

# ARBOUR

## PROPERTY



## Capabilities Statement: Project Management & Superintendency

**Document Title:** Capabilities Statement: Project Management & Superintendency

**Company:** Arbour Property Group (APG)

**Date:** 2026

# WHO WE ARE

## Executive Summary

Arbour Property Group (APG) is a client-side Project Management and Superintendency consultancy based in Robina, servicing the South East Queensland (SEQ) market. We provide independent governance over construction delivery, focusing on contract enforcement, risk mitigation, and commercial control.

Our role is to act as the Principal's representative, ensuring that builder procurement, design coordination, and physical construction are executed in strict accordance with the contract, budget, and program baseline.

## Corporate Summary

- **Core Capabilities:** Client Representation, Contract Administration, Superintendency, Procurement, and Project Controls.
- **Target Sectors:**
  - **Residential Build to Sell:** Premium high-density residential, medium-density developments, and land subdivisions.
  - **Residential Build to Rent:** Large-scale, purpose-built multi-residential assets focused on long-term operational yield, durable finishes, and lifecycle efficiency.
  - **Retirement Living / Land Lease Communities (LLC):** Master-planned estates and retirement living portfolios.
  - **Social Housing:** Government and community housing provider (CHP) portfolios focused on strict budget compliance, milestone reporting, and clinical technical delivery.
- **Geographic Focus:**
  - South East Queensland (SEQ)
  - Regional Queensland
  - Northern New South Wales (NSW)
- **Licensing & Compliance:** QBCC Licensed (Project Management Services), PQC Registered, and Supply Nation registered. Pre-qualified under Local Buy panels: LB335 (Planning, Surveying, Design & Architecture) and LB343 (Project Management & Superintendency Services).
- **Insurances:** Public Liability (\$20M) | Professional Indemnity (\$10M) | Workers Compensation (Statutory).

## Leadership Profile: Nick Willoughby – Director & Principal



Nick has over 10 years of property industry experience, with over 7 years specifically dedicated to complex project management and construction delivery across land subdivisions, medium-density, and premium high-density residential sectors.

- **Qualifications:** Master of Project Management (High Distinction) from Bond University; Bachelor of Business (Property Development & Finance) from Griffith University; Alumnus of The Southport School (TSS).
- **Key Institutional Exposure:**
  - *Cbus Property – 443 Queen Street, Brisbane (\$375m, 264 apartments):* Managed project transition through builder liquidation to site handover, contract re-procurement, design workshops for facade coordination, flood-related insurance works, purchaser communications, and building management tenders.
  - *Lendlease Projects:* Managed stakeholder/authority engagement, detailed design development, D&C tendering and negotiations, commissioning, defects, and handover documentation for major apartment and retirement living portfolios.

# SERVICE PILLARS: Our Capabilities

## 1. Procurement & Tendering

- **Tender Packages:** Preparing comprehensive Request for Tender (RFT) packages and Project Specific Principal's Project Requirements (PPR) documents.
- **ECI Management:** Managing Early Contractor Involvement (ECI) tenders, clarifying builder queries, coordinating Request for Information (RFI) registers, and compiling formal tender evaluation matrixes.
- **Tender Assessment:** Reviewing builder submissions against budget baselines and delivering formal engagement recommendations with independent Quantity Surveyor (QS) input.

## 2. Contract Administration & Superintendency

- **Independent Superintendent:** Acting as the formally appointed Superintendent under standard Australian Standard (AS) form contracts to administer the terms of the head contract.
- **Claim Certification:** Coordinating and conducting monthly progress claim walks on site with the builder and independent QS to certify work completed.
- **Program & Change Control:** Monitoring the construction program, assessing builder claims for Extensions of Time (EOTs), variations, and administering delay damages or provisional sums.

## 3. Design & Risk Governance

- **Risk Management:** Leading formal Risk Identification and Safety in Design (SiD) workshops with design consultants and contractors.
- **Design Review:** Reviewing 90%, 100%, and Issued for Construction (IFC) documentation for strict compliance with the project brief and contract guidelines.
- **Solvency & Compliance:** Implementing regular checks on builder solvency indicators, and monitoring strict compliance with DA conditions, building codes, and permit requirements.

## 4. Site QA, Handover & Operations

- **Safety Auditing:** Coordinating independent quarterly workplace health and safety (WHS) audits and managing inspections by local authorities and utility providers.
- **Quality Inspections:** Executing detailed physical inspections at critical hold points (including pre-sheet, prototype, and final defects reviews) to ensure compliance with QBCC Standards and Tolerances.
- **Handover Management:** Managing the builder's commissioning of building services, compiling warranties, operations manuals, as-built drawings, and maintenance schedules.

# DELIVERY METHODOLOGY

APG applies a structured 5-phase delivery framework to establish a clear project baseline and enforce contract performance.

## **Phase 1: Design Development**

Managing the design consultant team to lock in the project brief, coordinate Value Management (VM) options, and prepare Operational Works (OPWORKS) and Building Approval (BA) applications. We obtain regular QS pre-tender estimates to continuously verify the cost plan against the feasibility baseline.

## **Phase 2: Competitive ECI RFT & Award**

Compiling all third-party consultant drawings and technical specifications into a coordinated tender package. Releasing ECI tenders to selected builders, administering the clarification process, and conducting post-tender interviews.

## **Phase 3: ECI Detailed Design, Pricing & Contract Execution**

Defining explicit builder deliverables, tracking and resolving any non-compliances with design guidelines, and leading the base contract departure negotiations. We compile all contract documents for execution & facilitate the commencement of Early Works packages.

## **Phase 4: Construction & Handover (Superintendent)**

Deploying project management platforms (e.g., Aconex, Procore), chairing fortnightly construction meetings, and issuing formal certificates under the contract. We maintain the project risk register, issue monthly executive progress reports to the Principal, and administer the release of initial Practical Completion security.

## **Phase 5: Post-Construction / Defects Liability (DLP)**

Managing the identification and rectification of defects throughout the Defects Liability Period (DLP) via monthly site audits and defects review meetings. We assess final builder claims and authorize the release of final maintenance security or bank guarantees at the end of the DLP.

# PROJECT CASE STUDIES



## CASE STUDY 1: 335-Lot Residential Subdivision, Clarence Valley

- **Sector:** Greenfield Residential Subdivision (335 Lots) & Integrated Retirement Estate
- **Services Provided:** Project Management & Independent Superintendency
- **Scope:** Managed the end-to-end project lifecycle from initial application through to active civil construction delivery. Led the Phase 1 Design Development process, coordinating a multi-disciplinary consultant team to drive the DA program, manage operational works (OP WORKS) applications, and continuously verify the cost plan against the feasibility baseline. Transitioned the project into procurement by compiling all third-party technical drawings into a coordinated Request for Tender (RFT) package. Alongside tendering the main civil contract, orchestrated a targeted procurement and EOI campaign to secure an institutional retirement living operator for a designated superlot, managing all technical boundary interfaces and commercial delivery frameworks. Formally appointed as the independent Superintendent for the construction phase to administer the head civil contract. Deployed project management platforms to run strict contract administration, execute physical site inspections, chair construction meetings, and certify monthly progress claims while rigorously defending the Principal's baseline against builder claims for variations and Extensions of Time (EOTs).

## CASE STUDY 2: High-End Medium-Rise Apartments, Gold Coast

- **Sector:** Medium-Rise Multi-Residential (28 Apartments)
- **Services Provided:** Early-Stage Design & Procurement Management
- **Scope:** Retained to lead front-end design and risk governance to de-risk the asset prior to DA lodgement and capital deployment. Managed the initial Design Development and architect-led concept process, driving iterative design reviews, Risk Identification, and intensive value management (VM) options to protect the target feasibility baseline. Established a competitive procurement framework by running a targeted builder market test (EOI and budget pricing) to audit volatile construction costs. Evaluated builder submissions against budget baselines utilizing independent Quantity Surveyor (QS) input to provide clear decision support and risk analysis. Acting as a strict gate-check on solvency and market compliance, identified that contractor pricing exceeded feasibility thresholds due to market cost escalation and recommended the Principal pause operations prior to DA spend, successfully protecting client equity from a distressed construction delivery loop.



### CASE STUDY 3: 443 Queen Street, Brisbane

- **Sector:** High-Density Premium Residential (264 apartments, \$375M gross revenue)
- **Services Provided:** Distressed Project Recovery, Procurement & Contract Administration
- **Scope:** Directed the critical project transition through a tier-one builder liquidation, managing receivers to execute site asset protection, run physical material stocktakes, and lead complex contract re-procurement and novation negotiations. Implemented rigorous design and risk governance by establishing a "line-in-the-sand" physical audit of completed works and a detailed cost-to-complete analysis. Structured and executed a three-part replacement contract architecture (comprising Insurance, Early Works, and Main Works contracts) to safely recommence construction and enforce contract performance. Administered a complex cost-plus head contract framework as Superintendent, deploying progress claim protocols with an independent cost planner to prevent over-claiming and track contingency drawdowns. Controlled severe project exposure by resolving complex insurance claims from the 2022 Brisbane Floods, driving cost justifications for subcontractor equipment damage. Coordinated intensive design reviews and workshops to resolve legacy façade clashes and relative level (RL) structural defects. Enforced strict site QA by executing detailed physical quality inspections at critical hold points and prototypes. Managed a competitive four-party tender campaign to award the building management contract, coordinated building services commissioning, and directed the asset through to defects liability period (DLP) closeout and practical completion.

# COMMERCIAL ENGAGEMENT & CONTACT

## Engagement Models

### Monthly Retainer:

Full Superintendent and Project Management execution throughout pre-construction, active construction, and DLP phases.

### Fixed-Fee Target Packages:

Bespoke packages for short-burst procurement setups, RFT/ECI tendering, or independent project diagnostic reviews.

## Contact Information

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