

Walgett Repairs and Maintenance Project



Julia Strano

FINAL REPORT

12/2/2010

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BACKGROUND

On the 20 June 2008 NSWALC entered into a Program Funding Agreement (PFA) with FaHCSIA to undertake a Repairs and Maintenance (R&M) project on homes owned by the Walgett LALC. The total funding for stage 1 of the project inclusive of GST was \$2,310,000.

The stated aim of the project was to “undertake repairs and maintenance to LALC houses in Walgett including Gingie and Namoi reserves including construction of shade areas and fencing (where appropriate).

The number of houses to be upgraded or renovated with the funding was 70 and the PFA required linkages with relevant AHO reforms including rent setting and collection and AHO policies and standards.

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On the 8 January 2010 despite earlier indication that no further funds were available NSWALC received a letter from the Commonwealth announcing the approval for a further \$2,21m to implement Stage 2 of the Walgett R&M project.

In addition to the Stage 1 and Stage 2 funds the Commonwealth also granted further funds on the 3 June 2010 for the installation of evaporative air cooling systems. The additional funds brought the total grant to \$5,313,000 incl. GST.

COMMUNICATION STRATEGY

Stakeholder Reference Group

The PFA required the establishment of an inter-governmental stakeholder reference group. This group met bi-monthly throughout the project to ensure coordination across government

departments and agencies if required and to provide ongoing updates to the departments involved. The meetings were coordinated by FaHCSIA.

The reference group included:

- Department of Aboriginal Affairs;
- Department of Health
- Aboriginal Housing Office
- Department of Housing
- NSWALC
- FaHCSIA

The reference group provided information regarding concurrent programs and issues that may be of assistance to the project.

Operational Work Group

NSWALC made a commitment to Walgett LALC that communication including decision making would be transparent and where possible all decisions would be discussed and endorsed by the WLALC board prior to implementation.

An Operational Work Group was established which included the WLALC CEO, the WLALC Board, NSWALC, Arup, Murdi Paaki and as required other stakeholders such as the building contractor Max Ryan Building,

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Figure 1 Mtg with Tenants Namoi

The WLALC board made themselves available to attend meetings as required. It was agreed by this group that open and transparent communication with tenants was required if the project was to be successful.

This regular communication by the Operational Work Group both formally in meetings and informally assisted in the roll out of the project. Members of the group agreed that:

- Explicit information about what work would be included in the scope of works for each property should be communicated to tenants.
- All communication between NSWALC and Arup included a CC'd copy to the WLALC to ensure the WLALC received all relevant information.

- Keeping tenants informed of works being undertaken in their house and in the wider community was essential.
- An “honesty is the best policy” approach be taken with tenants always being provided with factual information about work that was being undertaken in their homes.
- Regular (at least one visit per month) site visits by project manager and NSWALC were required.

The functioning of the Operational Work Group project team (i.e. Project Manager, Assistant Project Manager, Principal, Building Contractor and other stakeholders) ensured clear communication channels were established and is considered a success of the project because:

- All parties worked in ‘partnership’ with a common goal;
- It was identified early who needed to be communicated to and the frequency of this communication as well as following up to ensure that the communication was adequate (i.e. too much or not enough);
- An environment of trust was created early on between stakeholders;
- Communication was transparent and good and bad news was shared;

Stakeholders had a clear understanding of the project objective and all were working to a common and clear goal. Having this clear focus helped the team make decisions on scope and variation items as they occurred.

Further information regarding what worked, what didn’t and how things could be done better next time will be presented in “A Lessons Learned Report” currently being finalised by Arup.

SCOPE OF WORKS BY HOUSING NSW

In August 2008 by agreement with the Director General, Housing NSW undertook inspections of each of the WLALC houses and developed a Program of Works for the project.

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[REDACTED]

[REDACTED] The

identified works were costed according to the *Housing NSW Schedule of Components and Prices*.

Some of the key findings identified in the final report by Housing NSW include that:

- 50% of the houses were in a **good** condition and only need minor repair up to \$20,000 per property;
- 40% of the houses were in a **fair** condition and needed repair and maintenance up to \$50,000 per property;
- 10% of the houses were in a **poor** condition and require significant work and/or complete refurbishment and needed expenditure of more than \$50,000 per property.

A review of the submitted Housing NSW report determined that the Scope of Works was undertaken with a view that this process would be reviewed annually and included directions and costings to patch and paint, or patch carpet and vinyl.

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AMENDMENTS TO THE SCOPE OF WORKS

Confirmation of Scope by Arup

On the 17 August 2009 ARUP completed a Scope Report that included a comprehensive scope of works for each of the 69 houses; this included a cost estimate for all line items.

This report identified a shortfall in budget of \$1.96m. ARUP's recommended strategy to reduce the scope of works within the available budget was to remove all external works to properties including fencing, shading driveways and shade areas. This resulted in a reduction of \$1m.

To reduce the budget further ARUP recommended undertaking repairs and maintenance to only those properties graded as 1-3 being priority properties (one being urgent). The cost of the 29 priority properties was identified as \$1,647,894 excl GST, which was \$247,450 under the available budget. ARUP further recommended that an additional 14 properties be costed as Operational Extra Work in the tender so that some or all of these additional properties could be addressed if actual costs were under the available budget once the project was tendered to the market.

On 9 September ARUP and NSWALC presented the report to the Walgett LALC board. The board adopted ARUP's recommended strategy as per the Scope Report.

As the PFA required 70 properties receive R&M it was necessary to seek a variation from the Commonwealth.

Following WLALC Board endorsement NSWALC provided FaHCSIA with two (2) alternatives to;

1. Reduce the scope in the PFA from 70 properties to 29 priority properties or
2. Provide additional funding to enable all properties to be included in the scope of works.

On the 12 October 2009 NSWALC received a letter from the FaHCSIA State Manager that stated "please be advised that there are no other funds available to contribute to this project". Further on the 13 October 2009 FaHCSIA issued a Variation (210/3197) to the Original PFA (No.3337) which reduced the number of properties from 70 to 39 due to a lack of available funding.

On the 9 November 2009 the second stage contract for Project Management Services with ARUP was executed based on the recommended strategy of including 29 priority properties as fixed scope items in the tender and 14 properties as Optional Extra Work. ARUP's role as Project Manager included:

- Co-ordination of Startup meetings, Bi-monthly Project Progress Meetings and fortnightly site meetings;
- Facilitation of procurement process including: Preparation of tender documents, responding to tender enquires, tender evaluation, negotiation with the preferred tenderer and recommendation to NSWALC;
- Time, Cost and Risk Management;

- Quality Management;
- Administer Project Contract and Sub consultant management and coordination; and
- Monitor compliance with Aboriginal Participation guidelines

Stage 2 Funding – Scope Changes

In January 2010 FaHCSIA requested NSWALC submit a Competitive Tender to receive Stage 2 funding. NSWALC submitted a Tender for Stage 2 funds contingent upon the continued team being NSWALC as Program Manager, Arup as Project Manager, and Max Ryan Building as contractor remaining in place.

On the 8 February 2010 NSWALC were informed of their successful application for Stage 2 funds. Despite an increase in funding the timeline for completion being 30 June 2010 was to remain in place.

On 22 February a meeting was held with the WLALC board to discuss the current scope of works and the stage 2 funding. The board stated their priorities were:

1. OH&S issues – safety first priority – air conditioning sitting in window – propped by stick must be fixed;
2. Flooring vinyl and carpet must be replaced, kitchens repaired, all houses to be painted and air conditioning;
3. Sleep outs and Laundries;
4. Drive way and Shading;
5. Carports and Fencing.

Subsequent to this meeting NSWALC and WLALC CEO consulted with tenants regarding this strategy. When it was explained that fencing and shading would cost close to \$1m all tenants stated that they felt fixing houses was the first priority and agreed with the WLALC board's recommendations.

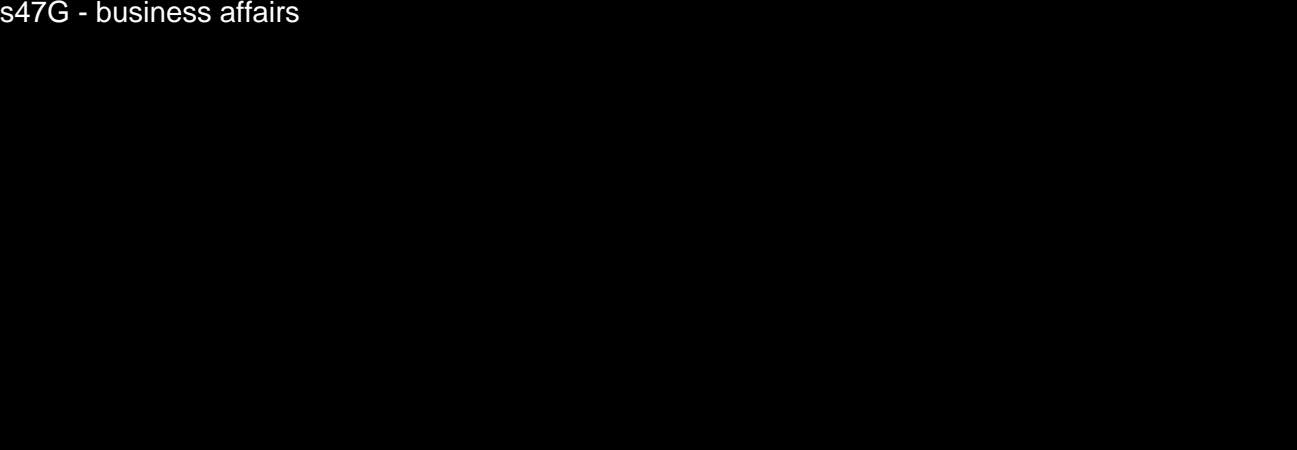
Based on these consultations all external works were removed from the scope.

SELECTION OF BUILDING CONTRACTOR

Following confirmation of the Scope of Work by Arup a Select Tender to appoint a Building Contractor was undertaken. Arup as the project manager ran the tender process and assessment and made recommendation of preferred a contractor.

Tender documents were issued to organisations on 25 November 2009. The tender period of two weeks closed on 10 December 2009 at 12 noon. Tenders were received from the

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Arup submitted a Tender Assessment Final Report to NSWALC in Draft Form on the 15 December 2010 and the Final Version on 5 January 2010.

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WORKS PROGRAM

Following the completion of the tender assessment and selection of a contractor in late December 2010 it was recommended by Arup and agreed by NSWALC that commencement of the works program should begin in January 2010. The reason for this decision was that

the Aboriginal community in Walgett may be travelling away from home for Christmas or people may have additional guests over the Christmas and New Year period. Additionally, it would be difficult to engage local people in employment at the end of the year and the alternative to bring staff from the City or Dubbo would add significant costs to the project.

Despite this decision FaHCSIA and the Coordinator General insisted that works begin prior to Christmas s47C - deliberative processes

NSWALC informed FaHCSIA that the selected contractor could not start prior to the second week of January 2010.

s47C FaHCSIA directed NSWALC to engage an alternative contractor to begin works on a small number of properties. NSWALC responded by engaging Murdi Paaki Housing as the Project Manager and Brian Vaughan for Quality Assurance. Murdi Paaki Housing engaged Murdi Paaki Enterprise to undertake works on two properties prior to Christmas close down 2009. The two properties chosen were:

- 102 Dewhurst Street; and
- 31 Sutherland Street.

These properties were chosen as they had only minor works identified in the Scope of Works. s47G - business affairs

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Commencement of Building Contractor

The remaining 29 priority properties were commenced in accordance with the Works Program submitted by Max Ryan Building on 11 January 2010. The first week included engagement of workers and negotiating access to properties with tenants including temporary relocation of tenants where significant work was required.

Both NSWALC and the WLALC board were concerned about the quality of past R & M programs and Quality Assurance was considered a high priority. Project Management performed by Arup and overseen by NSWALC included:

- All variations to the original scope were submitted in writing by the building contractor, assessed by Arup and approved by NSWALC;
- The WLALC board were sent all proposed variations for comment and all final approved copies for their own files;
- No variations in scope were permitted without NSWALC's approval;
- There were a total of 97 submitted and approved variations (ATTACHMENT A) to the original scope of works. An example of Variation Order No. 94 is attached, to provide an example of the process, (ATTACHMENT B);
- Arup's Site Representative Brian Vaughan conducted progress inspections. The main objective of these visits was to assess work in progress periodically so that progress and quality could be tracked for each house. During these inspections Brian assessed the work completed to the items listed on the scope and in variations and also assessed the quality of the workmanship against the specification (including checking for waterproofing in showers/ bathrooms). Brian provided a formal report back to Arup after each of these inspections. A copy of the report provided by Brian Vaughan following site inspections on the 11-12 March 2010 is attached as an example of Quality Assurance (QA) process. (ATTACHEMNT C)

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Figure 2 before Wardrobe

- Arup also conducted practical completion inspections to ensure that the properties were completed in accordance with the scope, variations and to the specification. These were done in the presence of a LALC representative and a NSWALC representative. MRB's quality management system was also accredited to AS/NZS SO9001:2008
- The progress inspections and the Practical Completion Inspections included an assessment of

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Figure 3 after Wardrobe

the workmanship as well as ensuring work was done to specification. Specifications included those outlined in the scope of works as well as industry standards such as the Building Code of Australia; Occupational Health and Safety codes or alternatively AHO's standards for Aboriginal Housing whichever was of a higher standard;

- On two occasions the contractor was directed to remove and retile a bathroom; on a number of occasions they were directed to repaint a room within a property and on one occasion the contractor was directed to redo the internal painting of an entire property. A number of other minor defects were also identified during these site inspections. These defects were listed, provided to both the WLALC and the contractor and inspected on the next site visit by the Project Manager or their agent.
- NSWALC Officers and Arup staff visited Walgett on over 10 occasions. These site visits included meetings with the WLALC board as well as discussions with tenants when inspecting properties. These field visits were between 3 and 5 days in duration. This continuing presence in the community improved the communication between all stakeholders, including tenants and is a factor in the success of the program.

Latent Conditions

The types of latent conditions encountered within properties during the course of the R&M program are currently being documented by the building contractor and will be submitted as soon as NSWALC receives this document. Past projects have resulted in poor workmanship and poor quality of work which in turn impacted on this repairs and maintenance project:

- It was discovered that pipes in properties "go nowhere" releasing water and other waste under houses in some cases;
- That ceilings in bathrooms had been installed upside down had not been sealed or waterproofed and in one case flooring in a bathroom was of inappropriate material causing tiles to crack. The scope of works required only that 8 cracked tiles be replaced. When these tiles were lifted it was discovered the floor was falling away due to lack of waterproofing and that as the wrong flooring material was used it was resulting in the tiles cracking when walked on. Consequently this added the cost of a new bathroom and a week of work on this property.

- No waterproofing in Bathrooms in Namoi properties resulted in water rotting the subfloor structural frame of the property.
- Windows installed in the past did not meet Australian Standards. Where our scope stated reglaze window in some cases we have had to replace the entire frame and window to meet Australian Standards.



Figure 4 Water Damage

- Railings on balconies installed under another program did not meet Australian standards and as such could not be repaired as first thought but instead had to be replaced.
- Crimsafe security grills which had previously been installed at Gingie on all properties included the ability for the screens to be pushed out in case of fire. The design of these screens caused damage to the eaves of the properties. The problem was rectified by this program by cutting the screens in size and fitting them as well as repairing the damage caused to properties by the poor design.



Figure 5 CrimSafe Security Screen damaging eaves of property

These latent conditions could not be identified during the scope phase of the project as the problems were revealed when walls, ceiling and flooring were exposed for work to take place.

NSWALC took the position that to band aid existing problems was not an appropriate solution as such variations to the original scope were required as was additional work to repair these latent conditions and problems. This added both cost and time to the project.

An example of the impact of these conditions include the need to refitted 11 bathrooms at Namoi Village that had previously been installed under the ACDP program, the bathrooms had to be refitted as they had no waterproofing, incorrect flooring and other issues which had resulted in water pouring through the floor and rotting the beams under the houses.

Quality of Materials and Works

Whilst budget considerations are a priority when managing an R&M program where identified superior quality materials were used to ensure a long life of materials and works. This included:

- Installing a commercial grade Vinyl in all rooms instead of carpet. Vinyl installed is used for commercial high traffic areas such as hospitals;
- Installing kitchen cabinetry and hinges of a higher grade than was removed to ensure a longer life cycle of the product;
- Using Lockwood locks and door hardware as per the specification, these locks and door hardware are more expensive, however due to the low grade of these fixtures in properties all door hardware and locks required replacement. Again the increased life cycle of the product will reduce the ongoing repair and maintenance costs;
- Installing superior door stops which will ensure tenants do not remove the door stops and prevent holes in walls from door handles as was documented when scoping the properties;
- When replacing vanities units replacement units to have "legs" that enable water to flow under the unit without damage to the cabinet as per AHO standards;
- Use of a Wash and Wear paint to enable tenants to wipe off marks from wear and tear; and
- All locks including doors, windows and security screens were keyed the same so that tenants only required one key per property.

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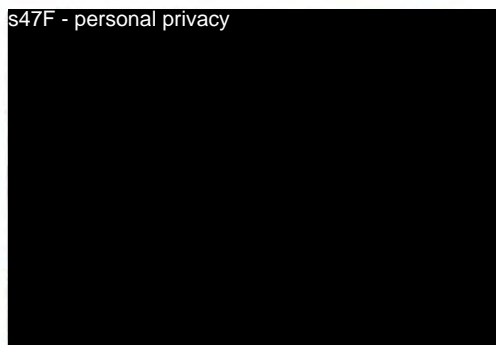


Figure 6 Poor Quality Door Hardware

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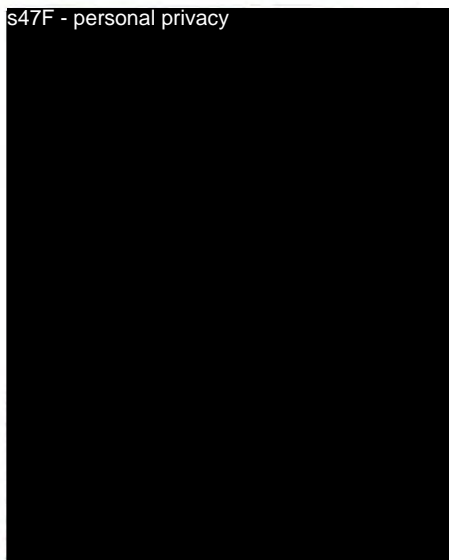


Figure 7 Hole – caused by no door stop

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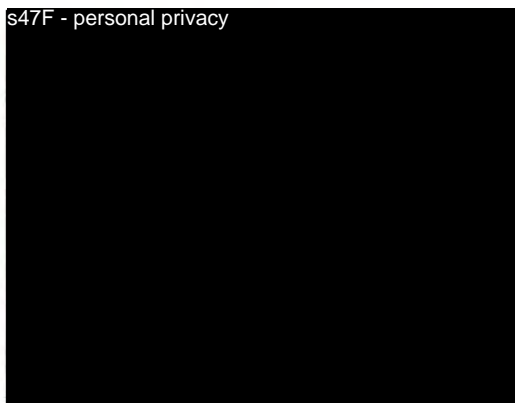


Figure 8 Vanity Water Damaged

Evaporative Air Cooling Systems

In scoping the required works for properties at Walgett one area of Occupational Health and Safety concern was the use of air conditioning systems by tenants. Many tenants had haphazardly installed these units in windows of properties and there was serious concern that someone would be injured.

Most often these systems have been installed in windows



Figure 9 Tenant Installed Air Conditioner

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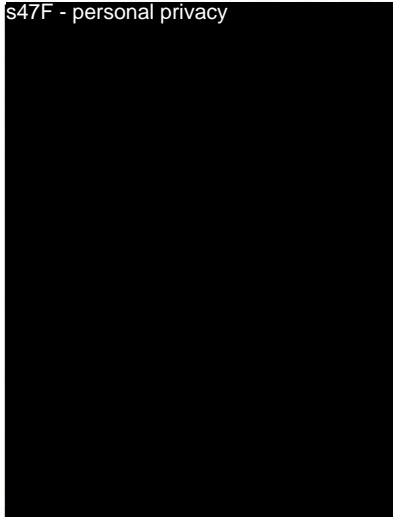


Figure 10 Tenant Installed

propped up externally with chairs, sticks or other available options, few if any of the systems have been wall mounted.

The most cost effective, efficient and safe solution to the issue was to install evaporative air cooling systems to AHO standards by Con Air in every property.

To rectify the problem under the repairs and maintenance program by installing the existing systems correctly in the walls of properties would have cost approximately \$450,000.

These systems were often old, in poor working order, costly to run due to the inefficient use of power and not installed safely.

Given the extreme temperatures of the Walgett area it was reasonable that tenants had attempted within their limited financial means to address the issue of the extreme heat by using these systems.

According to the Commonwealth Bureau of Meteorology Temperatures in Walgett reached or exceed 35 degrees for 15 days in January 2010, with a max temp of 40.5 degrees and a mean of 34.8 degrees. In Dec 09 the highest temp recorded in Walgett was 43 degrees with 15 days reaching or exceeding 35 degrees with 6 of these days reaching or exceeding 40 degrees.



Figure 11 Evaporative Cooler requires replacement

At these temperatures there are real risks that an increase in heat waves will cause an increase in incidence of heat rashes, heat exhaustion and even heat stroke - which can lead to death. Elderly people and those with poor cardiovascular health and low physical fitness are at highest risk (McMichael et al. 2003). The latter concerns are disproportionately prevalent in the Walgett Indigenous community.

Not only will the installation of air cooling systems improve the health of those Aboriginal people living in WLALC properties but it will also improve the long term property management of the properties and the occupational health and safety of properties.

Following significant lobbying by the WLALC, NSWALC and community FaHCSIA's State Office determine that Evaporative Air Cooling in WLALC properties should be supported. To this end they were successful in seeking funding and a further \$520,000 was granted to the project to upgrade and install evaporative cooling systems in all WLALC properties.



Figure 12 New Cooling System Installed

Tenants have already begun using these systems and have reported a great improvement in their living conditions.

Practical Completion

All properties were inspected during the repairs phase as well as at the conclusion of the repairs phase prior to certificates of practical completion being issued.

As one property was infested with termites and subsequently demolished it was removed from the original 70, as were the two properties project managed by Murdi Paaki Housing in December 2009. Additionally, one house was removed from the scope as it was owned by Murdi Paaki Housing and not the LALC, and another house was a recent construction and not included in the original scope of works.

This reduced the original 70 properties in the PFA to 65 properties requiring works by Max Ryan Building.

All properties were issued with certificates of Practical Completion. Copies of these certificates are attached. (ATTACHMENT D)

The date of the issued certificate is the date upon which the Defect Liability Period for all works commences. Dates of Practical Completion for each property are as follows:

No.	Street Number	Street Name	Suburb	Date of Practical Completion
1	28	Arthur Street	WALGETT	9 April 2010
2	100	Arthur Street	WALGETT	9 July 2010
3	103	Arthur Street	WALGETT	9 April 2010
4	107	Arthur Street	WALGETT	9 July 2010
5	109	Arthur Street	WALGETT	14 May 2010
6	76	Dewhurst Street	WALGETT	25 June 2010
7	81	Dewhurst Street	WALGETT	8 September 2010
8	83	Dewhurst Street	WALGETT	9 July 2010
9	87	Dewhurst Street	WALGETT	25 June 2010
10	89	Dewhurst Street	WALGETT	9 April 2010
11	96	Dewhurst Street	WALGETT	9 July 2010
12	102	Dewhurst Street	WALGETT	10 January 2010 *
13	67	Duff Street	WALGETT	25 June 2010
14	85	Duff Street	WALGETT	14 May 2010
15	87	Duff Street	WALGETT	14 May 2010
16	89	Duff Street	WALGETT	14 May 2010
17	26	Hope	WALGETT	14 May 2010
18	28	Hope	WALGETT	25 June 2010
19	30	Hope	WALGETT	14 May 2010
20	32	Hope	WALGETT	14 May 2010
21	34	Hope	WALGETT	9 April 2010
22	36	Hope	WALGETT	14 May 2010
23	38	Hope	WALGETT	14 May 2010
24	46	Keepit	WALGETT	9 July 2010
25	90	Peel St	WALGETT	9 April 2010
26	92	Peel St	WALGETT	14 May 2010
27	94	Peel St	WALGETT	14 May 2010
28	96	Peel St	WALGETT	25 June 2010
29	67	Neilly	WALGETT	OWNED BY MURDI PAAKI
30	74	Pitt St	WALGETT	9 July 2010
31	8	Sutherland	WALGETT	9 April 2010
32	31	Sutherland	WALGETT	10 January 2010**
33	36	Sutherland	WALGETT	9 July 2010
34	38	Sutherland	WALGETT	DEMOLISHED DUE TO TERMITES
35	77	Warrena	WALGETT	8 September 2010
36	102	Wee Waa	WALGETT	9 July 2010

No.	Street Number	Street Name	Suburb	Date of Practical Completion
37	1	Gingie reserve	WALGETT	9 April 2010
38	2	Gingie reserve	WALGETT	9 April 2010
39	3	Gingie Reserve	WALGETT	9 April 2010
40	5	Gingie reserve	WALGETT	9 April 2010
41	7	Gingie reserve	WALGETT	9 April 2010
42	9	Gingie reserve	WALGETT	9 April 2010
43	11	Gingie reserve	WALGETT	9 April 2010
44	12	Gingie reserve	WALGETT	9 April 2010
45	14	Gingie reserve	WALGETT	9 April 2010
46	15	Gingie reserve	WALGETT	9 April 2010
47	16	Gingie reserve	WALGETT	9 April 2010
48	17	Gingie reserve	WALGETT	9 April 2010
49	1	Namoi Reserve	WALGETT	14 May 2010
50	2	Namoi Reserve	WALGETT	25 June 2010
51	3	Namoi Reserve	WALGETT	25 June 2010
52	4	Namoi Reserve	WALGETT	25 June 2010
53	5	Namoi Reserve	WALGETT	25 June 2010
54	6	Namoi Reserve	WALGETT	25 June 2010
55	7	Namoi Reserve	WALGETT	25 June 2010
56	8	Namoi Reserve	WALGETT	25 June 2010
57	9	Namoi Reserve	WALGETT	14 May 2010; 25 June 2010
58	10	Namoi Reserve	WALGETT	14 May 2010
59	11	Namoi Reserve	WALGETT	9 July 2010
60	12	Namoi Reserve	WALGETT	14 May 2010
61	13	Namoi Reserve	WALGETT	9 July 2010
62	14	Namoi Reserve	WALGETT	14 May 2010
63	15	Namoi Reserve	WALGETT	25 June 2010
64	16	Namoi Reserve	WALGETT	25 June 2010
65	17	Namoi Reserve	WALGETT	14 May 2010
66	18	Namoi Reserve	WALGETT	14 May 2010
67	19	Namoi Reserve	WALGETT	25 June 2010
68	20	Namoi Reserve	WALGETT	25 June 2010
69	21	Namoi Reserve	WALGETT	9 July 2010

Handover Manuals

The WLALC has been provided with a handover manual for each property to assist with property management which includes:

- Original Scope of Works
- Approved Variations to the Scope of Works
- Certificates of Practical Completion
- Air Cooling Serial Numbers
- Key List of Serial Numbers

Also included in the handover manual are Warranties and Certificates for:

- Bathroom Exhaust Fan
- Certificates of waterproofing for properties that have had new bathrooms installed
- Smoke detector certificates
- Air cooling manual and warranties
- Warranties and manuals for new any electrical appliances installed in the house under this program e.g. new stoves; Range hood, Wood Heaters; Cook Tops
- Warranties for any air cooling systems installed
- Numbers of Keys for Each property

Defect Liability Period

A 12 month defect liability period (DLP) for all works performed by Max Ryan Building commenced for each property on the date of Practical Completion (PC). A Deduction for Performance Security as per clause 5.4 of the contract has been retained by NSWALC. This figure is currently \$123,146.36.

A process for managing the DLP has been drafted for the WLALC board, NSWALC, Murdi Paaki and Arup to follow. (ATTACHEMNT E) All tenants and the WLALC board have been informed that the work undertaken as part of the R&M program are subject to the DLP, and as such it is important to report any defects, such as peeling paint or other defects with materials or works.

In addition to the DLP all installed fixtures in properties such as evaporative air cooling systems, stoves; cook tops etc are under manufacturer warranties. These warranties have been included in the Handover Manuals for each property to enable the WLALC to know which properties have such fixtures installed as well as contact details for manufacturers as some warranties extend beyond the 12 month defect liability period. The WLALC and Murdi Paaki will have to follow up any issues after the 12 month period.

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2 evaporative air cooling systems which required replacement of motors due to defects. Such replacement is at no cost to the WLALC or the program.

Arup's contract as Project Manager extends to the end of the DLP to ensure appropriate response by the Building Contractor when required. If the building contractor does not respond within a reasonable period or disputes the defect identified NSWALC can direct an alternative builder to rectify the problem and use the retain DLP funds to pay for such a service.

At the end of the defect liability period for each property the retention funds will be paid to the contractor.

EMPLOYMENT OUTCOMES

- Aboriginal Persons consistently accounted for over 60% of all employees of the project, reaching a maximum of 80% of employees in May 2010 and a minimum of 58% in June 2010.
- As the project started to wind up the number of employees diminished including the number of Aboriginal employees;



Figure 13 Local Worker Preparing Paint Surface

- A total of 47 Aboriginal people and 16 non-aboriginal persons were employed during the 7 months of the Works Phase of the program, resulting in a 75% participation rate for Aboriginal employees;
- Of the 47 Aboriginal workers:
 - 18 were from Walgett;
 - 8 from Bourke;
 - 9 from Dubbo;
 - 7 were from Orange and
 - the remaining 5 were from Lake Cargelligo; Wellington, Lightning Ridge, Mendooran and Garwin.
- Based on the place of residence of the 47



Figure 14 - Grading Driveway

Aboriginal workers, 39% were from Walgett and the remaining 61% were from surrounding areas of the Western Region of NSW.

- Aboriginal Persons employed undertook the following jobs:
 - 3 apprentices;
 - 20 Labourers;
 - 9 painters;
 - 3 carpenters;
 - 2 Welders;
 - 1 electrician; 1 Bobcat Driver; 1 Liaison Officer; 3 Cleaners; 1 Glazier; 1 Driver, 1 Administration Assistant; and
 - 1 of the Directors of the Company is also Aboriginal.



Figure 15 Apprentice Carpenter

Participation of the CDEP

In addition to the direct employment of local people the building contractor also:

- Offered the local CDEP 10 of the properties under contract;
- Sought to employ CDEP participants interested in working;
- Sought to hire equipment at commercial rates from the CDEP.

Despite the good will of the building contractor the local CDEP refused to hire equipment or allow participants' to work on the project. They also turned down the offer of the 10 properties under contract.

After continued communication from the builder to try to engage the CDEP, they informed the WLALC and contractor that as they were not awarded the Stage 2 contract or the stage 1 tender they were not interested in any work that may be available.

This placed the contractor in a difficult position as local CDEP participants continued to ask why they were not being given the work. It was very disappointing to see trained local CDEP participants with no work when the builder was keen to employ them all.

To overcome this issue NSWALC approached FaHCSIA who suggested the CDEP participants could be employed directly as casual workers by the contractor. However, as many participants are on "grandfather arrangement" they were scared of losing their benefits

for short term work. Consequently many local CDEP workers missed out on an opportunity to work on the project.

How did we achieve employment outcomes?

The Employment Outcomes of the project are considered a success of the project. There are a number of factors that influenced the successful outcome:

- The participation of the WLALC in promoting work opportunities;
- The location of a site office in Walgett, which was accessible to everyone;
- The employment of a local Aboriginal Liaison Officer who encouraged people to apply for work;
- The flexibility of the contractor; when workers did not turn up for work on Fridays (Pay day was Thursday) for a number of weeks the builder decided to shorten the work week to four days rather than dismiss workers for non attendance;
- The Director of the Company being Aboriginal and known to the community;
- Word of mouth that the contractor was "ok" to work for;
- Patience with workers, who had been long term unemployed; many missed days off work, took lunch and did not return to work; arrived at work intoxicated or drug affected. Again the Contractor asked workers to take a day off if they were intoxicated but was not heavy handed in his approach to dismiss worker;
- Contractor tried to match workers to areas of work they stated they were interested in learning.

Impacts of Local Employment

Although the employment of local people has overwhelming positive outcomes for both the project and the community there were also a number of issues that impacted the project:

- Due to the employment of many unskilled locals timelines can be impacted, this should be considered by the funding body in seeking time specific outcomes;
- A serious incident whereby a local worker physically assaulted another worker resulted in the need for a Criminal Police Report in accordance with OH&S procedures.

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- Some tenants refused to have local workers in their homes due to local community politics this resulted in the contractor having to move workers to satisfy tenants and gain access to properties;
- Despite missing days or skipping afternoons off work some workers still expected to be paid for a full week this resulted in local workers not happy with the contractor and thus local households claiming non payment of wages by the builder. Although this was resolved these types of incidents should be foreseen when employing long term unemployed people.

Overall the employment of local people was of great benefit to the project. Comments such as “if I see you drawing on my painted wall you will know about it” reflected the pride people took in the work they completed.

Unfortunately despite the AHO engaging a building contractor for a significant amount of work MRB were not chosen and as such at the end of the project they did not have the work to sustain all the local employees. The contractor was very disappointed as they would of continued to employ all workers had they had enough ongoing work in the area.

Community Feedback Household Survey

A survey of tenant households in Walgett, Gingie and Namoi was conducted by NSWALC following Practical Completion of all properties. This survey proved positive for two reasons:

- It continued the active involvement of the tenants in the project to the end by asking for their honest feedback on project process, workmanship, and communication.
- It assisted the project manager and the client to identify where we could have done a better job

All households agreed to participate in the survey which included both quantitative and qualitative questions. The results of the survey included:

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Qualitative responses provided by tenants included:

- Quality of the works very good, "very happy";
- ACDP program was very "shoddy" compared to this program;
- Most of the tenants from Gingie Village and Walgett township stated they were very happy with the work that was done;

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LESSONS LEARNED

Following Practical Completion, NSWALC engaged Arup to prepare a Lessons Learned report to identify elements of the design and delivery of the project that helped make it a success and to develop tools to be used on future projects.

A Lessons Learned workshop was facilitated by Arup with the NSW Aboriginal Land Council (NSWALC) on 16 September 2010 date. Informal discussions were also held with Walgett Local Aboriginal Land Council (WLALC) and the Building Contractor – Max Ryan Building (MRB) – in relation to the Walgett Repair and Maintenance Project. The purpose of this workshop (and the informal discussions) was to allow stakeholders the opportunity to openly discuss:

- What worked well and should be replicated in the future; and
- What didn't work well and should be done differently in the future

In addition, the working session identified tools for use on future projects.

The purpose of the report being prepared by Arup is to set out the outcomes arising from both the workshop and the informal discussions in a format suitable for use on future projects, with a view to improving implementation.

What Worked ?

Transparent and regular communication between client, project manager, asset owner (LALC) building contractor and other stakeholders.

This was achieved through:

- Involvement of the LALC board in key decisions that related to scope of works.
- Agreement that the LALC Board would be CC'd on all financial information (e.g. variations).
- Daily communication via phone (and email) between project manager and building contractor
- Minimum of 3 x weekly phone call between principal and project manager

The functioning of the project team (i.e. Project Manager, Assistant Project Manager, Principal, Building Contractor and other stakeholders)

This was achieved through:

- All parties worked in 'partnership' with a common goal;
- It was identified early who needed to be communicated to and the frequency of this communication as well as following up to ensure that the communication is adequate (i.e. too much or not enough);
- An environment of trust was created early on between stakeholders;
- Communication was transparent and good and bad news was shared;

Stakeholders had a clear understanding of the project objective and all were working to a common and clear goal. Having this clear focus helped the team make decisions on scope and variation items as they occurred.

Communication of works process and scope of works to each household prior to works commencing.

All tenants were informed of the:

- Scope of works;
- Timing of works;
- OH&S ;

at the commencement of works on their property enabling tenants to plan their daily activities.

This process also ensured that tenants were not disappointed with the outcome as they were aware of the work to be done.

Although done initially, as construction continued the established process was not adhered to by the contractor which created confusion to the tenants on when works would commence in their house and what the work would entail.

Future projects should:

- Create a 'holdpoint' in the construction contract that a checklist signed by the contractor, tenant and LALC representative to evidence that the tenant has been briefed.

What Didn't Work

Temporary accommodation should be provided for tenants where scope of works is greater than \$30k or renovations involve the replacement of a bathroom or kitchen.

All future projects should ensure:

- Tenderers to provide strategy for relocation of tenants as a mandatory criteria for compliance with Conditions of Tendering.
- Relocation costs must be factored in to the building contractors tender price for assessment and this will be a mandatory Condition of Tender.

The WLALC board and the building contractor were of the view that tenants would not want to relocate from their homes, particularly those that lived on the former reserves. Although the project manager and NSWALC preferred a relocation plan, following feedback from the board it was agreed that tenants could remain in properties. This resulted in schedule delays and displaced & disrupted tenants.

Contractor not permitted to visit houses during the tender period to avoid disruption to tenants.

Due to the tight timeline required by the Commonwealth on the Tender Phase of the project the contractors were not permitted to visit properties before submitting tenders. This resulted in:

- Increased disruption as there were many unknowns scope items in houses due to changes between scoping and construction;
- Contractor could not visualise what the 'good', 'fair' and 'poor' categories described in the tender documentation actually represented;
- Program delays;
- Underestimation the amount of time required to complete a property resulted in further disruption for tenants.

All future projects should conduct one mandatory, restricted and escorted site visit during the tender period to a selection of houses, possibly one or two per grading category with no further access allowed to houses or tenants during the tender period.

All properties should include a commercial grade cleaning as part of any Repairs and Maintenance Program.

Some properties were in good condition internally and structurally requiring minimal work to be undertaken however as dirt and grime had built up over time (prior to the works commencing) mainly in bathrooms, kitchens and on flooring this let down the overall presentation of the house at Practical Completion.

Future projects should ensure:

- Building contractor should price for a commercial clean to be undertaken per property regardless of grading.
- Clean should be undertaken prior to works commencing, the benefit of this would be that if any latent conditions are uncovered (and for example it is determined that a new kitchen is required) they can be addressed and a variation submitted prior to works commencing.

Projects of this nature yield a high amount of latent conditions

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- Budget needed to be reprioritised to allow for these items;
- Tenant disruption;

The remote location of the site impacted the Contractors resourcing.

- High turnover of administrative staff ;
- High turnover of some trades;
- Contractor had conflicting priorities (needing to be on site all day as well as co-ordinating all admin);
- Delayed issue variation requests and some other documentation;
- Contractors QA process prior to client and PM site visits was affected due to lack of resources.

As a condition of tender compliance / condition of participation in the tender, the contractor should provide an outline of their QA processes and how they will manage this task. This will assist with assessing contractors experience in working on these kinds of projects. Ideally the Contractor required an additional resource on site 100% of the time to follow after sub-contractors and check off work against the scope and variations.

Depending on the location and remoteness of the project Principal may choose to directly engage a Clerk of Works. The role is primarily to represent the interests of the client in regard to ensuring the quality of both materials and workmanship are in accordance with the scope. It does not take the place of interim site visits by the project manager but would assist in making these visits more effective and efficient.

PROPERTY AND TENANCY MANAGEMENT

The WLALC board currently engages Murdi Paaki under a Management Agency Agreement to manage the WLALC's properties. The WLALC board retain all decision making power and policy development in accordance with the requirements of the Aboriginal Land Rights Act 1983.

On 3 November 2009 the WLALC board endorsed a new Housing Policy which included the endorsement of a new rent strategy to increase rents.

Following Practical Completion on each property Murdi Paaki had all tenants sign a new inspection report and rental increase agreement. This is the beginning of the implementation of the rental strategy which aims to increase rents from the current \$100 per

week to \$150 per week. Increases are incremental to enable tenants to adjust to the increased cost.

All tenants eligible for rent assistance have been targeted by Murdi Paaki and are encouraged to contact Centrelink to ensure they are receiving any their entitlements.

Additionally, the WLALC has written to Murdi Paaki seeking their immediate action to recovery funds from any tenant damage. The WLALC CEO has also spoken to all tenants and informed them any tenant damage will be the responsibility of the tenant to repay. Tenants agreed that this is a reasonable request.

Through the Repairs and Maintenance Program a number of tenant households were identified as "bad tenants" responsible for significant damage to the property. These tenants names have been provided to Murdi Paaki and the WLALC has sought that a minimum of 4 inspections per year be undertaken in these properties in accordance with the Residential Tenancy Act.

The WLALC has not been satisfied with the service provided by Murdi Paaki and is concerned the houses will fall into a poor state without improvements in property management. NSWALC continues to work with the WLALC to find ways to improve the current property management. If Murdi Paaki continue to fail in their management WLALC have stated they will seek an alternative manager.

CONCLUSION

Given that during the life of the repairs and maintenance project that the budget more than doubled and yet the timeline was not increased, the Project Manager and Building Contractor did a remarkable job in achieving a very successful project.

The building team consistently employed between 85% - 65% of local Aboriginal people, compared to the Commonwealth targets within the PFA this is an extraordinary outcome.

The Walgett LALC board has stated the project has been much more successful than past programs, resulting from the communication between NSWALC, the WLALC and the Project Manager.

It is hoped that the lessons learned from this program will assist achieving even better outcomes in future repairs and maintenance projects.

240.00 for 17 Gincio 1.008.00

Average Variation Per house (all houses)

[illegible]

[illegible]

Contract Variation Order

Walgett Repair & Maintenance Project
Contract Ref: 206968-CO1

Variation Order 94

No:

Date issued: 21/06/2010

Requested by: Contractor

Principal

New South Wales Aboriginal Land Council
33 Argyle Street

Contractor:

Max Ryan Building Pty Ptd
PO Box 964

Variation Details		Price (Excl GST)	Time	
			Addition	Deduction
Additional Items at 7 Gingie, shading in Gingie and lighting in Gingie				
<u>Item</u>	<u>Description</u>			
1	Additional items at 7 Gingie Reserve arising from deterioration of property since Scope of Work was prepared in May 2009. Refer to Attachment A for a breakdown of the additional works.	\$14,813.50		
2	Design and construction of shade structures including, but not limited to, compliance with all statutory requirements (including BCA) and obtaining all necessary development approvals. Refer to Attachment B for listing of properties.	\$63,750.00		
3	Replacement of all light fittings in properties at Gingie. Refer to Attachment C for details.	\$8,855.00		
Total		\$87,418.50		
Original Lump Sum Price (A)		\$1,350,460.15		
Total Value of previous Variations (B)		\$2,996,395.70		
Value of this Contract Variation (C)		\$87,418.50		
Total Value of Variations (B+C)		\$3,083,814.20		
Total Value of Contract Sum (A+B+C)		\$4,434,274.35		

Issued By:

Superintendent's Representative
Arup Pty Ltd
Paul Towers

21/06/2010

Revision A

Attachment A

7 Gingie

Variation

Location	Component	Quantum	Detail	Reason	Cost (ex GST)	Total \$ Approved (Ex GST)	Approved yes / no
Lounge Rm	Door		Change to fixed panel and a normal 820 hinged door	Door does not slide and the whole frame is loose and bent, would have to replace whole sliding door frame		s 47G - business affairs	Yes
	Screen Door		New screen door to match new door and all hardware	to match new door as above			Yes
	Firw place		Fire bricks	Needs new bricks			Yes
Kitchen/dining	Floor	3.4x6m	Replace vinyl	damaged can not be repaired			Yes
Dining Rm	Door		Change to fixed panel and a normal 820 hinged door	Door does not slide and the whole frame is loose and bent, would have to replace whole sliding door frame			Yes
	Screen Door		New screen door to match new door and all hardware	to match new door as above			Yes
Bedroom 1	Lock		needs Privacy set	no privacy set			Yes
Bedroom 2	Lock		needs Privacy set	no privacy set			Yes
Bedroom 3	Lock		needs Privacy set	no privacy set			Yes
Bedroom 4	Lock		needs Privacy set	no privacy set			Yes
Bathroom	Ceiling		replace	mould infested			Yes
	Plumbing		Bath tub tap replace	broken			Yes
Laundry	Door		New door	damaged			Yes
	Ceiling		New Ceiling	mould infested & damaged			Yes
	Toilet seat		Toilet seat	Damaged			Yes
	Door jamb		New door jamb	Damaged			Yes
Sleep out	Screen Door	2	replace flyscreen material	only 1 on scope there are 3			Yes
		3	Locks	all damaged			Yes
		2	Lock security late	only 1 on scope there are 3			Yes
External	Clothes line		new clothes line	no clothes line			Yes
	Water Pump		New	missing			Yes
Windows	Curtain brackets		Curtain brackets	Missing			Yes
Preliminaries & management		\$ 13,490.00	Extra Work	Preliminaries and Management @35%			15% P&M approved only

Total

Deletion

Kitchen	Floor			Could not repair
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Difference

Attachment B

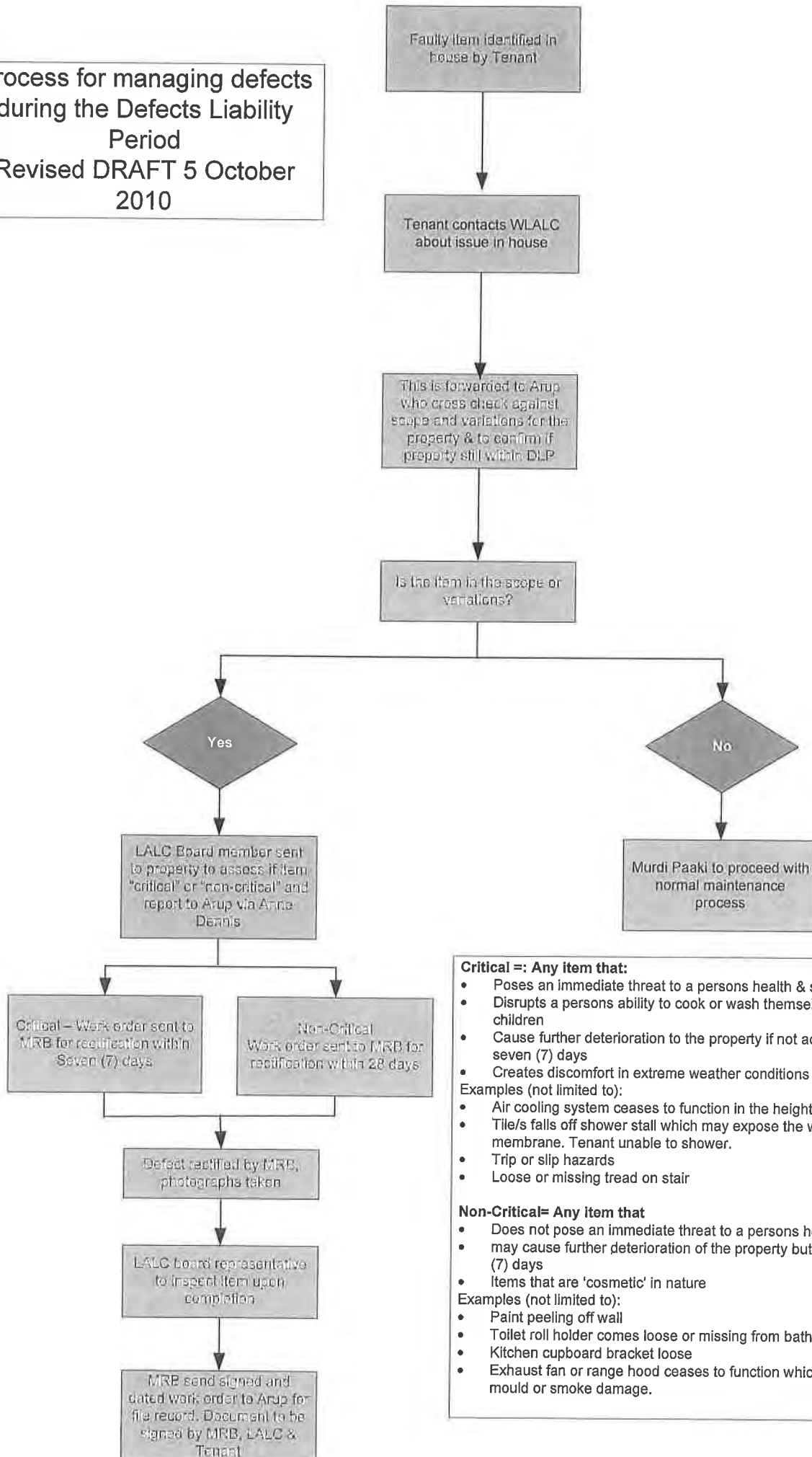
Gingie shades

Variation

Location	Component	Quantum	Detail	Reason	Cost (ex GST)	Total \$ Approved (Ex GST)	Approved Yes / No
					s 47G - business affairs		
1 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
2 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
3 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
5 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
9 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
11 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
12 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
14 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
15 Gingie	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
28 Hope	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
38 Hope	Shade/Carport	3.5x6.5	Steel frame and corrugated iron roof				Yes
38 Hope	Water tank		Water tank				No
38 Hope	Cut down tree						No
Preliminaries & management		\$ 60,900.00	Extra Work	Preliminaries and Management @15%			Yes - Pro rated
Total							

Location	Component	Quantum	Detail	Reason	Cost (ex GST)	Total \$ Approved (ex GST)	Approved Yes / No
2 Gingie	Power		Rectify all lights	make all alike	s 47G - business affairs		Yes
3 Gingie	Power		Rectify all lights	make all alike			Yes
5 Gingie	Power		Rectify all lights	make all alike			Yes
7 Gingie	Power		Rectify all lights	make all alike			Yes
9 Gingie	Power		Rectify all lights	make all alike			Yes
11 Gingie	Power		Rectify all lights	make all alike			Yes
12 Gingie	Power		Rectify all lights	make all alike			Yes
14 Gingie	Power		Rectify all lights	make all alike			Yes
15 Gingie	Power		Rectify all lights	make all alike			Yes
16 Gingie	Power		Rectify all lights	make all alike			Yes
17 Gingie	Power		Rectify all lights	make all alike			Yes
Preliminaries & management		\$ 7,700.00	Extra Work	Preliminaries and Management @15%			Yes
Total							

Process for managing defects during the Defects Liability Period
Revised DRAFT 5 October 2010



Critical =: Any item that:

- Poses an immediate threat to a persons health & safety
- Disrupts a persons ability to cook or wash themselves or their children
- Cause further deterioration to the property if not actioned within seven (7) days
- Creates discomfort in extreme weather conditions

Examples (not limited to):

- Air cooling system ceases to function in the height of summer
- Tile/s falls off shower stall which may expose the waterproofing membrane. Tenant unable to shower.
- Trip or slip hazards
- Loose or missing tread on stair

Non-Critical= Any item that

- Does not pose an immediate threat to a persons health & safety
- may cause further deterioration of the property but not within seven (7) days
- Items that are 'cosmetic' in nature

Examples (not limited to):

- Paint peeling off wall
- Toilet roll holder comes loose or missing from bathroom
- Kitchen cupboard bracket loose
- Exhaust fan or range hood ceases to function which could cause mould or smoke damage.

Brian Vaughan & Associates

"Banyula",
Gun Club Road,
NARRABRI N.S.W. 2390
Telephone (02) 67922139 Fax (02) 67922200
Email: brianvaughan1@bigpond.com.

Site Inspection Record

Project Name: WALGETT R & M PROJECT

Location: Various Premises at Walgett

Date 11-12 March 2010

Weather: Fine

Reported arrival: Zed Dujkovic

Advised departure: Zed Dujkovic

Organisation: Max Ryan Building

Purpose of Visit: Inspection of premises for additional works assessment and progress inspection of works on dwellings relevant to the Walgett R & M Project at Walgett.

Observation of visit:

This inspection visit was carried out to ascertain what additional works were required with respect to kitchens, floor coverings, handrails and balustrade and window mounted air conditioners. The inspection also revealed that the works program was continuing with works being conducted at a number of dwellings.

Inspections carried out on 11th March 2010, were in company with Zed Dujkovic, Les Pitt and Joe Flick.

Inspections carried out on 12th March 2010, were in company with Zed Dujkovic.

Inspections:

Inspections were carried out at the following premises;

- 1 Namoi - Provide security grille to bedroom 1,2,3,4. Kitchen, lounge and bathroom.
Air conditioning unit located in a rear window.
Repair vinyl in loungeroom.
Bathroom has heavy mould .
Tennant wants to extend existing bathroom and open wall between kitchen and bath area and requests a longer bathtub.
- 3 Namoi - Kitchen area generally good condition.
Repair required to floor covering at the kitchen/lounge entrance.
Attempt to make it an even surface.
Repair fluorescent light fitting to kitchen.
Check off peak power is connection to hot water system.
Security grille to be provided to kitchen window and loungeroom.
- 4 Namoi - The separate cook top is faulty and a new stove unit recommended.
Safety isolation switch for stove needs to be relocated to a safe position.
Security grilles to be provided to lounge, bedroom3, bedroom 4, kitchen and bathroom.
Concrete infill to driveway.
Check off peak power is connection to hot water system.
- 5 Namoi - No Access
- 6 Namoi - Replace kitchen cupboards.
Security grilles to be provided to lounge, bedrooms 1,2,3 and kitchen.
Check off peak power is connection to hot water system.
- 7 Namoi - Fix 5 doors and 1 drawer in the kitchen.
Existing floor lining bubbled at the hall/lounge junction.
Generally deteriorated and needs to be replaced.
Provide security grille to lounge, bedroom 3.
Relocate yard 6ap from under clothes line to area next to hot water system.
Air conditioning unit located in window at bedroom 3
Some external hardiplank panels need to be replaced.
- 8 Namoi - Security grilles to be provided to lounge/dining, bedrooms 1,2,3
There is an air conditioning unit in window at bedroom1.
Provide vinyl to hallway.
Repair kitchen cupboards.
New bench top to cupboard next to stove.

Safety isolation switch for stove needs to be relocated to a safe position.

- 9 Namoi - Hole in front wall where air conditioner unit has been removed. Area needs to be resealed.
There is an air conditioning unit located in the window at bedroom 1.
Provide security grilles to Bedroom 1, 2, 3, lounge and kitchen.
- 10 Namoi - Security Grilles to Bedroom 3, lounge, bath.
- 11 Namoi - Provide new kitchen.
Floor coverings in kitchen lifting also at the kitchen/lounge junction - need to replace.
Security grilles to be provided to dining, bath, bedrooms 1,2 and kitchen.
Rear air conditioning units x 2 need to be flashed out.
Approximately 7 external wall panels (hardiplank) need replacement.
Front mounted air conditioning unit needs to be adequately secured.
- 12 Namoi - No Access.
Security grilles to be provided to two (2) windows at the front of the dwelling.
- 13 Namoi - Provide security grilles to lounge, bedroom 1,2,3, kitchen.
Hole in rear wall where air conditioner unit has been repaired.
Damaged tread at base of rear stair.
Recommend new stove at kitchen.
Safety isolation switch for stove needs to be relocated to a safe position.
Provide new kitchen.
Existing feature wall in lounge area is not to be touched.
- 14 Namoi - Provide new stove.
Repair 2 drawers and 3 doors to cupboards.
Repair landing at front stair.
Provide security grilles to lounge, bedroom 1,2,3,4, and bath.
Remove old clothes line.
- 15 Namoi - Provide security grilles to lounge, and two (2) windows on back wall.
Hole in front wall where air conditioner is missing.
Air conditioner in window on back wall and needs to be given additional support.
Provide adjustments to kitchen cupboards.
Provide three (3) doors for kitchen cupboards.
It was stated that these doors were on site. They now cannot be located.

- 16 Namoi - Provide security grille to lounge, bedroom 3, bath, 2 windows to rear wall.
Kitchen ceiling needs repair.
Adjust oven door.
Possible leak of bathroom. Showing staining to ceiling of ground floor ceiling area.
- 17 Namoi - Provide security grille to lounge, bedroom 1,2, and bath,
Isolation switch at stove appears to be faulty and is to be checked.
Air conditioner unit in one (1) window.
Tennant requests that wall at lounge/dining area be removed to provide better disabled access.
- 18 Namoi - Hole in front wall where air conditioning unit is missing.
Provide security grilles to lounge and two (20 windows on back wall)
Repair vinyl to bedroom 1
Tennant requests that a full size bathtub be reinstated.
(see photo)
Tenant only wants trees lopped not removed.
- 19 Namoi - Provide security grille to lounge, bedroom 4 and windows on back wall.
Repair carpet in bedroom 3 and 4
Tennant wants to keep carpet in bedrooms.
There are a number of large subsidence's in the rear yard.
This needs to be further investigated as to the cause.
- 20 Namoi - Provide security grilles to kitchen, bedroom 1,2,2,3,4, dining and lounge.
Refix handles to kitchen cupboards. (handles in tenant possession).
Vinyl patching required to four (4) bedrooms.
Air conditioning unit in one (1) bedroom.
Bathroom leaking through floor. Possible lack of waterproofing and may need bathroom refit.
Some faulty treads at base of both stairs.
- 21 Namoi - Check that external power outlets are weatherproof .
Request that a kitchen cupboard be trimmed to allow space for freezer relocation and more space in the kitchen.
Repair vinyl in lounge area.
Power outlet located directly behind fireplace is to be relocated to a safe position.
Replace shower screen in bathroom.
Evidence of water leak at the under floor area of the bathroom.
Heavy mould in bathroom. May need re-sheeting.
Tennant requests larger bath and new shower.

Provide weatherstrip to rear door.

- 30 Hope - Provide kitchen bench top and fix doors to cupboards.
Renew vinyl to kitchen.
All doors have steel jambs placed inside existing timber jambs.
Steel jambs are loose and need to be refixed and secured and architrave adjusted to give trade finish.
- 32 Hope - Provide new kitchen.
Replace vinyl to kitchen/dining area.
Replace ceiling fan in lounge.
May be a termite problem and needs to be investigated.
New Bathroom.
- 38 Hope - Grille to stove is faulty. Try to fix or replace.
- 94 Peel - All doors have steel jambs placed inside existing timber jambs.
Steel jambs are loose and need to be refixed and secured and architrave adjusted to give trade finish.
- 92 Peel - Side sliding door at lounge needs to be a door conversion replaced with a window panel and door.
Provide new kitchen.
- 96 Peel - Kitchen deteriorated. Should repair. May need ½ new kitchen in the vicinity of the sink area.
- 87 Duff - Repair kitchen cupboards.
Carry out door conversion from existing sliding door at rear kitchen area.
Replace vinyl in hall.
Old carpet in 2 bedrooms. No floor coverings in another bedroom.
- 89 Duff - Stove needs to have hotplates fixed.
Replace carpet in bedrooms and lounge.
New benchtop to kitchen.
Try to all cupboard doors to one colour.
- 67 Duff - Door conversion to lounge entry area.
Provide new kitchen. (already in scope)
Provide handrail and balustrade.
Tenant advised there are 10 occupants and requests an additional WC in laundry area.
Also requests wall be removed from lounge to kitchen to allow extra space and light.

36 Sutherland -Repair kitchen cupboard doors and provide a new door.
Provide handrail and balustrade at front and back
verandah/porch area.

General

It is understood that variation has allowed for vinyl fitouts throughout.
It was noted that all elevated and high set dwellings will require new hand rails and balustrades particularly at the Namoi Reserve dwellings and these dwellings have two stairs each.

There is some contention as to providing concrete infills to driveways. My view has been that the infill or new path should end at the existing fence line (purported boundary) and not necessarily go to the street kerb as this can be quite a distance and will mean the construction of full driveways from the property boundary to the kerb. At Namoi this may be to a distance of up to about 15-20 metres.

This inspection revealed in discussion with Zed that works were approximately 3 weeks behind the schedule. It should be borne in mind that the intensity of works to be carried out at the Namoi Reserve are not as onerous as has been the case over the past weeks and it is felt that time will be gained during this phase of the program.

38 Sutherland St

A site inspection has revealed the extent of the termite damage caused to the dwelling which will ultimately result in the demolition of the structure.
This inspection also revealed that there were areas of the concrete slab (remote from services (ie hot & cold water supply) which were showing areas of moisture presence at the surface of the slab. Local knowledge indicates this has been an issue for some time.

It would be prudent prior to building on this slab to further investigate the ability of the slab to resist moisture intake. It may be that the original structure did not have a moisture membrane placed beneath the slab. The termite ingress may be through cracking in the slab therefore breaching the integrity of the membrane and allowing moisture to rise within the slab. The original strength of the slab may not be suitable for the resistance to moisture ingress.

36 Sutherland St

During the routine inspection of the site the tenant advised that he thought there was an infestation of termites on the premises.

A preliminary inspection of the site by the contract pest controller as revealed a presence of termites. This presence was found on the side of the dwelling adjacent to the damaged dwelling at 38 Sutherland St.

2 Gingie Reserve

This site revealed works progressing with all door furniture in place & complete, One room remains to be painted, Kitchen area has been gutted and new kitchen proposed to be fitted on 16th or 17th March. It is anticipated that floor coverings will be laid week commencing 15th March.

3 Gingie Reserve

At this site all walls have been repaired.
All required door furniture has been installed.
Painters are on site.
Concrete infill has been completed to the drive

5 Gingie Reserve

Walls have been repaired.
Framing of external shower and toilet being erected.
Partial framing of external sleep-out /bedroom complete.
Bathroom has been stripped out. There was an excessive amount of rubbish and debris under the floor which has been cleared as well as accessibility will allow.
It was noted that there was no door on the sub-floor access panel which would allow for the ingress of rubbish and the like by animals. It is suggested that an access panel be provided to prevent a re-occurrence.

9 Gingie Reserve

On request from a contractor this site was inspected on 11th March as a result of deteriorated timbers on a bedroom wall next to the bathroom. The inspection revealed that the studs and bottom plate of the frame was damaged beyond reasonable repair and would need to be replaced. Inspection on the 12th March saw framing repair complete but moisture still in the area. Removal of bath lining revealed a breach of seal between bath and wall. This area was to be refitted and the hob reduced to allow for the door to the bathroom to be opened to its full extent.

11 Gingie Reserve

Walls have been repaired.
Bathroom ceiling has been reset.
Kitchen area has been stripped. It is anticipated that new kitchen will be fitted during week commencing 15th March.
All required door furniture has been installed.

12 Gingie Reserve

External slab set out and ready to pour.

All required door furniture has been installed

Some internal walls have been repaired and works are ongoing.

14 Gingie Reserve

At this site the concrete pad and infill has been completed to the drive. All wall repairs are complete. All required door furniture has been installed. Painters are on site.

B.L. Vaughan.