

Flammable cladding support for strata communities



How to get involved

Register your interest online at nsw.gov.au/project-remediate

A message from Kevin Anderson MP, Minister for Better Regulation and Innovation



Project Remediate is the NSW Government's landmark program to fast track the removal of flammable cladding on high-risk residential buildings.

Under this program we are offering every eligible building in NSW a 10-year interest free loan, expert assurance and free professional program management to oversee remediation as efficiently and safely as possible.

Remediation works can be a complex and challenging process, which is why Project Remediate has pulled together experts to design a world-class program that makes the process as easy as possible for owners.

The Project Remediate team has consulted widely to scope out the design for the program and the systems required to deliver the outcomes we all want – remediated, safe buildings.

The support provided through Project Remediate will help you to navigate the remediation process, and receive a high-quality, safe and insurable solution, delivered by industry experts.

I encourage all eligible strata communities to act quickly and register their interest. Starting the process will allow us to assess your building and prepare a remediation design.

When registering there's no obligation to proceed with the program; you get to see everything up front, including all costs involved, before you decide whether to sign the remediation and loan contracts.

We've created information and resources to help your owners corporation make an informed decision about joining. Visit nsw.gov.au/project-remediate to read our information guide, and to enrol in our free, 2-hour online TAFE course.

Visit nsw.gov.au/project-remediate and register today.

A handwritten signature in black ink that reads "Kevin Anderson".

The Hon. Kevin Anderson MP
Minister for Better Regulation and Innovation

What is Project Remediate?

The NSW Government is offering eligible owners corporations interest-free loans and support to remediate (fix) flammable cladding on residential buildings through Project Remediate.

It offers:

- 10-year interest free loans to fund the remediation work
- quality assurance and program management services delivered by experienced professionals.

Project Remediate is a voluntary (opt-in) program, that only fixes flammable cladding.

Register now for a no-obligation expert review of the cladding on your building.

Why your building may need to be fixed

The NSW Cladding Taskforce has inspected residential apartment buildings across NSW. They found around 200 buildings that need their cladding removed.

Some types of wall coverings (cladding) are not permitted to be used on multi-storey apartment buildings, because they can burn quickly when they are ignited.




If fire spreads across the outside walls of an apartment building with this type of cladding, it makes it difficult for firefighters to control, and may put the building and residents at serious risk.



Why is Project Remediate a good choice?

Many building owners do not know when they buy a property that the cladding on the building is possibly non-compliant.

Project Remediate helps owners corporations to fix this type of cladding safely and properly.

	What you can expect when you join Project Remediate	What you may experience if you don't join Project Remediate
	<ul style="list-style-type: none"> • an interest free loan paid back over 10 years (or sooner) • remediation work that is costed properly, with no changes to the price once the work has started • a payment to support the additional strata management costs needed to help your owners corporation consider everything involved 	<ul style="list-style-type: none"> • loan interest, plus bank and loan fees • unexpected costs before or during the remediation works
	<ul style="list-style-type: none"> • an investigation and opinion on what is needed to fix the building's cladding before you join • remediation designs and a plan for your building by experts in cladding façade and design • quality work by experienced, reputable professionals, and good customer service • an experienced program manager who works with you from the time you register until the work is finished 	<ul style="list-style-type: none"> • differing reports and opinions about the best remediation solution for your building • having to oversee the quality of work performed by contractors and construction safety standards • managing issues raised by residents about the building works, like noise complaints and access to common areas • a different result to what you had expected
	<ul style="list-style-type: none"> • replacement cladding that is safe, and long lasting • a Remediation Assurance Certificate when the work is finished 	<ul style="list-style-type: none"> • extra costs and construction time if the work does not meet the appropriate standards • a cladding remediation that is not insurable

It's important to have all the facts before you decide on the best approach for your building.

How to join Project Remediate

Registering interest – no obligation

Strata communities can register interest for Project Remediate at no cost and no commitment.

Registering will give you:

- an expert investigation and opinion on what is needed to fix the building's cladding
- remediation designs and a plan
- an estimated price on how much the work will cost.

If you are undergoing litigation or pursuing statutory warranties against your builder or developer, you can still register for Project Remediate.

Before you register

It's important for the owners corporation and strata committee to discuss who will make the decisions about the cladding remediation.

These decisions are usually made by the owners corporation as a group, or delegated to the strata committee (the executive members of the owners corporation including a Chairperson, Treasurer and Secretary), or strata managing agent.

You should also choose someone from your strata committee or owners corporation to complete the online registration form.

For many strata communities, this is the strata manager.

They need to provide their details and information about your building when they register.



What happens after you register?

Step	What is involved
Register your interest	<p>We will check if your building is eligible. If it is, we will ask you for documents that tell us about the building and the cladding.</p> <p>There is no obligation when you register interest.</p>
Managing Contractor arranges building inspection	<p>The Project Remediate Managing Contractor will review your documents and arrange a time to inspect the cladding on your building.</p>
Designs are prepared	<p>A design team will work with your owners corporation and local consent authority to prepare two remediation designs.</p> <p>The design chosen will be fully documented, quotes for the remediation work will be prepared, and you will be offered a fully priced remediation contract.</p>
Contracts are prepared to sign	<p>If your owners corporation decides to continue, they will be asked to approve the remediation design and sign contracts for the interest-free loan, program management, remediation designs and other services involved in the work.</p>
Decision to join Project Remediate	<p>Owners corporations decide if they want to proceed with the agreed design and join the program, or exit at no cost.</p>
Contracts are signed	<p>Owners corporations execute contracts.</p>
Building remediation works are arranged	<p>Once contracts are signed, the Project Remediate Managing Contractor will schedule the building works.</p>
Construction begins	<p>Work will begin to replace cladding.</p> <p>Residents will be kept updated about the works at all times and will have access to the building and amenities as much as possible.</p> <p>The Managing Contractor will respond and act quickly to fix any issues that may arise.</p> <p>The building work may take around 180 days (6 months) to complete, depending on the size of the job.</p>
Works complete	<p>Once work is complete, a Remediation Assurance Certificate will be provided to the owners corporation. A defects liability period of 6 months will apply.</p> <p>The repayments on the interest-free loan will start.</p>

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Resources to help you

We have created resources that explain Project Remediate if you would like to know more:

- a detailed information guide for apartment owners and strata managers
- 2-hour online course
- videos that you can share with people in your building.

They cover:

- what is involved and why you should join
- how the program works and eligibility
- information about the interest-free loan arrangements and insurance
- how to register.

You can find these resources on our website: nsw.gov.au/project-remediate

What you need to know

Strata communities who join Project Remediate need to agree to the interest-free loan and the services provided through this program.

Visit our website:

nsw.gov.au/project-remediate for information about the loan conditions, insurance and other important details.



Who to contact if you want to know more

Our team are here to help

Email us at projectremediate@customerservice.nsw.gov.au

Visit our website

For information, resources and to register your interest:
nsw.gov.au/project-remediate

