

Flammable cladding support for people who own apartments in NSW (Project Remediate)

The NSW Government is helping to fix the flammable cladding on some apartment buildings through a program called Project Remediate.

What is flammable cladding?

Cladding is a material that is used on the outside of a building, like wall panels. It is often used to improve how a building looks, and to protect it from heat, cold, and other types of weather.

Some types of cladding material can be flammable and will burn quickly when it catches fire. While not all cladding used on apartment buildings is flammable, some types of cladding are unsafe and should not be used.

If fire spreads across the outside walls of an apartment building with flammable cladding, it makes it hard for firefighters to control the fire and puts the building and residents in serious danger.

How do you know if your apartment building has flammable cladding that needs to be replaced?

If this applies to your building, your owners corporation would have received a letter informing them to replace the cladding. The owners corporation may also have received a letter from an enforcement authority which may be your local council, the Department of Planning Industry and Environment (DPIE) or Fire and Rescue NSW.

How did the NSW Government know which buildings have flammable cladding that needs to be replaced?

Over 4,000 residential apartment buildings across NSW were inspected for the NSW Government by the [NSW Cladding Taskforce](#) and Fire and Rescue NSW.

They found around 200 buildings with high risk flammable cladding, and they contacted the building owners and their local councils to tell them that the cladding needed to be replaced.

At the start of 2021, The NSW Government and local councils also wrote to the strata managers and owners corporations of these buildings to tell them that the cladding needs to be replaced.

What is Project Remediate?

Project Remediate is the NSW Government program that helps owners' corporations fix high risk flammable cladding on residential apartment buildings.

Project Remediate offers a considerable package that manages everything for you to fix flammable cladding on your residential apartment building.

Project Remediate offers:

- interest-free loans to pay for the remediation (or repair) work of flammable cladding on residential apartment buildings that owners corporations can pay back over a ten-year period
- an experienced building and construction company (Project Remediate Managing Contractor – Hansen Yuncken) to manage the remediation (or repair) work and to help the strata manager and owners corporation through the process from start to finish
- financial support for the additional hours your strata manager needs to do to register your building and manage your participation
- a high confidence price estimate that will not substantially increase after you have signed contracts or after the work has started
- high-quality remediation (or repair) work that is done by experienced professionals
- a certificate that proves that the remediation (or repair) work is done properly, that you can give to your insurance company.

What are the advantages of joining and disadvantages of not joining Project Remediate?

If your owners corporation joins the program, they agree to:

- the interest-free loan to pay for the remediation (or repair), and
- working with the Project Remediate Managing Contractor, and service providers including designers, remediation contractors and certifiers who will do the remediation (or repair) work on your building.

Advantages of joining Project Remediate	Disadvantages of not joining Project Remediate
It offers a 10-year, interest-free loan to pay for the remediation work, and repayments that start after the work is finished	You could be paying a high-interest bank loan and fees
All remediation work completed by experts and the quality is guaranteed	No guarantee of the quality of the work, and you may get a different result to what you expected
A full investigation and assessment of your building to find any issues or problems before the work starts	Your construction company may not check your building properly and may charge you extra to fix problems that are found after the work has started
No changes to the price after the contracts are signed and the work has started	Changes to reports and pricing for each contractor you engage
Flammable cladding will be replaced with safe products and systems approved by the NSW Government	No guarantee on the safety of the replacement materials, which may result in having to do the work again
Your building will be suitable for full insurance without cladding-related exclusions or premium increases	Your building may not be suitable for full insurance and you could continue to pay higher insurance fees

How long it will take to remediate or repair the flammable cladding from my apartment building if I join Project Remediate?

The average time it will take to remediate (or repair) your building under Project Remediate is 180 days (6 months).

Project Remediate will remove combustible cladding from over 200 apartment buildings identified by the NSW Cladding Taskforce over the next three years.

Who can you talk to about this if you need more information?

Your strata manager can help to answer your questions and tell you if your owners corporation is considering to join the program or has already registered for Project Remediate.

How to register for the Project Remediate

Registering your interest is easy. Visit nsw.gov.au/project-remediate and register online.

Before you register, you should 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.

You must register your interest by 31 January 2022.

There is no cost for registration and no obligation if you choose not to join the program.

After you have registered you will receive:

- an expert investigation and report on what is needed to fix the cladding
- two remediation designs and plans designed especially for your building
- an up-front price on how much the work will cost.

Where can you get more information about Project Remediate?

Visit: nsw.gov.au/project-remediate

Email: projectremediate@customerservice.nsw.gov.au

Terminology definition:

Owners corporation – a group of apartment owners who are responsible for the maintenance, repair and overall management of the common property of a residential apartment building.

Strata manager – a person that is hired by the owners corporation to manage the strata corporation scheme.

Enforcement authority – an organisation that has the authority to inspect a building and decide if its cladding needs to be replaced. An enforcement authority can be Fire and Rescue NSW, the Department of Planning, Industry & Environment (DPIE), or your local council.

Project Remediate Managing Contractor – the experienced building and construction company that is working with owners corporations who register for Project Remediate. They will manage all aspects of the remediation work from start to finish and make sure the work is done safely, properly and to a high-standard.