 8am -10pm daily
- There will be performances, dance classes and an Thai Kee IGA Mooncake pop up (shop).

2.7 Waste Management

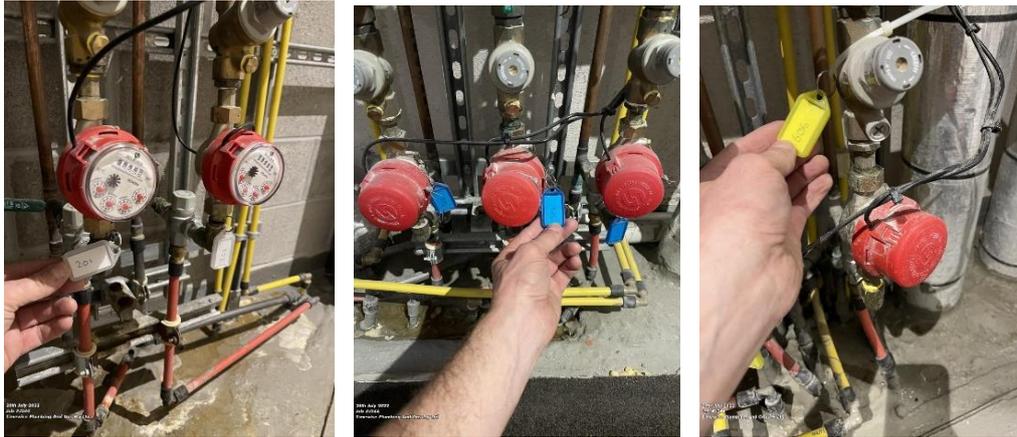
Date	General Waste 660L	General Waste 1100L	Co-mingled recycling 660L	Co-mingled recycling 1100L	Food waste 120L
Month July					
1/07/2022	19		6		
2/07/2022					
3/07/2022					
4/07/2022	22				
5/07/2022			8		
6/07/2022	21				
7/07/2022					
8/07/2022	21		6		
9/07/2022					
10/07/2022					
11/07/2022	19				
12/07/2022			8		
13/07/2022	21				
14/07/2022					
15/07/2022	22		2		
16/07/2022					
17/07/2022					
18/07/2022	22				
19/07/2022			5		8
20/07/2022	29				
21/07/2022					
22/07/2022	21		2		
23/07/2022					
24/07/2022					
25/07/2022	21				
26/07/2022			6		
27/07/2022	21				
28/07/2022					
29/07/2022	21		7		
30/7/2022					
31/7/2022					
Current - \$814	23				
Target - \$586	18				

3. REPAIRS AND MAINTAINENCE

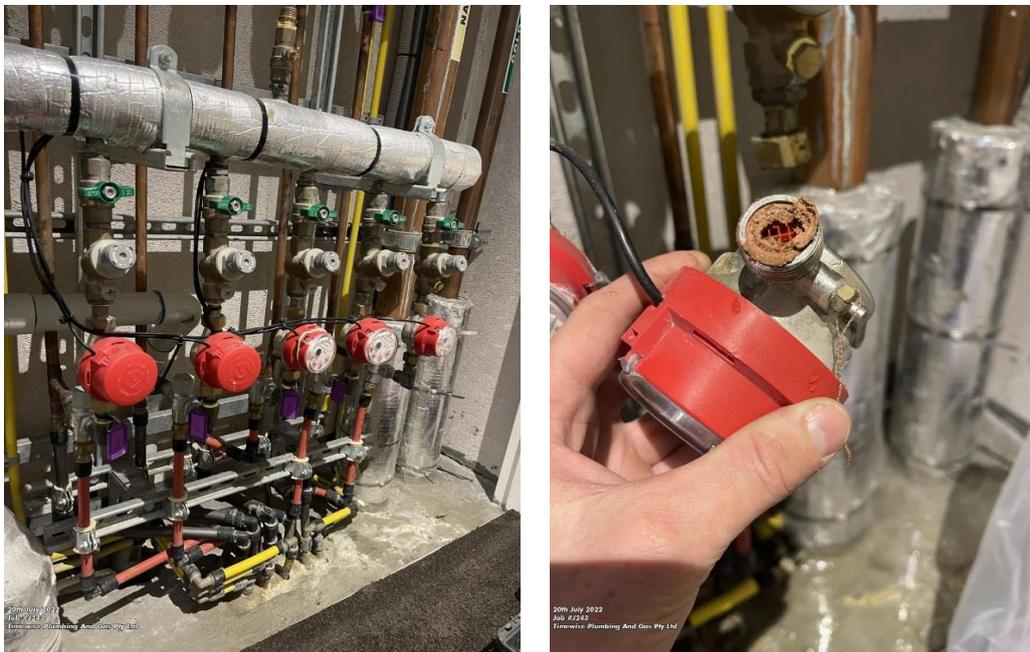
3.1 Plumbing – Services provided by Timewise Plumbing

3.1.1 Water Meter Cupboard – Failed Washers

Building Management inspections of the water meter cupboard revealed water leaks for Level 2 west, Level 5 west and Level 6 west Darling Rise.



And Arena: Level 8



3.1.2 Loading Dock gutter clean out

Being a high traffic area for garbage trucks, retail trucks, removalists, and service vehicles, the drain became severely blocked up and started to smell. The job was unable to be attended to by our cleaners.



3.1.3 Failed pressure reduction valve Darling Rise Level 12

Failed seals and seized internals inside the pressure valve. This created a lot of noise disturbance within the water meter cupboard. First picture is the removed item. No picture of inside the unit. The noises and pressure issues were resolved with the new part.



3.2 Garbage Chutes & Bin Compactors

3.2.1 Residential level bin chute door repairs – provided by Elephants Foot

A chute Hopper door audit was conducted by Building Management across all three strata to save costs on call out fees for individual issues.

Chute button repairs were required on several chute doors across the site.

3.2.2 Annual Chute clean – service provided by Calm property services. Service report in attached documents section. No issues reported.

3.2.3 Quarterly Bin compactor maintenance Schedule.

Booked in for middle of August, for all strata.

3.3 Darling Rise Ground foyer intercom. Services provided by CADSEC.

The original quote for replacement stations provided by Epsilon was not fully acceptable by BMC. We were informed at first that the buttons could be replaced, this was changed to the whole face of the station had to be replaced. We were given options of station replacements. The cheapest cost was more than 3k including install. At the request of a BMC member, we sourced more providers and quotes.

Carrington Electricals, our site electrical company, referred us to CADSEC who provided the buttons and service at no charge. This service was provided to test if the buttons could be replaced and were durable. We have requested quotes for further replacements to present to the BMC. Item is pending.

Darling Rise intercom before and after.



3.4 Lift outages. Schindler Lifts

3.4.1 Lift 102 Darling Rise.

04/8/2022 Lift broken down due to door lock fault.

3.5 Locksmiths. Martin Place Locksmiths

Darling Rise Level 16 garbage chute door handle replacement.

The Handle was dislodged and broken.



3.6 Electrical services – Carrington Electrical

3.6.1 Lighting audit conducted by Building Management for all stratum.

Darling Rise – 21 LED Lamps and drivers

Barker House – 2 LED lamps and drivers

Arena – 5 LED lamps and drivers

3.6.2 Common Area Repairs

Retail corridor – mounting kit for Fire door release button replaced.

3.7 Gym bar adjustment – Provided by resident.

- We received a request to have the chin up bar height adjusted as it was too low to perform any kind of chin ups.
- The BMC approved the request. The resident had a contractor provide the adjustments.



4. INCIDENTS

4.1 Water Meter Cupboard flooding.

Darling Rise level 23 water meter cupboard Sunday 17 July 2022

An afterhours caller reported a water leak on level 23. The plumber attended site and investigated. A failed washer on the hot water pipe caused the leak. He shut off the water then repaired the item on Monday morning. He replaced all the hot water pipe washers in that specific cupboard.

4.2 Loading dock - Roller door shutter.

The torsion spring broke at approx. 3:30pm, sealing the gate closed. Allgate attended site within the hour. The gate was forced open and locked in position.

Quotes have been requested from 2 more suppliers as the quote from Allgate is over 5K.

Item pending.

1 X Set of Commercial torsion springs

All terrain scissor lift

Supply & Installation

Test & Check operation

Removal & Disposal of existing parts

The Roller door in its broken-down state. Torsion spring had snapped, upper left side. Shutter was manually lifted then locked off on the track.



Close up of Torsion Spring



4.3 Mail room theft

4.3.1 Police report event number E348193696

A Darling Rise resident reported a package missing. Using the details and photo provided by the courier company we tracked who removed the parcel. With this information the resident filed a police report. Police attended site to take statements and to speak with the Person of interest, who is a resident of Darling Rise. No updates are available at this stage.

4.3.2 Security confronts potential parcel thief.

On duty security observed a person on CCTV in the Darling Rise Mail room acting suspiciously. On confrontation the person of interest stated to security they were a friend of a tenant. They then abruptly left site.

The incident was reported to police. No action has been taken by Police at this stage.

4.4 Strata Breaches

4.4.1 29th July Darling Rise - Domestic noise complaints

4.4.2 25th July Darling Rise - Animal noise complaints

Ongoing issues with 2 dogs barking throughout the evening on the balcony.

Building Management went up to the apartment and had a lengthy discussion with the resident about the dogs. During our time in the apartment, we did a welfare check on the dogs and they looked to be healthy and well fed. The issue is that the dogs get separation anxiety and cry/howl when the owners are not there.

We communicated the disturbance being created and requested one of the dogs be moved out or management strategies be put in place to manage the separation anxiety e.g. always having one resident at home at all times.

Building Management reported the howling dogs to RSPCA and that the dogs are being kept in cages. RSPCA informed us that they cannot do anything about the noise, we will have to contact City of Sydney Council about that. Regarding the cages, RSPCA could not do anything about that either, they said dogs are allowed to be put in cages if they're provided shelter, food, and water.

5. DEFECTS

5.1 Podium hairline crack restoration.

Works are nearing completion.

Testing has shown the waterproof membrane is successful in keeping the water out of the cracks. Lendlease are in the process of now completing these works.



6. EQUIPMENT, TRAINING & ROUTINE MAINTENANCE

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

6.1.1 Fire Safety	5.1.1 Monthly maintenance was performed by Aspire Fire Services in July	Aspire Fire	Completed, Defective items, Diesel Pump and fire panel fault.
6.1.2 Elevators	5.1.2 Monthly maintenance of all lifts was performed by Schindler in July	Schindler Lifts	Completed, Reports pending.
6.1.3 (HVAC) Heating Ventilation Air Conditioning	5.1.3 Monthly maintenance was performed by infinity HVAC on 26/7/2022	Infinity HVAC	Completed. Quote approved for return air sensor for Darling Rise Lobby Daikin Unit.
6.1.4 Gardening	5.1.4 By-weekly maintenance was performed by Landscape solutions in July	Landscape Solutions	Completed. Documents attached.
6.1.5 Domestic water pump service	5.1.5 Quarterly domestic water pump service carried out on - 26/7/2022	Prime Water	Quote for Repairs approved. Backwash filter motor and gear box replacement and check valve on Pump #3
6.1.6 Building Management System (BMS)	5.1.6 June Monthly maintenance was performed by GS-TEC maintenance 7/7/2022	GS-Tech	Completed, operations normal
6.1.7 Cleaning	5.1.7 Daily maintenance was performed by Cleaning Services in July	Dimeo Cleaning Services	Completed, All tasks provided.
6.1.8 Swimming Pool	5.1.8 Pool maintenance was performed by Pools Inc. Every Friday.	Pools Inc.	Completed, operations normal

6.1.9 Security Services	5.1.9 Duties performed as contracted by E Group Security Services 1 – 31 July. Wednesday to Sundays. Adhoc security provided in July	E Group Security Services	Security reports are being provided after every shift to Building Management.
6.1.10 Roller door/Boom Gates	5.1.10 Quarterly maintenance was carried out on the boom gate and roller doors on -N/A July	Allgate	N/A Roller shutter offline.
6.1.11 Automatic Entrance Doors	5.1.11 Quarterly maintenance was carried out on the Automatic entrance doors 18/05/2022	Record Doors	Completed, operations normal
6.1.12 Hot Water Service	5.1.12 Bi-annual maintenance was carried out on the hot water units 02/06/2022	Energy Australia	Completed. Boilers had to be reset after hours for Arena 2/6/2022
6.1.13 Window Clean & Façade Clean	5.1.13 Annual façade and bi-annual window clean was completed 09/07/2022 -	AX-S	Completed
6.1.14 Rainwater Tanks	5.1.14 Bi-annual maintenance was carried on the rainwater tanks on 03/05/2022	Spel Stormwater	Completed, operations normal
6.1.15 Building Maintenance Unit (BMU)	5.1.15 Quarterly maintenance took place in 03/08/2022	GDP (BMU Australia)	Completed, operations normal. Report attached.
6.1.16 Refuse chute and bin room compactors	5.1.16 Quarterly maintenance was carried out on the refuse chute system 25/07/2022	Elephants Foot	Completed, operations normal Report attached
6.1.17 Pest Control	5.1.17 Quarterly pest control maintenance took place in 9/8/2022	Bugs Be Gone	Completed, operations normal Report attached

7. CURRENT QUOTES AND TENDERS

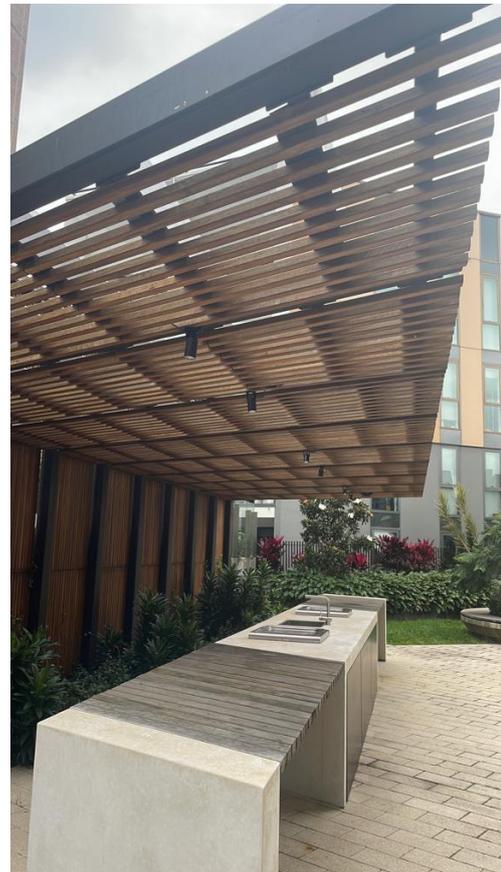
7.1 Quote for Podium Wood restoration - Quote documents attached.

Price GST Exc.

	Deck	BBQ & Bench Top	BBQ Timber Awning	Total
SK Floor Sanding	\$ 6,000.00	\$ 1,500.00	\$ 2,500.00	\$ 10,000.00
Mirage Timber Flooring	\$ 3,500.00	\$ 2,500.00	\$ 14,000.00	\$ 20,000.00
Main on Construction (MCM)	\$	7,200.00	\$ 3,100.00	\$ 10,300.00

Approved quotes

- Mirage Timber for the flooring for the pool deck.
- Mains On Construction for the BBQ rafters and BBQ benches.



7.2 Darling rise carpet cleaning quote

Supporting documents - Reports for Barker and Arena carpet cleaning.

- Quote for 28 Levels

Company	Price (GST Exc.)
Dimeo	\$3,192.00
Chemdry	\$3,192.00
Carpet Care & Co	\$8,104.50

7.3 Landscaping tender - Tender Documents attached

Attached documents summarising each landscaper's projection for the communal garden.

Tender documents without Veggie patch works enclosed.

Site Maintenance yearly quote includes Veggie patch

Veggie Patch					
	Landscape Solutions	Maintain Me	Skyline Landscape Services	Grace Outdoors	Sky Gardens Group
Price GST (Exc.)	\$ 5,490.80	\$ 6,385.38	\$ 3,600.00	\$ 5,105.00	\$ 8,670.00
Maintenance					
	Landscape Solutions	Maintain Me	Skyline Landscape Services	Grace Outdoors	Sky Gardens Group
Monthly Price - GST Exc.	\$ 837.27	\$ 1,122.60	\$ 914.50	\$ 1,154.00	\$ 1,266.67
Annual Price	\$ 10,047.24	\$ 13,471.19	\$ 10,974.00	\$ 13,848.00	\$ 15,200.00
	Landscape Solutions	Maintain Me	Skyline Landscape Services	Grace Outdoors	Sky Gardens Group
Total	\$ 15,538.04	\$ 19,856.57	\$ 14,574.00	\$ 18,953.00	\$ 23,870.00

8. SERVICE AGREEMENTS REGISTER

Essential Service	Company Name	Contract Dates	Service
Cleaning	Dimeo	2019 - current	Monthly
Security	E-Group	1.05.2019 - current	Weekly
HVAC – Mechanical Services	Infinity HVAC	1.09.20 - 31.08.22	Monthly Service
Fire Safety - Routine 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 Maintenance	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 Thermographic Scanning and RCD Testing	Carrington Electrical	ADHOC	Annual
Plant- Pumps Routine 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	Landscape Solutions	01.10.20 - 30.09.22	Fortnightly
Building Services - Pest Control	Bugs Be Gone	16.10.20 - 15.10.21	Quarterly
Pool Maintenance	Pools Inc.	30.11.21	Weekly