

# Project Intervene

## The Toolkit



Office of the Building Commissioner

28 September 2022



# What does this pack contain?

We developed this pack to help you explain Project Intervene to your strata communities

▶ An overview of the resources



Webpage



Lodgement form



Explainer Videos

▶ Templates to help share benefits of Project Intervene



Email for strata communities



Content for a newsletter or website



Social media content

# Benefits to owners corporations

## About Project Intervene

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### Aim:

- ▶ provide a way forward for owners corporation to have serious defects remediated by the developer / builder

### What Fair Trading can do:

- ▶ enforced rectification by using strong compliance powers under RAB Act 2020
- ▶ improve the experience and timeframe for rectification of serious defects

### Benefits to you:

- ▶ no costs to the owners corporation
- ▶ No costly and time-consuming litigation with low prospects of success
- ▶ no destructive testing (other than case by case basis)

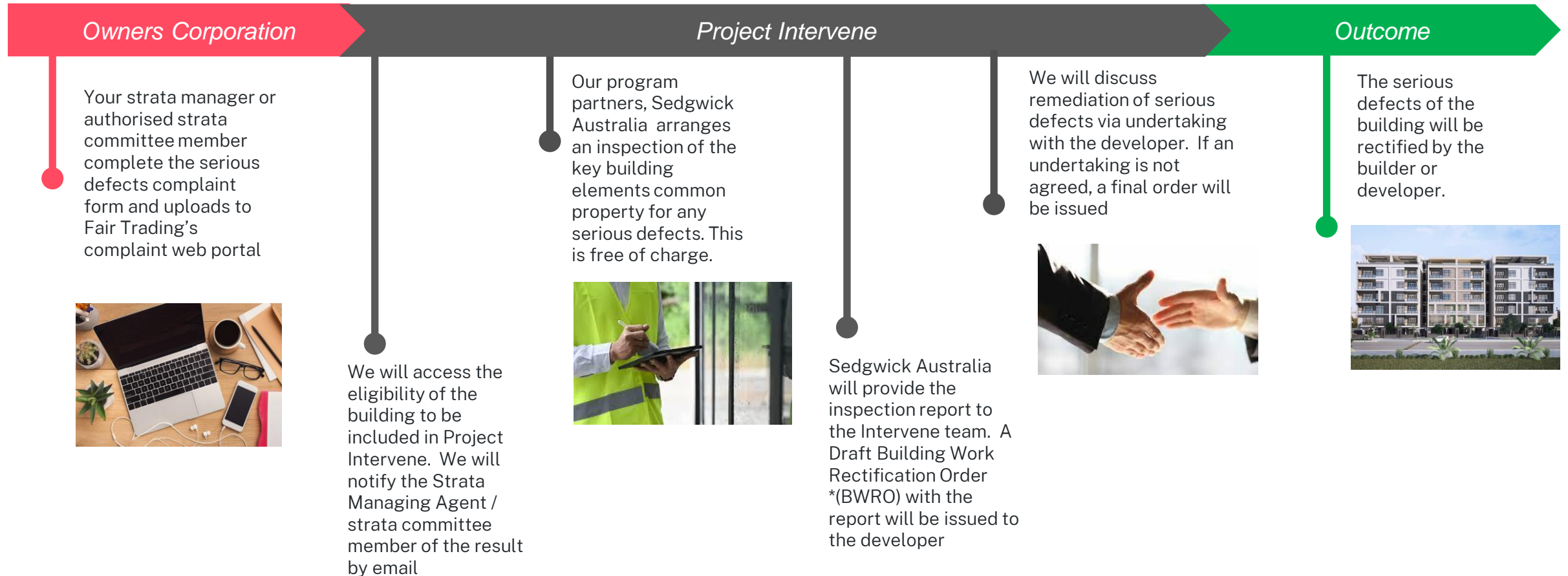
### Next steps:

- ▶ lodge your complaint with Fair Trading

# Project Intervene sees a new customer journey

Project Intervene is to provide a way forward for owners corporation to have serious defects remediated by the developer

What happens once you apply?



NB: \*The Design & Building Practitioners Act 2020 defines building elements, Part 1 section 6(1);

\*A BWRO sets out a list of work to be rectified or completed by a particular date.

# Project Intervene Criteria

## How to be considered for Project Intervene and key messages

- The matter will be assessed for eligibility to participate in Project Intervene, based on:

- ✓ The developer (or builder) is active, to ensure rectification responsibilities can be enforced.
- ✓ An occupation certificate was issued with the last 6 years (statutory warranty).
- ✓ The residential apartment building is 4 stories or more
- ✓ The building is identified as having serious defects in the key \*building elements of the common property



Lodgement of your complaint opens on: **2 November 2022**, and closes: **30 June 2023**.



An authorised member of the strata committee or the strata manager to lodge the matter with Fair Trading.



**NO** cost to the owners corporation.



**NO** destructive testing (other than case by case).



The enforceable undertaking does **NOT** effect statutory warranty.

# Resources for strata managers and owners corporations

<https://www.nsw.gov.au/project-intervene>

## Project Intervene videos

- ▶ What is Project Intervene – a 2 minute video explaining the program

<https://vimeo.com/751087157/b035dba9c3>

- ▶ What is common property & What are serious defects



<https://vimeo.com/751592113/f790944a42>

- ▶ How to lodge a complaint

Coming soon



# Resources for strata managers and owners corporations

| 2.0 Fire Safety Systems |                |  |   |
|-------------------------|----------------|--|---|
| Item No                 | Location       | Description  | Photograph  |
| 2.1                     | Whole building | Observed that penetrations in service cupboards appear to be stopped with standard building foam rather than appropriate fire stopping. This appears to be systemic throughout the building. |  <p>Photo location</p> |
| 3.0 Structural Systems  |                |  |   |
| Item No                 | Location       | Description  | Photograph  |
| 3.1                     | Basement 2     | Observed significant cracks on vehicle entry driveway.   |                      |



## Webpage:

Further information about Project Intervene and the lodgement form can be downloaded from:



<https://www.nsw.gov.au/project-intervene>



The strata manager or a representative of the strata committee completes the lodgement form to upload to:



[Fair Trading Home building Complaint Form \(nsw.gov.au\)](https://www.nsw.gov.au/fair-trading)

A template lodgement form (example above) has been developed for the ease of submitting a complaint and in identifying serious defects of the key building elements in the common property

# Example email for strata communities

Email Subject: Apply to have your serious defects addressed



## What is Project Intervene?

The Office of the Building Commissioner and Fair Trading's new initiative, Project Intervene, is to respond to serious defect in recently completed and occupied residential apartment buildings. The aim is to help owners corporations find resolutions with developers that doesn't involve costly and lengthy litigation.

## What are the benefits for me?

Project Intervene aims to find resolutions for owners corporations to have serious defects remediated via the regulator. NSW Fair Trading has strong compliance and enforcement power under the Residential Apartment Buildings (Compliance & Enforcement Powers) Act 2020. This could save you money and time that is spent on litigation which has low prospects of success.

This project improves the process and timeframes for you to have serious defects in your apartment remediated.

## Am I eligible?

Buildings must meet the following criteria to be eligible:

- Solvent developer or builder
- The occupation certificate issued within the past 6 years
- Serious defects in the common property

## How can I apply?

Your strata manager or authorised strata committee member must lodge the matter with NSW Fair Trading

- Complete the [lodgement form](#)
- Gather [supporting documents](#)
- Submit the above to [NSW Fair Trading](#) by 30 June 2023

## Where can I get more information? How do I know if I have serious defects?

An information guide and short videos are available at: <https://www.nsw.gov.au/project-intervene>



# Content for your newsletter or website



Waterproofing



Fire Safety Systems



Structural Systems



Building Enclosure



Building Essential Services

Have you noticed serious defects in the common property of your apartment building?

Your building might be eligible for Project Intervene, where an inspection of the common property will be conducted for **serious defects** of the key building elements and to seek remediation by the developer on your behalf, so you can avoid time-consuming and costly litigation.

Your building must have **serious defects** of the key building elements in the common property area, have obtained an occupation certificate within the last 6 years, and have a solvent developer or builder.

An authorised person from your strata committee or your strata manager must lodge a complaint by **30 June 2023** to NSW Fair Trading.

For more information on the program or what is **serious defect**, visit: <https://www.nsw.gov.au/project-intervene>

# Social Media Content



## LinkedIn

Project Intervene, a NSW Government initiative to respond to **serious defects** of the key building elements in the common property, completed and occupied residential apartment buildings up to 6 years old, from the issuance of the occupation certificate.

Providing a way forward for owners corporations to have serious defects remediated via NSW Fair Trading using strong compliance and enforcement powers. Instead of pursuing costly and time-consuming litigation that have low prospects of success.

Owners corporations can lodge their complaint until **30 June 2023** to be part of the program.

Visit the NSW Government website for more:  
<https://www.nsw.gov.au/project-intervene>

[#ProjectIntervene](#) [#NSWGovernment](#)  
[#NSWBuildingCommissioner](#) [#betterbuildings](#)

## Facebook

**Project Intervene** – A Government strategy to respond to **serious defects** of the key building elements in the common property of completed and occupied residential apartment buildings up to 6 years old, from the issuance of the occupation certificate.

Everything strata communities need to know about Project Intervene, including a lodgement form, is available at:  
<https://www.nsw.gov.au/project-intervene>

Owners corporations can lodge their complaint until **30 June 2023** to be part of the program.

## Twitter

Project Intervene is the NSW Government's strategy to respond to serious defects of the key building elements in the common property, of completed and occupied residential apartment buildings up to 6 years old, from the issuance of the occupation certificate.

Everything strata communities need to know about Project Intervene, including a lodgement form, is available at:  
<https://www.nsw.gov.au/project-intervene>

Owners corporations can register their interest until **30 June 2023** to be part of the program.