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Many attempts to reason with Waratah Strata Management and Uniqueco Property Services were made. In each attempt, they refused to acknowledge, reply, notify owners corporation, or even attend to most of the reoccurring problems:

30 September 2017

5 October 2017

18 February 2018

8 July 2018

Number of emails in late 2018 and up to March 2019

SP52948 – 34 out of 192 Lots in four buildings required annual fire safety re-inspection on 7<sup>th</sup> of March 2019 - one month after the first one



**EAGLE FIRE PROTECTION  
NOTICE OF  
ANNUAL RE-INSPECTION**

FOR ADDRESS: 27 1-15 FONTENOY RD MACQUARIE PARK  
STRATA PLAN: 52948

AS PER THE GOVERNMENT LEGISLATION  
ENVIRONMENTAL PLANNING & ASSESSMENT ACT 2000

ALL UNIT ENTRY DOORS & SMOKE ALARMS  
NOT PREVIOUSLY INSPECTED MUST BE INSPECTED  
Block B Units 6, 10, 14, 18, 26, 29, 35 & 41

ALL THE INSPECTIONS WILL BE CARRIED OUT  
BY OUR SERVICE TECHNICIANS PENDING  
NO UNFORESEEN CIRCUMSTANCES  
BETWEEN THE HOURS OF

**7:00AM AND 8:30AM**

ON THE

**7/3/2019**

THIS INSPECTION TAKES LESS THAN 5 MINUTES.

For your convenience you can book a specific time  
within the above mentioned dates and time frames  
by calling 9674 4585 between 9:30am & 12:00 PM  
Monday to Friday for the works to be undertaken

**BOOKINGS CANNOT BE TAKEN ON THE DAY OF INSPECTION**

2019-03-01 19:14:16

# EAGLE FIRE PROTECTION NOTICE OF ANNUAL RE-INSPECTION

FOR ADDRESS: 27 1-15 FONTENAY RD MACQUARIE PARK  
STRATA PLAN: 52948

AS PER THE GOVERNMENT LEGISLATION  
ENVIRONMENTAL PLANNING & ASSESSMENT ACT 2000

ALL UNIT ENTRY DOORS & SMOKE ALARMS  
NOT PREVIOUSLY INSPECTED MUST BE INSPECTED  
Block C Units 50, 52, 77, 78, 88 & 96

ALL THE INSPECTIONS WILL BE CARRIED OUT  
BY OUR SERVICE TECHNICIANS PENDING  
NO UNFORESEEN CIRCUMSTANCES  
BETWEEN THE HOURS OF

**7:00AM AND 8:30AM**

ON THE

**7/3/2019**

THIS INSPECTION TAKES LESS THAN 5 MINUTES.

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**BOOKINGS CANNOT BE TAKEN ON THE DAY OF INSPECTION**

2019-03-01 19:06:58

# EAGLE FIRE PROTECTION NOTICE OF ANNUAL RE-INSPECTION

FOR ADDRESS: 27 1-15 FONTENOY RD MACQUARIE PARK  
STRATA PLAN: 52948

AS PER THE GOVERNMENT LEGISLATION  
ENVIRONMENTAL PLANNING & ASSESSMENT ACT 2000

ALL UNIT ENTRY DOORS & SMOKE ALARMS  
NOT PREVIOUSLY INSPECTED MUST BE INSPECTED  
Block D Units 98, 103, 105, 108, 116, 117, 125, 126, 128,  
138 & 140

ALL THE INSPECTIONS WILL BE CARRIED OUT  
BY OUR SERVICE TECHNICIANS PENDING  
NO UNFORESEEN CIRCUMSTANCES  
BETWEEN THE HOURS OF

**7:00AM AND 8:30AM**

ON THE

**7/3/2019**

THIS INSPECTION TAKES LESS THAN 5 MINUTES.

For your convenience you can book a specific time  
within the above mentioned dates and time frames  
by calling 9674 4585 between 9:30am & 12:00 PM  
Monday to Friday for the works to be undertaken.

**BOOKINGS CANNOT BE TAKEN ON THE DAY OF INSPECTION**

2019-03-01 19:04:14

SP52948 – Some Lots like 154 still not completed annual fire safety inspection on 17<sup>th</sup> of May 2019 - four month after the scheduled date in site of AFSS due to be submitted in April of each year



**EAGLE FIRE PROTECTION  
NOTICE OF  
ANNUAL RE-INSPECTION**

FOR ADDRESS: 27-35 FONTENAY RD. MACQUARIE PARK  
STRATA PLAN: 52948

AS PER THE GOVERNMENT LEGISLATION  
ENVIRONMENTAL PLANNING & ASSESSMENT ACT 2000

ALL UNIT ENTRY DOORS & SMOKE ALARMS  
NOT PREVIOUSLY INSPECTED MUST BE INSPECTED.  
Block A Units 148, 154, 159, 160, 165, 182, 184, 190 &  
192

ALL THE INSPECTIONS WILL BE CARRIED OUT  
BY THE FIRE PROTECTION COMPANY.

2019-05-17 18:25:32



## Occupational Health and Safety hazard – unprotected cans with paint in fire stairs well

In spite of several warnings, Uniqueco Property Services kept cans with paint in unprotected area behind a fire door in the basement for more than two years. Risks:

- Flammable items could cause major fire hazard,
- Common property not protected against stealing,
- No audit of how much paint and its value is kept unprotected (prone to stealing, unauthorised use, and vandalism).
- Non-compliance with fire and safety standards.
- False reports to Ryde Council for yearly fire certifications.

Photo taken on 30 September 2017:



Photos taken on 7<sup>th</sup> of July 2018:



Photos taken on 26<sup>th</sup> of August 2018:





Photo taken on 11<sup>th</sup> of November 2018:



Video taken on 1<sup>st</sup> of March 2019:

<https://www.nswstratasleuth.id.au/SP52948-paints-unattended-for-several-years-next-to-fire-door-basement-9Mar2019.mp4>

Video taken on 9<sup>th</sup> of March 2019:

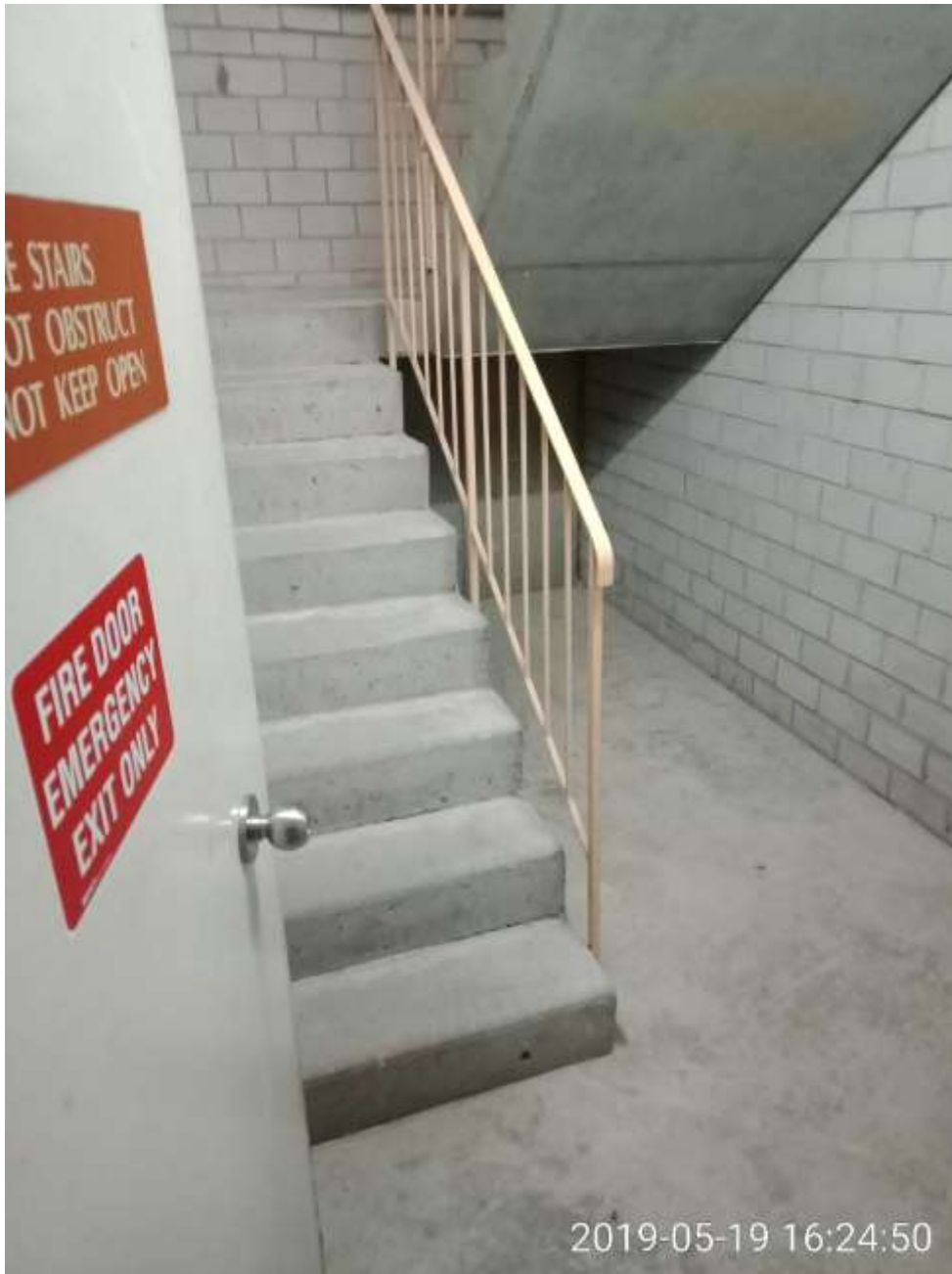
<https://www.nswstratasleuth.id.au/SP52948-paints-unattended-for-several-years-next-to-fire-door-basement-9Mar2019.mp4>

Video taken on 10<sup>th</sup> of May 2019:

<https://www.nswstratasleuth.id.au/SP52948-Waratah-Strata-Management-and-Uniqueco-Property-Services-paint-cans-finally-removed-behind-fire-door-due-to-fire-safety-non-compliance-10May2019.mp4>

Finally, after more than two years, the fire stair well cleaned up, but only because Fire Safety complaint was lodged on 4<sup>th</sup> of March 2019.

Photo taken on 19<sup>th</sup> of May 2019:



## Occupational Health and Safety hazard – keeping large items of rubbish in the roof area and basement

Since July 2012, SP52948 has been put on notice that OH&S was at risk due to excessive amount of rubbish in the roof area (Napier & Blakeley's professional report):

<https://www.nswstratasleuth.id.au/BCS-Strata-Management-hid-professional-building-report-from-SP52948-owners-and-CTTT-Napier-and-Blakeley-July-2012.pdf>

Numerous attempts to reason with Uniqueco staff, especially Director Mr. Steve Carbone, fell on deaf ears. Here is one of them:

<https://www.nswstratasleuth.id.au/SP52948-Caretaker-looking-for-excuses-about-poor-complex-management-6Oct2016.html>

On 1 March 2017, Director of Waratah Strata Management Mr. Robert Crosbie, Director of Uniqueco Mr. Steve Carbone, and I visited the complex and found numerous examples of poor management and neglect. The report was written but they never replied:

<http://www.nswstratasleuth.id.au/Waratah-Strata-Management/ANNOTATED-SUMMARY-for-Waratah-Strata-Management-on-SP52948-Open-Issues-and-still-undisclosed-Special-By-Law-for-Lot-3-and-photos-of-the-complex-17Mar2017.html>

Clean-up of the roof area is still outstanding and large out-of-order gym equipment is still lurking in the basement, allegedly used for "spare parts". This piece of equipment has been rusting in the basement for five years:





In July 2018, faulty equipment still rusting in the basement:





... and July 2018. Woolworths' trolley used by Uniqueco staff and hidden behind fire doors:



## Building Managers and strata agencies provided false statements about fire safety to Ryde City Council in previous years

On 12 April 2016 I submitted my complaint about fire safety to City of Ryde. In it, I highlighted 12-year problem with my external fire door and other fire-safety issues in the complex.

Over many years, BCS Strata Management was submitting false fire safety reports to Ryde City Council.

Owners were never presented with the inspection reports that were documenting faults in the complex.

My warnings to BCS Strata Management were ignored since 2013 (Mr. Steve Carbone was also personally contacted on 4 September 2013). In 2016, after serious report of non-compliance with stringent fire safety regulations, I logged additional inquiries, which were all ignored by BCS Strata Management.

Uniqueco Pty Ltd was eventually forced by me to replace external door on my unit which was non-compliant with fire safety regulations for 12 years.

Uniqueco Pty Ltd and BCS Strata Management did not allow any information to be shared with owners corporation.

At AGM 2016, on 19<sup>th</sup> of October 2016, BCS Strata Management disallowed Motion about lack of fire safety maintenance.

Waratah Strata Management, who took office from BCS Strata Management on 1 February 2017, continued to mislead owners corporation, and did not provide access to fire safety inspections during my document search on 13 June 2017.

Fire inspection report in 2017 confirmed that at least one unit (lot 160), which had fire safety non-compliance problem in 2016, had it again, which points towards poor delivery of services.

During 2017, Waratah Strata Management and Uniqueco Pty Ltd continued to poorly manage fire safety issues and only acted when I directly provided evidence of faults.

Waratah Strata Management prevented Motion about fire safety from AGM 2017.

Letter from Lock, Stock & Barell alleging that all fire safety work was completed on 19 and 22 February 2016, which was not true:

1 April 2016

To: Steve Carbone  
Caretaker - Manager  
Uniqueco Property Services

Macquarie Gardens  
1-15 Fontenoy Road  
NORTH RYDE NSW 2113

This is to confirm that the work requested by Steve Carbone in an email dated 10 February 2016 was carried out on 19 and 22 February 2016 at the above address as per his instructions.

Yours faithfully,

Justin Millard  
Director

on behalf of

Lock, Stock & Barrel Locksmiths Pty Ltd

Ryde City Council letter to BCS Strata Management on 9 August 2016:

9 August 2016

Dear Sir/Madam

1 Fontenoy Road Macquarie Park  
Fire Safety Issues

Council has received correspondence advising that compliance tags are being fitted to existing fire doors, some doors being twelve years old; it is also alleged that some fire doors are non-compliant with the relevant Australian Standard.

I note that the last annual fire safety statement listed fire doors as one of the installed fire measure and certified them as compliant with their original design/installation standard; from the information provided to Council the gaps around the doors do not comply with the relevant standards.

Prior to further action by Council you are requested to contact your service contractor and provide Council with their comments in respect to the alleged non-compliances.

Should you require any further information or wish to discuss this matter, please contact me on 9952 8184.

Yours faithfully

Executive Building Surveyor

Ryde City Council did not get any response for three months and initiated another request to BCS Strata Management on 3 November 2016:

The Owners Strata Plan 52948  
C/- Body Corporate Services  
Locked Bag 22  
Haymarket NSW 1238

3 November 2016

Dear Sir/Madam

1 Fontenoy Road Macquarie Park  
Fire Safety Issue

I refer to Council's letter dated 9 August 2016 advising of an alleged serious fire safety breach and requesting comment from your service contractor.

To date Council has not received a response to this request.

You are therefore requested to advise Council, by 21 November 2016, the present position in this matter.

Should you require further information or wish to discuss this matter, please contact me on 9952 8184 or by e-mail (details below).

Yours faithfully

Executive Building Surveyor  
ENVIRONMENT, HEALTH 7 BUILDING  
P: (02) 9952 8184 | E: [@ryde.nsw.gov.au](mailto:@ryde.nsw.gov.au) | [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

Here is what BCS Strata Management responded on 15 November 2016, more than THREE MONTHS AFTER THE COUNCIL INQUIRY and ALMOST ONE MONTH AFTER THE ANNUAL GENERAL MEETING IN SP52948:

15 November 2016

City of Ryde  
Locked Bag 2069  
NORTH RYDE NSW 1670

Dear Council

**RE: Your attached notices – Fire Safety**  
**PROPERTY: Strata Plan 52948: 1-15 Fontenoy Road Macquarie Park**

Our fire safety contractor – Eagle Fire (9620 8885) – have advised that they believe that the fire doors are compliant to the standard mentioned on the AFSS. This is based on the certificate which we received from Lock Stock and Barrel Locksmiths (attached) who were engaged by the building to complete the repairs from the annual inspection. Their records (Eagle Fire) also indicate that there are 192 residential units on the premises, each one with a fire door. There are also 98 common area fire doors. They would require access to every unit to inspect their door. This will take a technician 3 days to complete as long as all units provide access, and then have the report put together in their office. They have calculated that they would need to charge the building \$3840.00 + GST for this service. At the moment they are scheduled to carry out an annual inspection on the building in January when (as per their agreement with the building) all of these doors will be inspected in accordance with the conditions of the annual fire safety statement. They can't carry out the annual inspection any earlier as the AFSS is due on 1st April.

Due to the above reasoning from Eagle Fire, the Owners Corporation are kindly requesting that Council will agree to hold off until January to save the building this large expense. But if the Council still want us to proceed immediately, please send another notice to that effect so that we can commission the inspection works to be completed.

Many thanks and we look forward to hearing your reply.

Yours faithfully  
**BCS STRATA MANAGEMENT - EPPING**

BCS Strata Management organised Annual General Meeting on 19<sup>th</sup> of October 2016, and this information was deliberately hidden from owners.

BCS Strata Management and Uniqueco did not deny non-compliance with fire safety regulations, nor did they offer any explanation why the complaints were ignored since 2013! City of Ryde was misled about lack of actions by BCS Strata Management and Uniqueco.

Full evidence was provided to City of Ryde in January 2018.

Here are examples of how identical repairs were organised for Lot 160 two years in a row, even after assurances given to City of Ryde:



**RECTIFICATION OF DEFECTIVE FIRE PROTECTION AND ESSENTIAL SERVICES**

**1-15 Fontenoy Road, Macquarie Park**

Fire Management Solutions has been engaged by the Strata Scheme to complete mandatory repairs of defective essential fire services at the above mentioned address

We will be attending site on **Wednesday 20<sup>th</sup> April 7.00am-12.00pm** to complete the required repairs and require access into the below Units to complete work as below.

Fire Management Solutions will require access into below apartments for a period of 15-20mins to complete repairs of fire doors

**Access Required**

- Unit 42
- Unit 43
- Unit 44
- Unit 45
- Unit 46
- Unit 47
- Unit 48
- Unit 98
- Unit 100
- Unit 111
- Unit 158
- Unit 160





**EAGLE FIRE PROTECTION  
NOTICE OF  
UNIT DOOR REPAIRS**

**FOR ADDRESS: 1-15 Fontenoy Road, Macquarie Park  
STRATA PLAN: 52948**

THE FOLLOWING UNITS ARE REQUIRED TO PROVIDE  
ACCESS IN ORDER TO COMPLETE MINOR RECTIFICATION  
WORKS FROM THE RECENT INSPECTION

**Unit Doors From 7.00am to 10.00am**

Units 14, 17, 32, 39, 46, 68, 69, 104, 110, 120, 132, 136,  
139, 142, 160, 174, 177 and 183

ALL WORKS WILL BE CARRIED OUT AND COMPLETED  
BY OUR SERVICE TECHNICIANS

ON THE

**20 /03/2017**

For your convenience you may call on 9674 4585 between 9.30am and  
12.00 pm Monday to Friday to make a specific time for the works to be  
undertaken. No booking will be accepted on the day of repairs.

Waratah Strata Management and Uniqueco staff still decline to provide owners with outcome of fire safety reports as soon as they are published.

They also fail to publish fire safety registrations with Ryde City as soon as they are created.

## Fire door problems in basement of the complex – non-compliance with the Environmental Planning Assessment Amendment (Fire Safety and Building Certification) Regulation 2017 (came into effect on 1 October 2017)

Fire door must be self-closing or close automatically on the operation of an approved sensing device or on the loss of power supply. Self-closing means equipped with a device that returns the door to the fully closed position immediately after each opening and each fire door must have a metal tag attached as required by AS 1905.1, and latch sets and closers should also be marked.

Email sent from Director of Waratah Strata Management Mr. Rober Crosbie to Building Manager Mr. Steve Carbone and Strata Manager Mr. Simon Wicks (who was removed from managing SP52948 in 2011 due to unsatisfactory performance whilst employed by BCS Strata Management). The request for repairs was created after an owner forced joint review of the complex maintenance on 1 March 2017:

**From:** Robert Crosbie  
**Sent:** Tuesday, 7 March 2017 12:09 PM  
**To:** [redacted]@optusnet.com.au  
**Cc:** [redacted]@waratahstrata.com.au  
**Subject:** SP 52948, 1-15 Fontenoy Road, Macquarie Park

Steve,

Dusan raised the following issues with me at the conclusion of our site inspection last week:

1. We inspected Block A Fire Door 1 in the basement garage. It had both a door handle and a crash bar. The door handle was latching but the crash bar latches appeared to be locking in the unlatched position. In an emergency, if both the door handle and crash bar latch were working it would make it very difficult for a resident to exit the building, particularly if they were carrying a child. I suggest that the door handle should be removed with only the crash bar in operation. Please discuss this with the fire services contractors to confirm how this door should be operating. I assume other doors from the garages may also operate in a similar fashion, so should also be checked.
2. It was apparent that some fire doors were also catching on the floor and where not self-closing. These doors should also be serviced.
3. I understand that the garage fire doors previously had a sound alarm on them that operated after a set time to alert residents if a garage door was being used late at night or had been left open. This was a security measure to reduce break-ins to the garages. Dusan advises these alarms have been disabled or are no longer working. Please advise whether this was a decision made by the committee or if there is some other issue with these alarms.
4. We inspected the internal face of the louvres in Block A garage. These appeared to be quite badly corroded and may not be suitable for repainting. Please have Brian Tompson inspect these when he is next on site to advise whether they can be repainted or if they should be replaced.
5. There was a water stain on the concrete block wall inside the garage on the left hand side of Block A Fire Door 1. It would appear that there is water seeping through the wall from the fire stairs above. Please advise whether this has previously been reported and whether any quote has been obtained. I am sure there are many similar areas of water penetration into the garages which are not necessarily structural issues, but if a low cost remedy is available repairs may be worthwhile.

Your assistance in these matters is appreciated.

Instead of proper and prompt repairs, over the next eight months, Mr. Steve Carbone was literally pushed to repair each fire door and item one at a time. Check of doors on 30<sup>th</sup> of September 2017 confirmed that Fire door 3 was still having problems:

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-3-still-jamming-30Sep2017.mp4>

Here are proofs of fire doors not being compliant with stringent Fire Safety Regulations on 7 July 2018:

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-1-push-bar-not-operational-and-door-not-closing-properly-thus-creating-security-risk-7Jul2018.3gp>

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-2-push-bar-not-operational-7Jul2018.3gp>

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-3-push-bar-not-operational-and-door-not-closing-automatically-7Jul2018.3gp>

Here are proofs of fire doors not being compliant with stringent Fire Safety Regulations on 25 August 2018:

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-1-push-bar-not-operational-25Aug2018.3gp>

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-2-push-bar-not-operational-25Aug2018.3gp>

<https://www.nswstratasleuth.id.au/SP52948-Firedoor-3-push-bar-not-operational-and-door-not-closing-automatically-25Aug2018.3gp>

Check of doors on 19<sup>th</sup> of May 2019:

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-1-push-bar-not-operational-door-jammed-not-closing-19May2019.mp4>

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-2-incomplete-fire-safety-notices-push-bar-not-operational-door-not-closing-19May2019.mp4>

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-3-push-bar-not-operational-door-jammed-not-closing-19May2019.mp4>

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-5-no-fire-safety-notices-push-bar-not-operational-door-not-closing-19May2019.mp4>

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-6-no-fire-safety-notices-door-not-closing-19May2019.mp4>

<https://www.nswstratasleuth.id.au/SP52948-Fire-Door-6-no-fire-safety-notices-push-bar-not-operational-door-jammed-19May2019.mp4>

## Fire door problems in basement of the complex – sound alarms after hours still disabled

In spite of number of reports and complaints, sound alarms on the fire doors are still not operational, creating additional security risks at night.