

**Caulfield Village Precinct 2 - SOUTH**



# Contents

---

1.0	INTRODUCTION	3
1.1	BUILDING LINK	9
2.0	OWNERS CORPORATION MANAGER	11
2.1	OWNERS CORPORATION – RULES	11
3.0	TROUBLESHOOTING	12
3.1	MOVING INTO YOUR APARTMENT	13
3.2	DWELLING ACCESS AND KEYING	14
3.3	FIRE PROTECTION SERVICES	17
3.4	AUTHORITY CONTACT LIST	17
3.5	STORAGE CAGE	19
3.6	GARBAGE AND RECYCLING DISPOSAL	19
3.7	MAIL COLLECTION	20
3.8	MECHANICAL SYSTEM (HEATING, COOLING & EXHAUSTS)	20
3.9	USE OF LIFTS	21
4.0	INTERNAL FINISHES, FIXTURES & FITTINGS AND MAINTENANCE PRODECURES	22
4.1	APPLIANCE FAULT (OUTSIDE WARRANTY PERIOD)	23

# Apartment Operations and Maintenance Manual

---

## 1.0 INTRODUCTION

The purpose of this owner's manual is to assist the apartment occupant of *Caulfield Village Apartments* with an understanding and appreciation of the major operating facilities within each apartment.

A copy of the Owners Corporation (OC) Rules is attached to this manual (Appendix 1). You can also find a copy of these Rules in the Library section of the Caulfield Village online portal "BuildingLink" ([www.livecaulfield.com](http://www.livecaulfield.com)). Owners and Tenants will each be provided with a unique BuildingLink Login ID and password. Contact the Building Manager if you have not received this information.)

## APARTMENT COMMUNITY LIVING

Living in An apartment community will be a new experience for some residents at Caulfield Village. Apartment living can mean increased contact with your neighbours in common areas such as lift lobbies and hallways.

## FAULTS AND INSURANCE

Your apartment is your responsibility. However, if an issue arises which is not referred to in this manual and it is not able to be resolved, then the Building Manager may be able to assist. Please note that the Building Manager's responsibility is to manage the common property in the first instance.

Accordingly, you will need to have your own insurance policy, be it either a householders / landlord's or Tenants policy in order to cover your fittings and contents. You should ensure that this policy covers your legal liability within your apartment.

This manual describes the basic operation and important information relating to the appliances and systems within your new apartment.

**In all cases with faults or other issues / queries related to your apartment contact the Building Manager, who will take the necessary steps and assist to rectify the situation.**

NOTE: Strict adherence to the operating and maintenance requirements as noted in this Apartment Operations & Maintenance Manual or in the maintenance and operations information attached to this Apartment Operations & Maintenance Manual in relation to each appliance is required to ensure the operating life of the relevant appliance or system. A failure to strictly adhere to the operating and maintenance requirements may render the appliance manufacturer's warranty and period of warranty void.

## **BUILDER WARRANTY EXCLUSIONS**

- Any defects resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Probuild. Refer to the Probuild O&M manuals for details of allowable structural loadings etc.
- Any defects resulting from the installation of any accessories or options undertaken by others.
- Any rectification, modification or other work required due to alterations performed by others.
- Any consequential damages or repair work necessitated due to continued usage after a defect has, or should have become apparent to the purchaser or user, i.e. protracted unreasonable water damage as a result of a water leak that was not repaired in a timely manner.
- Deterioration or exposure or damage due to natural causes, and the builder warranty is limited to correction against defects in materials or workmanship. For example, carpet fading due to excessive exposure to sunlight may be deterioration or exposure due to natural causes and therefore not covered under the builder warranty.
- Normal service and maintenance items. It is the responsibility and obligation of the purchaser to properly service and maintain the property. Light globes, filters etc. that are the subject to normal wear and tear are not covered by the builder warranty. To ensure that any warranty is not limited or made void, the purchaser must adhere to reasonable maintenance. This may include servicing in accordance with the service schedule as described within the relevant O&M manual, and as per normal property management processes. This maintenance and servicing is at the purchasers' expense. A failure to adhere to this maintenance and service regime may void the warranty.

Further, Probuild's warranties will not be considered applicable if Probuild is not notified of an existing or alleged defect during the warranty period.

## **HIGH-DENSITY LIVING: NOISE**

Sounds coming from other apartments, outside the apartment, common areas or from building mechanisms such as lifts, neighbourhood noise or plumbing may take some time getting used to, if you have not lived in an apartment before. Excessive occupant noise within apartments or in common areas is not acceptable and there are by-laws that protect residents from such behaviour. You should contact your Building Manager for guidance in the case of excessive noise.



# Apartment Operations and Maintenance Manual

---

## **SAFETY: CLEANING AND MAINTENANCE**

As the apartment owner, you are responsible for the cleaning and maintenance of your apartment, including (where applicable) your balcony, courtyard, terrace, gardens, garage and storage area.

This Apartment Operations & Maintenance Manual aims to provide a helpful guide on the cleaning and maintenance of your apartment, which can be carried out safely and easily.

In all instances you should refer to the product manufacturer's cleaning and maintenance guides that are included in your Operations and Maintenance pack.

Any activity that requires work to be carried out where there is a potential fall risk, the work must be carried out by a qualified tradesperson in accordance with all relevant legislation, codes and guidelines.

To ensure your own safety, and the safety of others, you must:

- Consult the product manufacturer's recommended cleaning and maintenance guide manual.
- Not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services, unless you are trained and have all relevant licences. Licensed tradespeople must be used at all times to complete these works.
- Ensure that children are supervised, particularly on balconies or external areas.
- Not stand on a chair to clean, service or repair any item — use an approved work platform suitable for the task.
- Not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairs.

## **CONDENSATION IN APARTMENTS**

Air laden with water vapour is referred to as being of a high humidity. When highly humidified air comes in contact with any cold surface such as a wall or in particular, a window, the air cools down. The water vapour is extracted from the air and remains in the form of condensation on the cold surface. This can cause potential damage or mould. Some causes of warm humidified air inside the apartment is from room heaters, steam from cooking, washing dishes or clothes, steam from bathrooms, or drying damp clothes in a tumble dryer.

In addition, abnormal heating of apartments i.e. above 23°, will create condensation, which is unavoidable. Damage from condensation in this instance will be the sole responsibility of the user.

# Apartment Operations and Maintenance Manual

---

How to prevent condensation in your apartment

Condensation can be avoided if humid, moist air is removed and replaced by dryer air. This can be achieved by proper and adequate ventilation of the apartment, the use of a room dehumidifier, and / or using adjusted heating.

Some ways of improving ventilation are:

- Where possible, open windows and doors during the day.
- Use exhaust fans in bathrooms and ensuites when showering, use in laundries when washing / drying clothes, and use a range hood exhaust when cooking.
- At night, the outside air may be cold and force the householder to close all windows and doors. If this is the case the apartment should be well ventilated during the day by opening doors and windows.
- Use the 'dehumidification operation' on your air conditioner unit (if applicable). Refer to the air conditioner unit user manual for further instructions.

## **DRAINAGE SYSTEM**

The design capacity of the apartment building's drainage system compiles with the requirements of the Building Code of Australia (BCA). In the event of a high intensity storm that exceeds the design capacities set out in the BCA, the drainage system may not have the capacity to deal with such storms and as a result, the drainage capacity may be unable to adequately remove the additional water for a period of time. So as to avoid or mitigate local flooding to any part of the property, the drainage gutters and outlets should be kept clear as much as possible and free from any debris or leaves.

Probuild recommends regular monthly cleaning of balcony/courtyard gutters and the overflow drainage systems. It is the residents' responsibility to maintain clear gutters and drainage systems where they relate to a private balcony. This preventative maintenance is essential and Probuild recommends that the gutters and overflows are immediately cleaned should any blockage be observed. Residents should also arrange for monthly inspections and cleaning during periods of time where the apartment is left unoccupied. Evidence of such reasonable maintenance will be required by the builder in all cases of water related damage or defects.

Caulfield Village has a range of shared Community facilities and amenities for you to use and enjoy including;

- Pool,
- Gym (Internal & External),
- Sauna,
- Library,

# Apartment Operations and Maintenance Manual

---

- Home Theatre,
- Meeting Rooms,
- Wine store,
- Outdoor BBQ,
- Dining & kitchen facilities,
- Yoga Deck.

To ensure everyone can enjoy these facilities to the maximum, your Owners Corporation has prepared and will maintain a set of usage guidelines and rules. A set of those guidelines can also be found in BuildingLink.

Please familiarise yourself with the rules and guidelines so that you and your neighbours can enjoy Caulfield Village and your amenities to the fullest extent possible. Free Wifi is available in the amenities area.

## **Wine Stores**

A climate controlled wine store room is one of the amenities provided for residents at Caulfield Village. For those Owners who have purchased a wine cellar, you have been allocated one locked & numbered storage cabinet with capacity for two dozen standard sized wine bottles. Two keys have been provided for your allocated storage cabinet.

Wine is stored entirely at Owners risk.

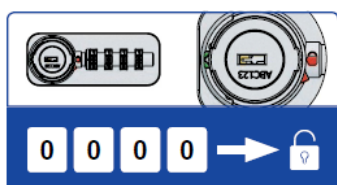
# Apartment Operations and Maintenance Manual

## Gym and Pool Lockers

A limited number of Lockers are provided in the Male and Female Change Rooms and DDA toilet (for pool and gym users) adjacent to the pool. Lockers are fitted with combination locks.

If you want to secure your belongings whilst using the pool or gym the locks can be utilised as follows:

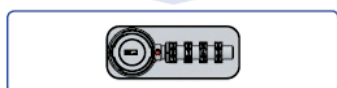
### LOCKING AND LOCKING INSTRUCTIONS



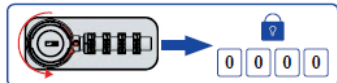
All digits set to "0", lock is open



Set personal combination.



Close the lock. Combination is automatically scrambled.



Re-enter your personal combination.



Open the lock. Combination is automatically scrambled



A new combination is automatically scrambled.



Lockers are there for everyone to use and are not for permanent storage. The locks are programmed for a maximum of 3 hours use after which time the lock will automatically release. If you leave personal items in the Locker for longer than 3 hours they will cease to be secure.

Please note that all items stored in the Lockers are stored **entirely at the user's own risk**. Neither the Owners Corporation nor the Building Manager take any responsibility for items stored in the Lockers whether the Locker is locked or not.



## 1.1 BUILDING LINK

### WELCOME TO THE OFFICIAL CAULFIELD RESIDENTS PORTAL



View your Owners' Welcome Pack



Submit defect and maintenance items & stay informed



Reserve facilities and resident amenities



Access other documents via the library



Stay up-to-date with community wide events & special offers



Track packages, dry cleaning & keys with SMS notifications



View the site translated into your native tongue



Contact management



Receive important news or updates instantly



Download the app for iPhone & Android

YOU WILL RECEIVE YOUR LOGIN DETAILS UPON HANDOVER

[www.livecaulfield.com](http://www.livecaulfield.com)

Powered by  
**BuildingLink**

# Apartment Operations and Maintenance Manual

---

The Owners Corporation has installed BuildingLink - a very convenient and useful on-line Owner/Resident and Building Management tool. Using BuildingLink, Owners and Tenants will be able to access a range of information and services relevant to:

- your apartment,
- the Caulfield Village amenities, and
- The Caulfield Village community in general.

You will be able to:

- see details of the appliances in your apartment (make, model, warranty information etc),
- log building maintenance issues for the Building Manager's attention,
- book times to use the Kitchen & Dining facility, the Home Theatre room,
- In due course you'll be able to book move-in/out times, and
- Receive community announcements e.g. notification of a cooking class or a Yoga class etc

BuildingLink will be a source of community information provided by the Owners Corporation and/or Building Manager and there will be a community forum to share information with your neighbours. If, for instance, a parcel or dry-cleaning is delivered to the Building Manager's office for you, you can get a notification via BuildingLink that it's there for you to collect.

You can explore the services likely to be available on BuildingLink by visiting their public site: [www.buildinglinkau.com.au](http://www.buildinglinkau.com.au). Click on the "Learn More" tab at the top of the page and select "For Owners". The Owners Corporation will start BuildingLink with a standard set of functions and then, over time and with input from the community, they may introduce additional functionality applicable to Caulfield Village.

Access to the live site for Caulfield Village Owners and Residents will be by way of a personalised Login and Password which will be provided to you when you settle the purchase or lease of your property. The website address is: [www.livecaulfield.com](http://www.livecaulfield.com). You'll be able to access the Caulfield Village BuildingLink site on-line using that web address via your PC, tablet or smart phone."

## 2.0 OWNERS CORPORATION MANAGER

If you require additional information which is not contained in this document, please contact the Building Manager who should be able to assist. The Building Manager will be available the following hours;

Monday – Friday      7:00am – 9:00pm.

Saturday              8.00am – 2.00pm.

Phone number is      **0452 040 083**

**Building Manager:** Refer BuildingLink for current information

**Building Manager's Office:** 3 Village Mew's, Caulfield North, Vic, 3161

The Building Manager should be the first point of contact for Caulfield Village Apartment owners and occupants with any building issues.

### Owners Corporation Manager

COMPANY: Victorian Body Corporate Services (VBCS)

CONTACT: Mr. Hasitha Ranasinghe

ADDRESS: 64 Fennell Street, Port Melbourne

TEL: +61 3 8531 8136

E-MAIL: [hranasinghe@vbcs.com.au](mailto:hranasinghe@vbcs.com.au)

In case of a significant building issue **out of hours**, please call the VBCS Emergency No: 1300 799 261

## 2.1 OWNERS CORPORATION – RULES

### Owners' Corporation Rules

2.1.1 O C Rules Latest version also available on BuildingLink.

2.1.2 Move-In/Out rules and booking arrangements attached. Refer Section 3.1 below.

2.1.3 Facility and Amenity rules. Refer to latest version on BuildingLink.

## 3.0 TROUBLESHOOTING

### **Appliances**

If you require a service call on any appliance in the apartment please refer to sections 4.0 and 4.1 of this Manual.

### **Water Supply**

In the unlikely event that there is a problem with the water supply to your apartment your first point of call should be the Building Manager or, out of hours, the VBCS Emergency Call line (Ph: 1300 799 261)

In an emergency, you should contact the local water supply company, South East Water on Ph: 132 812

## 3.1 MOVING INTO YOUR APARTMENT

The following section summarises relevant points that are important to know prior to you moving into your apartment. Where possible we have included relevant trade literature, operation & maintenance manuals, brochures, etc as applicable to assist you in the operation and maintenance of the same.

### **Move In & Move Out Bookings**

The Rules of the Owners Corporation stipulate that the moving into, or out of the building must be pre-arranged through BuildingLink or, if this is not possible, the Building Manager who will schedule an appropriate time.

Please register your move-in via BuildingLink ([www.livecaulfield.com](http://www.livecaulfield.com)) for a scheduled time.

**No moving is to be conducted without this pre arrangement. Each move will be allocated a period not exceeding 2 hours.**

If you are unable to register your move via BuildingLink, please contact the Building Manager on (03) 8531 8136 to pre-book your moving date.

To ensure the integrity of the building structure is maintained, lift covers will be installed to help facilitate the move and you will be guided by the Building Manager. You are not permitted to move into any building through the lobby, you must access the Building via the loading dock located in Village Mews. Please remember that all one and two bedroom apartments are provided with a fridge.

Any damage caused to common property whilst moving will be identified and repaired by the Owners Corporation at the cost of the Owner / Resident.

You will be given a time slot of 2 hours where the use of one lift will be available. The Building Manager will arrange to install lift protectors for each move. It is important that you DO NOT attempt to move in or out without first booking a time with the Building Manager.

A Move In/Out booking form (see Appendix 2) is available from the Building Manager and is also available on BuildingLink.

**Note: Car Park Access Height - The carpark has specific a height limit for vehicles which must be followed. Maximum vehicle height is 2.2 meters. Tenants must ensure that their vehicle does not exceed the height limit for the carpark. No Moving in via carpark.**

**If you intend to use a small truck or van to move furniture and/or belongings via Village Mews residential loading bay, please note that the truck cannot exceed the clearance height of 3.5m. To access the Residential Loading Bay contact the Building Manager, to book a move in or out time.**



## 3.2 DWELLING ACCESS AND KEYING

### Dwelling Access and Keying

The keys for the apartment are set up as follows:

- Access to your building and apartment floor will be by way of fob and/or a dual purpose electronic fob/remote device. Access is enabled by placing the electronic remote (the side without buttons) or the fob against the swipe reader at the entrance of each lobby, and within the lifts and stairs. The Owner will be issued with fobs with integrated control.
  - 2 fobs for all 1 and 2 bed apartments
  - 3 fobs for all 3 bed apartments
- Your apartment's front door key is a registered milled key. Each Owner will be issued with 2 front door keys.
- The Owner will also be supplied with 2 of each window key and 2 mailbox keys.
- If you lose a key or an electronic fob device or if you need an additional key or fob the Building Manager can arrange that for you (at your cost). NB: Registered keys **CANNOT** be cut by your local locksmith.
- Access and egress to the carpark will be by way of the dual purpose electronic fob/remote device.

The remote device combines the remote and fob into one system. The fob and remote devices will give you access to:

- The building lobby
- Your apartment floor via the lift and stairs (your floor only)
- The shared amenities

In addition to the areas listed above the remote (only) will give you access to:

- The carpark (Button "1" on dual purpose fob/remote device)



Remote Front

# Apartment Operations and Maintenance Manual

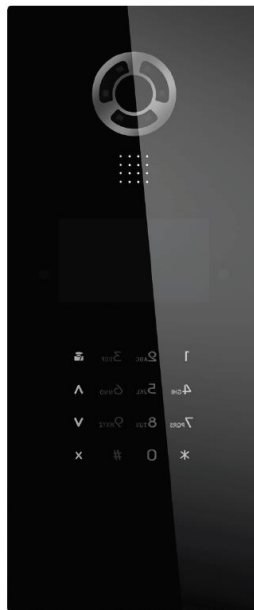
**Pedestrian access to each building will be as follows (Refer the map on next page):**

- |                        |   |
|------------------------|---|
| 1 Village Mews:        | Pedestrian Access Door 1                          |
| 8 Bond Street :        | Pedestrian Access Door 2 From Bond Street         |
| 10 Station Street:     | Pedestrian Access Door 3 From Caulfield Boulevard |
| 2 Caulfield Boulevard: | Pedestrian Access Door 4 from From Station Street |

## Visitor Access - Pedestrians

Visitor access will be as per above-mentioned pedestrian access locations for each building. Visitor will gain access to the building via the intercom system located at the main entry door. Visitors can use lobby intercoms to contact residents for access into the Building and to the relevant floor. To call an apartment, the visitor will need to type in the apartment number and then press OK.

Eg. For Apartment 409, type in 409 and then press OK.



If authorised by the apartment resident the locking feature will be released, which will then:

- Unlock the front door if locked after hours,
- Unlock the airlock door,
- Grant lift access within a pre-determined time to access the particular apartment floor. Visitors must then press the relevant floor number in the lift.

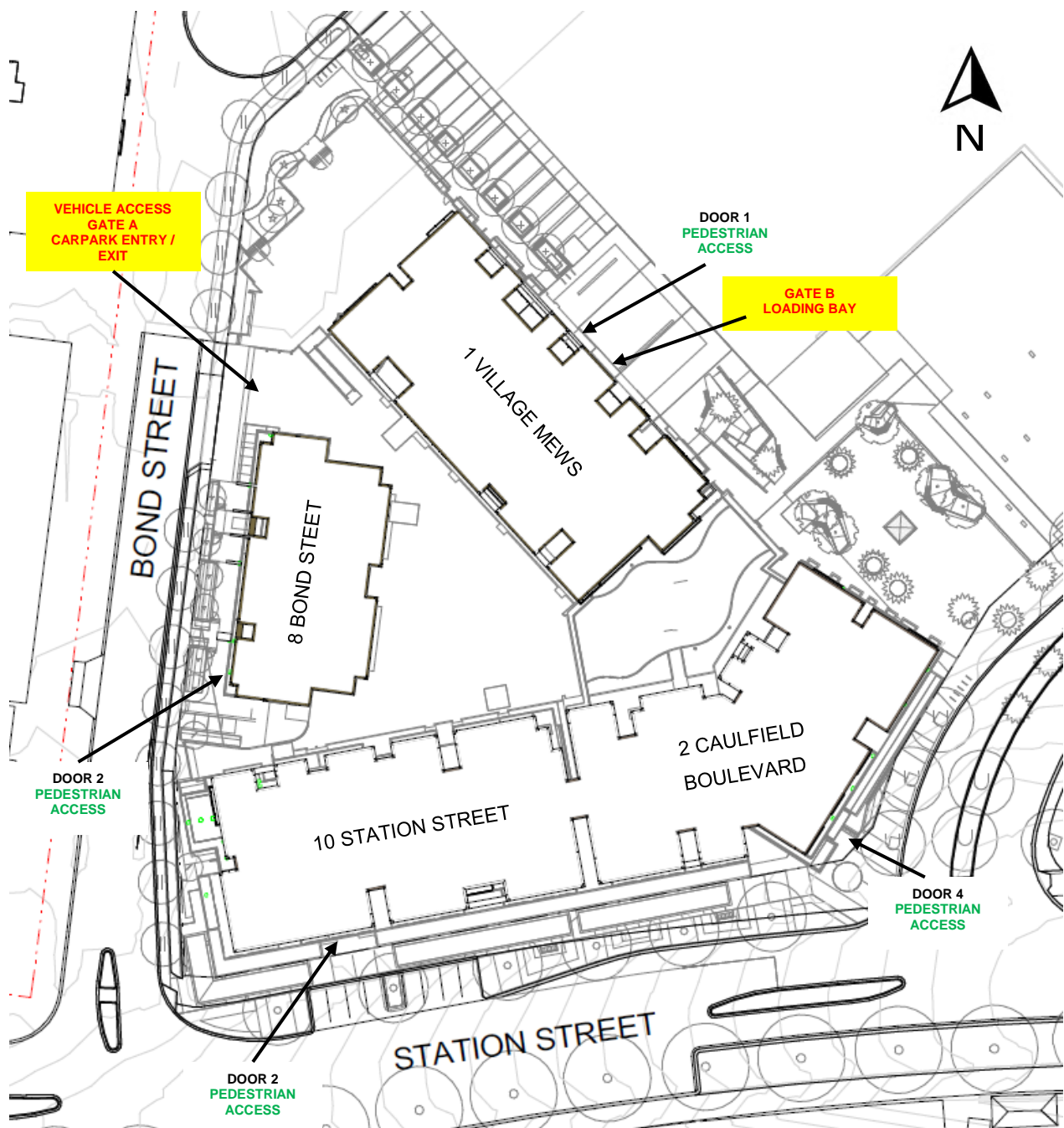
Please note visitors will not have access to the building's amenities unless accompanied by a resident.

# Apartment Operations and Maintenance Manual

## Vehicular Access

Vehicle entry/exit gates to the Basement car park are located off Bond Street via the South entry ramp (A) and the North entry ramp to loading bay (B). To Access the entry ramp tilt door, Caulfield Village Apartment owners are to use the supplied dual-purpose fob/remote device. Button 1 will open the garage roller doors at both Vehicle Gate A.

The Residential Loading Bay (Gate B – Access through Heywood Street only) is only for Move In/Out for residents. To access the Residential Loading Bay contact the Building Manager, to book a move in or out time.



## 3.3 FIRE PROTECTION SERVICES

### Fire Protection Services

The Fire Indicator Panel (FIP) and Alarm Signalling Equipment (ASE) are located within the Ground Floor Lobby. This is for the monitoring of smoke detection and emergency warning systems within Caulfield Village Apartments.

The panels are only to be accessed by the Metropolitan Fire Brigade.

Hardwired smoke alarms have been installed within the apartments. The basement car park is equipped with a wet-fire protection system.

### Important:

To prevent any false alarms occurring as a result of cooking smoke and/or fumes it is imperative that doors and windows are opened in addition to the use of exhaust fan in the range hood to avoid excessive smoke and/or fumes building-up within the apartment

## 3.4 AUTHORITY CONTACT LIST

### FOXTEL

COMPANY: Foxtel

TEL: 1300 788 796

---

### LOCAL COUNCIL

COMPANY: Glen Eira City Council

TEL: +61 3 9524 3333

---

### WATER

COMPANY: South East Water

TEL Faults and Emergencies: 132 812

General Enquiries: 131 694

---

### ELECTRICITY CONNECTION

Electricity supply is distributed through the building via an embedded network system which is managed and operated by **Active Utilities**. Active Utilities will provide electricity supply billing to each residence as part of the embedded network. A resident may engage an alternative electricity supply retailer (other than Active Utilities) for power supply billing to their property if

# Apartment Operations and Maintenance Manual

---

desired, noting that where discussions are held with any other energy retailer it should be made clear to that particular retailer that the property at Caulfield Village is part of an embedded network managed by **Active Utilities**.

For more information on the embedded electricity network, contact **Active Utilities** and provide account details for account setup, and to arrange for power to be turned on.

**Active Utilities:** 1300 587 623 or [www.activeutilities.com.au](http://www.activeutilities.com.au)

Electricity is individually metered to your apartment. Supply is provided via the switchboard located within your apartment. The board is fitted with circuit breakers to each electrical circuit.

Once your connection has been actioned by **Active Utilities** (or other provider), turn power on in your apartment making sure that all circuit breakers within the main apartment switchboard are in the “On” (up) position. These may trip out if a fault develops in an electrical appliance.

If a trip should occur, the appliance should be isolated from the power outlet and the circuit breaker turned to the ‘On’ (up) position. Push the reset button on the safety switch. If the circuit breaker continues to trip out, then an electrician should be called.

Note that in some instances a fault within your apartment may cause a trip to the distribution switchboard located outside of your apartment. If this occurs please contact the Building Manager for assistance to reset this circuit breaker.

## INTERNET & TELEPHONE CONNECTION

Your telecommunication services are delivered via a private Fibre to the Home network managed by **Active Utilities**.

**Active Utilities** is the default Internet Service Provider for the site however multiple other alternate providers are available – for the most up to date list of providers, please visit their website.

**Active Utilities:** 1300 587 623 or [www.activeutilities.com.au](http://www.activeutilities.com.au)

To activate your internet service, contact your selected Internet Service Provider (Active Utilities or other). Once activated, you can plug your PC directly into the “DATA” point for broadband internet access. Connect a switch, router or wireless router to the “DATA” point for multiple PCs (or other devices) to access the internet.

To activate your telephone service contact your selected Internet Service Provider (Active Utilities or other). Once activated, you can plug your phone directly into the “VOICE” point for telephone access.

## HOT WATER CONNECTION & TEMPERING VALVES

All hot water is supplied to your apartment via a centralised gas fired boiler hot water system. The hot water supplied to your apartment is metered in the same fashion, as the cold water that is metered. Any usage for heating this water as well as the actual water consumed will be charged directly to you.

Hot water is metered individually to each apartment. The hot water supply is provided by **Active Utilities** and, as such, prior account setup is required before hot water supply is connected.



# Apartment Operations and Maintenance Manual

**Active Utilities:** 1300 587 623 or [www.activeutilities.com.au](http://www.activeutilities.com.au)

If you wish to turn off the supply of hot water to your apartment for any reason, this can be achieved by turning on the stop valve. The stop valve is located behind the access panel in the corridor above your apartment entry door.

A tempering valve is installed in your apartment in line with current building regulations. Hot water supplied to your apartment is pre-set to 50 degrees Celsius. The tempering valve, which mixes cold water to the hot, is located behind an access panel located in the ceiling of the bathroom in each apartment. The tempering valve may require periodic (annual) testing and/or maintenance which should be carried out by a licensed plumber (at owner's cost).

## 3.5 STORAGE CAGE

Each apartment has its own "stand-alone" or "over-bonnet" storage cage within the Basement or lower level car park. The settlement team will identify your storage cage during the handover process. The storage cages should be padlocked (Owners/residents must provide their own padlock).

Residents must only use the storage cage allocated to their apartment. The Owners' Corporation may remove items stored illegally in a cage that does not belong to the owner of the said items.

**NOTE:** Sprinklers within the Basement are not to be covered, moved or altered. Please refer to your Owner's Corporation rules for details on use of storage cages.

## 3.6 GARBAGE AND RECYCLING DISPOSAL

Garbage and recycling disposal units (chutes) are located on each floor.

The usage guidelines are as follows;

Cigarette butts, ignition sources or fluids must not be disposed of via the garbage chute. These items need to be taken down directly to the Refuse Rooms (bin storage) located in the basement carpark.

All recyclable items are to be disposed of via the recycling chute. Recyclable items include:



To open the chute door residents simply pull the handle, open the door and hold, whilst placing bagged waste into the chute. Residents should then gently close the door; this will allow the bagged waste to fall down the chute.

# Apartment Operations and Maintenance Manual

---

The door must remain closed to form both a fire seal and to reduce odours from permeating the lobby space.

All waste should be in tied plastic bags. Oversized or heavy (exceeding 3 kgs) items can **not** be put into the garbage chute. Large items like cardboard boxes should be flattened and delivered directly to the garbage or recycling bins in the basement.

## Bin Storage Room

The refuse bin storages are located in the carpark, in the basement of each building in the Refuse and Utilities Room. Recycling bins for common use will also be located here.

The emptying and cleaning of the supplied bins will be coordinated by the Owners Corporation via the Building Manager.

## 3.7 MAIL COLLECTION

Your mail will be delivered to your letterbox in the Mailroom of your Building (located on the Ground Floor in the Lobby). Two mailbox keys have been provided.

Should you require additional keys or if you have lost your keys, please see the Building Manager.

If you are expecting a parcel delivery at a time when you are unlikely to be at home, you should address the parcel to yourself C/- the Building Manager's office (C/- The Building Manager, Caulfield Village, 3 Village Mews, Caulfield North. Vic 3161). Once the parcel is delivered, the Building Manager will advise you (most likely via BuildingLink) that there is a parcel at the office ready for you to collect. You may be required to provide photo ID to collect the parcel.

## 3.8 MECHANICAL SYSTEM (HEATING, COOLING & EXHAUSTS)

This section provides basic information about the heating/cooling/ventilation systems within your apartment.

Each apartments' mechanical systems comprises installation of the following:

- Reverse Cycle Split-system air conditioning units (including associated condenser pipe work, ductwork, filters, grilles, etc).
- Exhaust system (including fans, ductwork, grilles, etc. which are vented out through a sealed exhaust)
- Electrical installation

## AIR CONDITIONING

A combination of fully ducted air conditioning units, and split system air conditioners provide conditioned air throughout the apartment. Each air conditioning unit must be turned on and off from either the control panel or the remote controls. The controls are located in your apartment

# Apartment Operations and Maintenance Manual

---

controlling the temperature and fan speed. The temperature is monitored and regulated by a thermostat, which is built into the fixed wall key pad or split system unit. The condenser unit for each apartment is most likely located in the roof-top plant area. The Building Manager will know where your condenser unit is located in the event you need to arrange maintenance or repairs to the unit.

## 3.9 USE OF LIFTS

The Caulfield Village Apartments have 7 no. lifts serving all buildings.

When moving furniture and other bulky items, please take into consideration the internal size of the lifts. The dimensions of each lift are:

### 2 Caulfield Boulevard Caulfield North 3161

#### Lift 1

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 2m deep, 1.4m wide and 2.4m high.

#### Lift 2:

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 1.6m deep, 1.4m wide and 2.4m high.

### 10 Station Street Caulfield North 3161

#### Lift 1

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 2m deep, 1.5m wide and 2.4m high.

#### Lift 2

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 1.6m deep, 1.4m wide and 2.4m high.

### 8 Bond Street Caulfield North 3161

#### Lift 1

- Doorway opening is 1m wide

# Apartment Operations and Maintenance Manual

---

- Doorway height is 2.2m high
- The lifts are 2m deep, 1.4m wide and 2.7m high.

1 Village Mews Caulfield North Vic 3161

Lift 1

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 2m deep, 1.4m wide and 2.7m high.

Lift 2

- Doorway opening is 1m wide
- Doorway height is 2.2m high
- The lifts are 2m deep, 1.4m wide and 2.7m high.

**If large or bulky items are being moved in/out you MUST make arrangements, in advance, with the Building Manager to install Lift Protectors. Any costs incurred to repair damage caused by residents or their guests moving items in the lift will be charged to the resident.**

## 4.0 INTERNAL FINISHES, FIXTURES & FITTINGS AND MAINTENANCE PRODECURES

This project incorporates a range of high quality internal finishes. We have included a Materials Fixtures & Fittings Schedule which summarises the appliances, finishes and light fittings that have been fitted to your apartment.

Where possible, we have also included relevant trade literature, operation manuals, care instructions, warrenty information etc in the full version of your Apartment Operations and Maintenance Manual. Owners have been provided with a full version of the manual on a USB memory stick and a copy is also available on BuildingLink.

**Warrenty durations for the appliances in your apartment begin from the date of settlement.** (The Buidling Manager will know relevant warrenty commencement dates.) Any problems with appliances **within their warranty period** should go through E&S Trading as they have records of all appliances and are able to easily manage the issues.

(E&S Commercial Office: (03) 98115397 or email [commercial@ends.com.au](mailto:commercial@ends.com.au))

## 4.1 APPLIANCE FAULT (OUTSIDE WARRANTY PERIOD)

If you require a service call on any appliance in the apartment you should start as follows:

- **If you are an Owner:**

Please refer to the relevant manufacturer's contact details.

- **If you are a tenant:**

You should contact your landlord or their Managing Agent. Advise them of the problem and have the manufacturer's details handy to give them.

**Please refer to the following page for Materials Fixtures & Fittings Schedule**



# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Rangehood	All Kitchens	Manufacturer: Artusi Model: 60cm undermount rangehood Finish: Integrated Stainless Steel Code: AUM60	E&S Trading	
Oven	Classic	Manufacturer: Bosch Model: Series 2 60cm Built in Oven with 4 cooking functions Code: HBF133BS0A	E&S Trading	
Oven	Premium	Manufacturer: Bosch Model: Series 8 60cm Pyrolytic multi function Oven Finish: Stainless Steel/Black glass Code: HBG672BS1A	E&S Trading	
Dishwasher	Classic/Premium (1BR & 2BR)	Manufacturer: Ilve Model: 45cm fully integrated dishwasher Code: IVDFI45	E&S Trading	







# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Dishwasher	Premium (3BR only)	Manufacturer: Bosch Model: 60cm Integrated - Joinery panel to suit Code: SMV50D00AU	E&S Trading	
Cooktop	Classic	Manufacturer: Bosch Model: 4 burner gas cooktop Finish: Stainless Steel Code: PBH6B5B60A	E&S Trading	
Cooktop	Premium	Manufacturer: Bosch Model: 60cm cooktop with wok Finish: Black glass with cast iron trivets Code: PPH6A6B20A	E&S Trading	
Integrated Fridge	1BR & 2BR Apartments	Manufacturer: Westinghood Model: 280Ltr Refrigerator with integration kit Finish: White Code: WTB2800WG	E&S Trading	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Basin	Classic	Manufacturer: Kohler Model: Ladena undercounter basin Finish: White Vitreous China Code: 2215X0	E&S Trading	
Basin	Premium	Manufacturer: Villeroy and Boch Model: Architectural Oval Undermount Basin Finish: White Ceramic Code: 41766001	E&S Trading	
Basin Mixer	Classic	Manufacturer: Argent Model: Strata Basin Mixer Finish: Polished Chrome Code: BM220401	E&S Trading	
Basin Mixer	Premium	Manufacturer: Astra Walker Model: Metropolis Basin Mixer Finish: Urban Brass Code: A76.02	E&S Trading	
Mixer Tap	Classic	Manufacturer: Argent Model: Mirra Gooseneck Kitchen Mixer (with Strata Handle) Finish: Polished Chrome Code: KM426822	E&S Trading	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Mixer Tap	Premium	Manufacturer: Astra Wslker Model: Metropolis Sink Mixer Finish: Urban Brass Code: A76.08.V3	E&S Trading	
Shower Mixer	Classic	Manufacturer: Argent Model: Strata Shower Mixer with round back plate Finish: Polished Chrome Code: SM320437/SM320037	E&S Trading	
Shower Mixer	Premium	Manufacturer: Astra Walker Model: Metropolis Wall Mixer Finish: Urban Brass Code: A76.48	E&S Trading	
Shower Rail and Head	Classic	Manufacturer: Argent Model: Studio 700 Shower Rail Set Finish: Polished Chrome Code: SR200613	E&S Trading	
Shower Rail and Head	Premium	Manufacturer: Astra Walker Model: Icon Project Rail Shower with Multi-Function Rose Finish: Urban Brass Code: A69.49	E&S Trading	
Waste	Classic	Manufacturer: Argent Model: Click Clack 32mm plug and waste Finish: Polished Chrome Code: 94245	E&S Trading	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Waste	Premium	Manufacturer: Astra Walker Model: Click-Clack 32mm plug & waste with overflow Finish: Urban Brass Code: A70.03.V2	E&S Trading	
Shower Shelf	Classic	Manufacturer: Barben Model: Linea Shower Shelf Finish: Polished Chrome & glass (Custom) Code: LI-999G	Barben	
Shower Shelf	Premium	Manufacturer: Barben Model: Industrial Shower Shelf Finish: Ottone Brass Code: Custom	Barben	
Toilet Roll Holder	Classic	Manufacturer: Barben Model: Linea Toilet Roll Holder Finish: Polished Chrome Code: LI-1309L	Barben	
Toilet Roll Holder	Premium	Manufacturer: Barben Model: Linea Toilet Roll Holder Finish: Ottone Brass Code: LI-1309UB	Barben	
Towel Rail	Classic	Manufacturer: Barben Model: Linea towel rail Finish: Polished Chrome Code: LI-0016	Barben	
Towel Rail	Premium	Manufacturer: Barben Model: Linea towel rail Finish: Ottone Brass Code: LI-0016UB	Barben	
Robe Hook	Classic	Manufacturer: Barben Model: Linea towel rail Finish: Polished Chrome Code: LI-105	Barben	




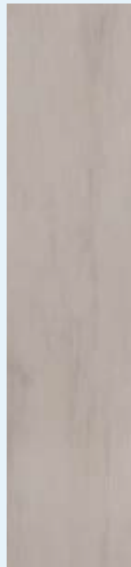


# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Robe Hook	Classic	Manufacturer: Barben Model: Linea towel rail Finish: Ottone Brass Code: LI-105UB	Barben	
WC	Classic/Premium	Manufacturer: Kohler Model: Reach Back to Wall Toilet Suite Finish: White Code: Reach BTW 5233A-0	E&S Trading	
Shower Waste	Classic/Premium	Manufacturer: Design Build Solutions Model: Smart Waste Tile Insert Point Drain Finish: Chrome	E&S Trading	
Shower Screen	Classic	Manufacturer: Rick McLeans Designer Bathware Model: Semi frameless sliding shower screen 1900h Finish: Polished Chrome	Rick McLeans Designer Bathware	
Shower Screen	Premium	Manufacturer: Rick McLeans Designer Bathware Model: Hinged pivot frameless shower door and fixed panel Finish: Brass	Rick McLeans Designer Bathware	
Sink	Classic	Manufacturer: Abey Model: Princess Single Undermount Sink Finish: Stainless Steel Code: PRC1U	E&S Trading	






# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Sink	Premium	Manufacturer: Abey Model: Lago 1 & 1/3 Undermount Sink Finish: 304 Stainless Steel Code: LG180U	E&S Trading	
Laundry Trough	Premium (3 Bedroom Only)	Manufacturer: Abey Model: The Hunter 30L Sink Finish: Stainless Steel Code: AL100	Abey	
Laundry Trough	Premium (CO Only)	Manufacturer: Clark Model: Eureka 35L Laundry Tub and Cabinet Finish: White Code: 7111		
Washing Machine	Classic/ Premium Apartments	Manufacturer: Elson Australasia Model: Elson Quarter Turn Wahsin Machine Cock – Code 60822 Finish: Chrome	Elson Australasia	
Carpet	Classic	Manufacturer: Cavalier Bremworth Model: Levante – 100% pure wool tufted level loop pile, GECA certified. Colour: Simoon Code: 7/539	Cavalier Bremworth	
Carpet	Premium light	Manufacturer: RC&D Model: Belfast #164 Finish: 100% wool broadloom carpet with underlay	RC&D	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Carpet	Premium Dark	Manufacturer: RC&D Model: Belfast #139 Finish: 100% wool broadloom carpet with underlay	RC&D	
Porcelain Tile	Classic (Kitchen)	Manufacturer: Mingarelli Tiles Model: Tile Fusion Full body colour, fully vitrified porcelain tile. Grout to match tile Size: 150 x 900 x 11mm thick Code: e:900x150 Italian	Mingarelli Tiles	
Porcelain Tile	Classic (Bathroom Floor & Wall, Laundry Floor & Retail Amenties)	Manufacturer: Tile Bazaar Model: Tile Bazaar Wood Beige. Grout to match tile, grout line 1-2mm. Size: 600 x 600 x 10mm thick R4	Tile Bazaar	
Porcelain Tile	Classic (Laundry Skirting Tile)	Manufacturer: Tile Bazaar Model: Tile Bazaar Wood Beige. Grout to match tile, grout line 1-2mm. Size: 600 x 600 x 10mm thick R4  As above	Tile Bazaar	
Ceramic Tile	Classic (Wet Areas – Feature)	Manufacturer: Tile Effect Model: White Matt glazed ceramic tile. Min grout lines (1-2mm). Finish: Matt Size: 100 x 300 Code: TE5 Snow	Tile Effect	


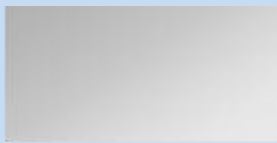



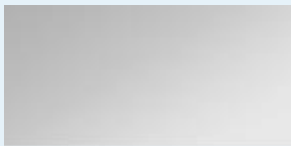
# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Porcelain Tile	Premium light scheme (Bathroom & Laundry)	<p>Manufacturer: Mingarelli Tiles</p> <p>Model: Full body colour, fully vitrified porcelain tile Grout to match tile</p> <p>Code: NDMT4</p> <p>Size: 600mm x 600mm</p> <p>Thickness: 10mm</p>	Mingarelli Tiles	
Porcelain Tile	Premium Dark scheme (Bathroom & Laundry)	<p>Manufacturer: Mingarelli Tiles</p> <p>Model: Full body colour, fully vitrified porcelain tile Grout to match tile</p> <p>Code: NDMT3</p> <p>Size: 600mm x 600mm</p> <p>Thickness: 10mm</p>	Mingarelli Tiles	
Benchtop - Stone Composite	Classic (Kitchen & Vanity)	<p>Manufacturer: Tile Effect</p> <p>Model: Smartstone Santorini Collection Stone Composite</p> <p>Colour: Vanilla</p> <p>Thickness: 20mm</p> <p>Edge Detail: Honed egde with minimum pencil round to top &amp; bottom.</p>	Tile Effect	
Porcelain Sheet	Classic (Kitchen Splashback)	<p>Manufacturer: Tile Effect</p> <p>Model: Pocerlain sheet, 5.5 - 6mm thickness</p> <p>Code: TE-740601 Slim/4</p>		
Porcelain Tile	Classic / Premium (Balcony)	<p>Manufacturer: Tile Effect</p> <p>Model: Exterior Porcelain Tile, Anti-slip R11, P4</p> <p>Finish: TE4 Bluestone. Grout colour to match.</p> <p>Size: 300 x 600 x 10 thick on screed, 20mm on pedestal mounts</p>	Tile Effect	




# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Timber Flooring	Premium Light (Living / kitchen)	Manufacturer: Woodcut Model: Woodcut Engineered Oak Floorboard with Cork Base Finish: Smokey Grey Size: 189mm x 14mm/3mm Veneer x 1600-1800mm (25% short boards) Grade: ABC	Woodcut	
Timber Flooring	Premium Dark (Living / Kitchen)	Manufacturer: Woodcut Model: Woodcut Engineered Oak Floorboard with Cork Base Oak Finish: Coal Size: 189mm x 14mm/3mm Veneer x 1600-1800mm (25% short boards) Grade: ABC Direct stick with acoustic glue	Woodcut	
Benchtop - Natural Stone	Premium Oak (Kitchen & Vanity)	Manufacturer: Tile Effect Model: Stone: Carrara St. Andra Finish: Honed & Sealed Thickness: 20mm square edge with minimum pencil round to top & bottom.	Tile Effect	
Stone Splashback	Premium Oak (Kitchen Splashback)	Manufacturer: Tile Effect Model: Stone: Carrara St	Tile Effect	
Benchtop - Natural Stone	Premium Walnut (Kitchen & Vanity)	Manufacturer: Tile Effect Model: Nordic Grey Marble Finish: Honed & Sealed Thickness: 20mm	Tile Effect	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Stone Splashback	Premium Walnut (Kitchen Splashback)	Manufacturer: Tile Effect Model: Nordic Grey Marble Finish: Honed & Sealed Thickness: 20mm	Tile Effect	
Cabinet Door - Mirrored	Classic (Bathroom)	Model: 6mm Viridian Décor Mirror Clear with polished edge.  Finish: External sides in: Duropal "Lindberg Oak R4223RU" textured wood grain laminate, prefinished	IJF	 
Cupboards, DW integrated panel & Open shelving	Classic (Kitchen Joinery)	Manufacturer: Benchtop City Model: Duropal "Lindberg Oak R4223RU"	IJF	
Vanity Unit	Classic (Bathroom)	Manufacturer: Benchtop City Finish: Duropal Lindberg Oak R4223RU Finish: Textured wood grain laminate, prefinished mdf panel. Grain to run horizontally in all instances. Edges to be finish with matching 1mm abs edging. Fingerpull: in matching finish Handle: Finger pull to sides of drawers	IJF	
Cabinet Door - Mirrored	Premium Oak (Bathroom cabinet)	Manufacturer: George Fethers & Co Finish: 6mm Viridian Décor Mirror Clear to door with Fethers Lignapal "Oak Rift White Wash" Code: 172.07  Internal Finish: Laminex "Clay Textile" 075 Natural	IFJ	

# Apartment Operations and Maintenance Manual

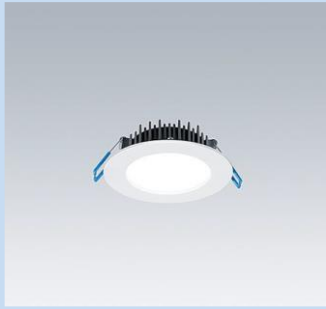


Description	Location (Classic/Premium)	Specification	Supplier	Image
				
Cabinet Door - Mirrored	Premium Walnut (Bathroom cabinet)	<p>Manufacturer: George Fethers &amp; Co Finish: 6mm Viridian Décor Mirror Clear to door with Fethers Lignapal "V20 Walnut" Code: 359.02</p> <p>Internal Finish: MDF in Laminex "Clay Textile" 075 Natural</p>	IJF	
Cabinet Door - Mirrored	Premium V20 Oak White (Bathroom cabinet)	<p>Manufacturer: George Fethers &amp; Co Finish: 6mm Viridian Décor Mirror Clear to door with Fethers Lignapal "V20 Oak White Wash" Code 178.07</p> <p>Internal Finish: MDF in Laminex "Clay Textile" 075 Natural</p>	IJF	



# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Vanity Unit	Premium Oak (Bathroom/ Ensuite)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "Oak Rift White Wash" Code: 172.07 Pre-finished Timber Veneer	IJF	
Vanity Unit	Premium Walnut (Bathroom/ Ensuite)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "V20 Walnut" Code: 395.02 Pre-finished Timber Veneer	IJF	
Vanity Unit	Premium Oak V20 (Bathroom/ Ensuite)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "Oak White Wash" Code 178.07 Pre-finished Timber Veneer	IJF	
Cupboards – Base, Tall - Pantry & Refrigerator	Premium Oak (Kitchen & Wardrobe Doors)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "Oak Rift White Wash" Code: 172.07	IJF	
Cupboards – Base, Tall - Pantry & Refrigerator	Premium Walnut (Kitchen & Wardrobe Doors)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "V20 Walnut" Code: 395.02	IJF	
Cupboards – Base, Tall - Pantry & Refrigerator	Premium Oak V20 (Kitchen & Wardrobe Doors)	Manufacturer: George Fethers & Co Finish: Doors, drawers & panels in Fethers Lignapal "Oak White Wash" Code 178.07	IJF	
Paint	Classic/Premium - Walls	Manufacturer: Dulux Finish: Opononi Half, Low sheen finish.	Dulux	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Paint	Classic/ Premium – Doors & Trims	Manufacturer: Taubmans Finish: Dulux colour Opononi Half, Satin finish.	Taubmans	
Paint	Classic/Premium – Doors & Trims	Manufacturer: Taubmans Finish: Kitchen & Bathroom Low Sheen Acrylic Opononi Half	Taubmans	
Paint	Classic/Premium – Ceiling	Manufacturer: Taubmans Finish: Opononi Quarter, Satin finish.	Taubmans	
Downlight	Classic/ Premium Apts	Manufacturer: Thorneco Finish: Thorn Value White Recessed Downlight, 10W Code: 96629760	Thorneco	
Wall Light	Balconies – Upgrade option	Manufacturer: Superlight Model: SL6192-21 Exterior cube LED wall light Finish: SL6182 – Denotes Matt Black Finish	Superlight	
Joinery Light	Classic – Kitchen Joinery	Manufacturer: Gentech lighting Model: Gentech, White - G2001-24V 2.4w LED recessed cabinet light. 3000k warm light. Code: G2001-24V	Gentech Lighting	

# Apartment Operations and Maintenance Manual

Description	Location (Classic/Premium)	Specification	Supplier	Image
Joinery Light	Premium – Kitchen Joinery	Manufacturer: Design Lite Model: Designlite, White - 9.2w/mt LED Strip in aluminium extrusion with diffuser Code: LXS.SL Slim FLED9.5.2	Design Lite	 
<b>External Finishes</b>				
Textured Paint	External Walls Building A, B, C & D (Brown)	Manufacturer: Dulux Model: Acratex Finish: Acrashield advance anti-carbonation system Code: Custom Dulux Colour 'ISO 18-113)	Dulux	
Textured Paint	External Planter Boxes Building A, B, C & D (White)	Manufacturer: Dulux Model: Acratex Finish: Acrashield advance anti-carbonation system Code: Miro ISO 18-088	Taubmans	
Aluminium Balustrade System	Balconies	Pre-fabriacted extruded aluminium balustrade and aluminium plate visual screen. Code: PPO-02		
Brick	External Walls	Manufacturer: Austral Brick Range La Paloma Size: 76mm x 230mm x 110mm Colour: Miro	Austral Brick	
Glazed Balustrades	Apartment Balustrades	Supplier: Viridian Range: Vlam Toughened Glass Colour: Bronze	Viridian	