



HARVARD APARTMENTS

865 – 871 DANDENONG ROAD, MALVERN EAST

Apartment Owner's Manual



Welcome to your Apartment

Congratulations on your purchase of your new apartment at Harvard Apartments and becoming a valued customer of CIRCA PROPERTY GROUP.

The Intent of this Guide is to Introduce you to your new apartment.

Looking after your apartment

It is very important that you maintain your apartment as to ensure the longevity of its finishes and fixtures. Consult your Owner's Manual and Owner's Pack for care and maintenance instructions – ensure experienced and licensed tradespeople are engaged to carry out repairs and maintenance works.

The Owner's Manual provides useful information about your new apartment. It is a *guide* to moving-in, establishing your service accounts, understanding the **Owners Corporation** and caring for your apartment.

The Owner's Pack includes essential items such as your keys, manufacturers' instructions, operating manuals and warranty cards for your appliances.

Looking after your building

CIRCA PROPERTY GROUP strongly recommends all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan and budget for the building is put in place.




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About this manual


 An icon like this indicates important information.



An icon like this refers you to additional documentation included in your Owners Pack.

Important contacts

Building Management

 Keep your **Owners Corporation & Building Manager** details readily available

Owners Corporation: **Domain Body Corporate**

- a. OC Manager: Stefan Koniuszewski
- b. Telephone: (03) 9912 6029
- c. Email: info@domainbc.com.au
- d. Website: www.domainbc.com.au
- e. Address: 2d Chapel St, St Kilda Vic 3182

Note: Building Manager details **Complex Property**

- a. OC manager: Dom Bergamin
- b. Telephone: 1300 159 357
- c. Email: assist@complexproperty.com.au
- d. Website: www.complexproperty.com.au
- e. Address: Level 5, 326 William Street, Melbourne VIC 3000

Moving-in guide

Moving-in procedures and protection measures

All residents are required to follow moving-in procedures, to ensure adequate access to building and loading facilities, protection of common property and minimal disruption to residents.

Residents must contact the Building Manager prior to moving in as to arrange access and confirm move in procedures.

Procedures may involve:

- *Booking a suitable moving-in time:* to ensure loading facilities are available, adequate protection measures are installed in the lift and common property, and residents are not disturbed;
- *A refundable deposit:* to cover damage to common property;
- *Insurance:* to ensure your removalist company has suitable insurance to cover damage to common property; and
- *Rubbish removal:* To ensure suitable disposal by Owners. At time of initial handover from [Developer], there will be a designated storage area for flattened boxes, plastic etc, nominated by the Building Manager (note: boxes and plastic wrapping etc are not to be put into the general refuse garbage bins).

The following are recommended measures for protecting the building and your apartment while moving-in:

- *Ceilings, Walls and Doors:* Use common sense as to avoid scuffing or chipping ceilings, walls and door frames. Pay particular attention to avoid damage to sprinkler heads.
- *Flooring:* Do not drag heavy object across carpets/flooring – use appropriate moving equipment and/or carry all objects.
- *Flooring:* As part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

For your action: service connections

You are responsible for ensuring that service accounts are connected in your name upon occupation of your new home.

The following contact details of common service providers have been listed for your convenience. The list does not include all potential service providers and is not intended to represent a CIRCA Property group recommendation.

Refer to Section 4: apartment services for detailed information regarding services.

| Service | Provider | Contact number |
|----------------------|---|----------------|
| Electricity | Veeve | 0402 115 335 |
| Gas hot water | Origin | 13 24 61 |
| Telephone | Space Connect | 0499 974 872 |
| Internet | Space Connect | 0499 974 872 |
| Pay TV | No Specific Provider (Purchaser Choice to Install Foxtel) | |

For your information

Australia Post

The building has been registered with Australia Post for delivery of mail. If you require mail to be diverted from your existing address to your new home apply for mail re-direction (a form can be obtained at any Australia Post branch).

Postal Address for the building is: 865 – 871 Dandenong Road, Malvern East

Water

| Service | Provider | Contact number |
|--------------|------------------|----------------|
| Water | South East Water | 131 694 |

Contact City West Water upon handover of your apartment to arrange connection of your water services.

Garbage collection - Building Manager (Complex Property)

| Service | Provider | Contact number |
|---------------------------|--|----------------|
| Garbage collection | <i>Building Manager (Complex Property)</i> | 1300 159 357 |

The Building Manager is responsible for overseeing the waste management contractor. The Waste Management program has been put in place following the endorsement of the Waste Management Plan approved by Stonnington City Council. The Building Manager will provide information regarding waste disposal and collection.

Insurance

The Owners Corporation is responsible for insuring the common property building and common property contents. Each owner and/or occupant is responsible for insuring their apartment (including home and contents/contents). We recommend each owner and/or occupants seek advice from a professional insurance broker.

Being in an Owners Corporation

Strata title

Harvard Apartments is a strata titled building. As an owner of an apartment, you are the owner of a lot within a strata scheme.

All areas within the building which do not form part of an individual apartment lot are common property, such as the entry lobby, lifts, car park, building structure and services. The common property is owned by the **Owners Corporation**, and all owners contribute financially to the maintenance of these areas.

The Owners Corporation is the body which represents all the apartment owners collectively. As an apartment owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the common property.



To protect your property asset, Circa Property Group strongly recommends all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan for the building is put in place, and that adequate financial provision is made to the sinking fund for this work. It is essential that the Owners Corporation seek professional advice from an independent maintenance advisor in order to prepare a costed maintenance plan for the building. Levies can then be set accordingly.

Owners Corporation

The Owners Corporation deals with all matters associated with the management and administration of the common property including:

- maintenance, cleaning and repairs;
- insurances (such as building, public liability, workers compensation etc);
- control, cleaning and use of the common facilities;
- matters relating to garbage, noise, pets and the like;
- administration and sinking fund;
- by-laws; and

- administration of the Executive Committee.

The Executive Committee is a body of volunteer owners who are elected to represent the Owners Corporation in the day to day running of the strata scheme.

Strata Managing Agent

The Owners Corporation has appointed Stefan Koniuszewski as manager of the Owners Corporation.

Their responsibilities include:

- organisation of repairs and maintenance of common property;
- arranging of quotations for services/works;
- engagement of caretaker, cleaners, gardeners, tradespeople;
- convening , recording and attendance at Annual General meetings;
- maintaining all accounting records, bank accounts, collecting levy contributions, issuing levy notices, etc.;
- routine inward and outward correspondence;
- insurance renewal, valuations and lodgement of claims;
- maintenance of the Owners Corporation Register, supervision of the common seal;
- preparation of Owners Corporation certificates;
- generally implementing the decision and instructions of the Owners Corporation; and
- providing guidance to the Owners Corporation in performance of its duties and functions.

The Strata Managing Agent is appointed by the Owners Corporation at their general meetings.

Levies: administration and sinking fund

Levies are the financial contributions paid by all owners to the Owners Corporation to cover the running costs incurred in the management of the building and for allocation for capital expenditure. Each owner pays a share of the cost which is apportioned according to the unit liabilities (ULs), outlined in the Plan of Subdivision.

At each Annual General Meeting a budget is set for the anticipated expenditure for the year. Levies are then determined and resolved for the administrative and sinking funds.

Strata/Owners Corporation by-laws

Strata or Owners Corporation by-laws are a set of “rules” that the owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new by-laws can be introduced, by the Owners Corporation.



A copy of the Owners Corporation By Laws are included. They cover topics such as moving goods and furniture, keeping of pets, cleaning, concierge/security, parking etc.

Modifications to your apartment

Prior to any building work being undertaken in your apartment, you may need to obtain the required consents from local council, Owners Corporation and any other relevant authority.



Refer to your by-laws included in your Owners Pack for relevant clauses relating to Owners Corporation Consent, including behaviour of Owners, Occupiers and Permitted Persons, Common Property, External Appearance, Floor Coverings, Building Works and Alterations (Consents, Notice to Owners Corporation, Carrying out of Building Works and Alterations).

Consistent with the by-laws, the following is a summary of the procedures which must be followed:

1. Contact the Owners Corporation and local council to confirm required approvals;
2. Ensure proposed modifications are consistent with by laws and any relevant codes;
3. Submit details of proposed modifications to Owners Corporation for approval prior to undertaking any work. Include description of works, estimate of time for undertaking works, and all necessary supporting documentation and other approvals; and
4. During the works:
 - protect, keep clean and make good all common property; and
 - ensure consideration of all residents – works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum, rubbish is to be disposed of, etc.

Acoustic and fire separation between apartments

Considerable care has been taken to ensure that floors, ceilings and walls to all apartments have been designed to achieve a high standard of acoustic and fire separation between dwellings.

Any proposed modifications to these surfaces, such as a change to the floor finish from carpet to tiles, installation of down lights in the ceiling, installation of entertainment/sound system components (i.e. plasma screens, speakers etc.) or the hanging of artwork, must:

- be designed to maintain the existing standard of acoustic and fire separation; and
- be installed by an experienced tradesperson.



Poor workmanship, inadequate acoustic provisions or any unacceptable noise transference may lead to the work being reversed and reinstated at the owner's expense.

Please note:

- Floor mounted speakers must be acoustically isolated when positioned on hard surfaces such as timber floor or tiles.
- Wall mounted speakers for sound systems or plasma TVs must be installed on appropriate acoustic isolation brackets.
- Chasing for electrical work on walls between apartments will generally not be acceptable.

Safety: cleaning and maintenance protocol

Please assist the Building Manager in its role by reporting any common property cleaning or maintenance needs when noted.

As the owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your lot, including your balcony, courtyard, terrace, car park and storage area, if relevant.

The Owner's Manual, aims to provide a helpful guide on the cleaning and maintenance of your apartment.



However, where appropriate, the use of professional cleaners and licensed tradespeople with necessary safety equipment is recommended.

For your safety, and that of other residents:

- consult this manual and the by-laws, prior to undertaking maintenance and cleaning works;
- untrained or unlicensed persons should not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services;
- children must always be supervised (particularly on balcony or external areas);
- do not stand on a chair to clean, service or repair any item – use an approved for purpose ladder;

- do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells; and
- do not lean out of windows or over balconies to clean, service or repair any item.

Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines.

Common facilities

Resident entry and security

The main pedestrian entry is off Dandenong Road and the car-park entry is off St Johns Lane.

The building is electronically secure, which means residents are required to use their proximity card or remote control to gain access throughout the building. The proximity card or remote will provide access at the following points:

- Main pedestrian entry foyer;
- Car park entry and exit tilt up door;
- Car park pedestrian entry door
- Passenger Lift access to the required level

Along with the proximity card, residents are required to use their standard apartment entry door key to gain access to their apartments.



The following keys are included in your Owner's Pack (please note storage cage room on apartment levels are keyed alike to your apartment entry door key. However, storage cages inside the storage cage room require a padlock and key [not provided])

1. Apartment entry door key; (same Key for storage cage room)
2. All other relevant door/window key/s;
3. Proximity Card;
4. Car park remote control; and
5. Mail box key.



To maintain security, contact the Building Manager immediately to report lost proximity cards or remote controls, and to purchase additional cards.



In the event of power failure, residents will be able to enter the building and take the fire stairs to their apartment level. The proximity card system & intercom will not work.

The following are step by step instructions for gaining entry:

6. **Main entry/Car Park Pedestrian Entry:** Present proximity card to proximity reader. The reader is a long black plastic switch about 100mm long mounted below the Video intercom, and it can recognise a card within 100mm. Once the card is recognised, a short beep will sound and the entry door will unlock.

Resident parking

The car park is protected with a security tilt up counterweight door, controlled by the use of a remote control.



To maintain security, do not permit “tail gating” through the garage door.

Car parking spaces are identified with the relevant apartment numbers. Residents must ensure that they park only in their allocated parking space.

Please note the following:

- speed limit is 8km/h;
- follow all signs and directional marking;
- be aware of pedestrians at the driveway crossing when entering and exiting the car park, as well as at entrances to the car park on each level; and
- headlights should be on when driving in the car park.

The following are step by step instructions for resident parking:

- **Resident Car Park Entry:** To activate the opening of the garage door by remote control on approach to the car park, press the first call button on the transmitter.
- **Car Stacker Operation:** If your parking space is on the car stackers in the basement level and or on the Ground Level an induction is compulsory before you can use the car stacker parking space. Please contact **Rotex Multi Parking (0420 992 773)** to organise an induction.
- **Car Lift:** If access is required to the basement car parks the same remote control for the car park entry can be used. Press the second call button on the transmitter.

- **Car Park Lifts & Stairs:** To leave the car and proceed to the apartment, use the lift or stairs that service your side of the building. The proximity card/ FOB provided needs to be touched on to the receiver in the lift to give you access to your apartment level.
- **Exit:** To exit the car park, drive to car park gate and activate its opening by remote control. Proceed once the door opens, which will close automatically.

Visitor access

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the audio intercom system.



Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

1. **Identify Visitor:** The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors, or by the car park garage door, and press the “🔔” button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.
2. **Authorise Entry:** To grant access, the host must press the button with the key symbol on their handset to open the main entry door.
3. **Exit:** Authorisation is not required for visitors to exit the building using the main entry.

See the detailed operational instructions on the security system included in the handover manual.

Mail



An individually keyed mail box is provided for each apartment – the mail room is located on the ground level. Keys for the mailbox are included in your Owners Pack.

Garbage and recycling

Garbage and recycling facilities are located in the bin/recycling room on the ground floor. Waste must be deposited in the appropriate general waste or recycling bins provided. In addition, each floor is serviced by a rubbish chute. These are generally located in the common areas on each floor. Please ensure that any waste deposited into the rubbish chute is appropriately bagged. Do not deposit loose rubbish, especially cardboard or anything else that could block the chute. These items must be taken to the bin rooms on the ground floor.

Fire procedures and safety

The Owners Corporation is responsible for maintaining an Emergency Management Plan and ensuring all residents are adequately advised of fire safety procedures. In summary:

- ensure you are familiar with Emergency Management Plan(s) and evacuation procedures established by the Owners Corporation;
- note the nearest fire exit to your apartment; and
- fire doors must remain closed at all times;

The Owners Corporation is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors (including your apartment entry door), fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels, common area smoke detectors, manual call points, emergency lighting etc.

The Owners Corporation or Building Manager will arrange access to each apartment, if necessary, for the annual inspections of these services.



Please note that your apartment door is also a fire door and contributes to the fire protection system for the building. If you wish to install new or additional locks or door hardware, you must notify and obtain permission from the Owners Corporation in writing and ensure a qualified locksmith undertakes the work to install fire rated hardware.



Each owner is responsible for maintaining the smoke detectors within their apartment. *This detector is not connected to the fire brigade. (Refer to Section 4: Apartment Services - Smoke Detectors).*

Please note that smoke detectors in the common areas are linked to the Melbourne Fire Brigade (MFB). Cooking smoke should not be dispersed into the common hallways as this will activate attendance by the MFB; expensive fines apply for false alarms. Any contractors engaged should also be aware that sanding equipment and heat equipment may also activate attendance by the MFB. You should seek advice from the Owners Corporation or Building Manager.

Apartment services

Utilities

Electrical service

Your apartment has a normal domestic 240-volt, single phase power supply, for its own use.

VEEVE has been contracted to establish and maintain an embedded network of electricity for the property, a detailed fact sheet on how to connect electricity to the apartment is contained in the handover kit. The electrical meter is located in the electrical meter/services cupboard on you floor, not within your apartment. You do not pay for the power used by other apartments.

Your apartment's electrical switchboard is located inside your apartment. All light, power, air conditioning, rangehood, oven, dishwasher and exhaust fans circuits are protected by circuit breakers at the switchboard. For added personal protection, power points (GPOs) (including those into which appliances are plugged) and lighting circuits have a safety switch.



Should your safety switch trip for any reason, follow these steps:

1. Isolate/turn off all GPOs and lights, and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.
4. Turn on the GPOs one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. Plug your appliances back into GPOs one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.



For safety reasons, ensure an adequate air space is left around the apartment switchboard. Do not store items in front of or in contact with the switchboard.



Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

Gas service

Your apartment has a separate gas supply for its private use.

In the event of an emergency, the Gas isolation valve is inside the kitchen cupboards or behind draws, adjacent to the cook top. There is also an isolation valve outside your apartment in the ceiling of the corridor. This needs to be accessed via the access panel located in the ceiling.

Billing for the gas usage for the cook tops in all apartments will be billed through the owner corporate management.

Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

Water service

Cold Water is provided by South East Water. Please contact them on 131 851 to establish an account upon occupation of the unit.

To turn off the water supply to your apartment, use the stop cock located in water meter services cupboard next on your floor. Contact your Building Manager for access to this cupboard.



A licensed plumber must be engaged to locate and fix any fault with the water supply or fix or replace any fitting such as a tap or showerhead.

Hot water

Hot water is supplied from a central gas hot water heating system on the roof and is maintained by the Owners Corporation. Origin Energy will bill each unit for individual hot water usage. Contact Origin Energy on 1800 684 993 to establish an account.

Air conditioning

Your apartment is supplied with a concealed air-cooled, reverse cycle, split air conditioning system for heating and cooling your home. In most instances, your air conditioning condenser unit is located within the apartment courtyard/balcony, however some may be located on the plant platform at roof level. These condensers will be labelled with your apartment number. Contact the Building Manager if you require access to your condenser if not located on your balcony.



The air conditioning system can be operated in a variety of ways, to suit your preferences. To take full advantage of the air conditioning system and to ensure correct maintenance, refer to the Operating Instructions for the Control Panel, included in your Owners Pack and appendices.

The remote-control unit allows you to control the temperature and operation of the system, including timer. The following tips will assist in optimising the performance of your air conditioning:

- To achieve an even temperature throughout the apartment, run all air conditioning units at the same time and set at the same temperature.
- Generally, a temperature range between 20°C to 25°C is considered comfortable.
- The system can be set to either “cool” or “heat” or it can be set to automatically switch from heating to cooling to maintain a consistent temperature via the “Auto On” or “Auto” setting.

- Controls can also be configured to circulate air at all times or be turned off when there is no demand for heating or cooling.
- Extreme settings such as 15°C or 28°C do not improve the systems performance or increase the rate of heating or cooling. They are likely to lead to uncomfortable conditions in a short space of time.
- To maximise air flow and the efficiency of the system, leave all internal doors open.
- Do not leave your apartment closed up for more than four hours with a minimum temperature selected on the thermostat. This may cause freezing of condensate drains and cause water damage.



Owners are responsible for the maintenance of their own air-conditioning system, including the air conditioning condenser. Please note that the 12-month warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance, cleaning the air filter and checking various items annually. Refer to the Resident's Instructions, Warranty and Warranty Checklist included in your Owners Pack.

Communications

Telephone and fax

Your apartment has been provided with a telephone/fax connection point.

These points are suitable for connecting your telephone(s), fax machine(s) and/or ADSL, and are interchangeable (i.e. they can be used for either/or telephone or fax).

Telephone lines

Your apartment has been wired for telephone lines. You will need to contact an embeded network retailer (e.g. space connect – refer Appendix J). to arrange your telephone account and the details of your service. A licensed electrician must be engaged if additional telephone lines are required.

Free to air TV

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout the building to each apartment.



The TV reception outlets in the walls are “screw in” (F Type) connections and may not fit your existing television lead. “Conversion” (F type to pal) fly leads are required to connect your TV or video to the outlets. Free to air can be obtained from either of the two outlets on the wall.

As the frequency of the signal may vary slightly from your previous antenna system, your television may need to be re-tuned to ensure an optimum quality reception. We recommend you engage the services of an experienced technician to assist you in re-tuning your TV if necessary.

Free to Air channels 2, 7, 9 and 10 should be tuned via VHF. SBS and Channel 31 should be tuned via UHF. Digital MATV signal has been provided for Freeview channels.

Pay TV (cable)

Pay TV cable, suitable for Pay TV (FOXTEL), has been supplied wired into your apartment ready for final connection by the provider.

You will need to contact the Building Manager to arrange connection of Pay TV to your apartment. A connection fee is applicable.

Apartment security and fire safety

Intercom

An intercom video unit is located at the entry doors. This unit has a control button to allow visitor access to the building.



Please refer to the Intercom Instructions included in your Owners Pack.

Smoke detection

Your apartment is provided with one or more 24 volt DC main powered (via the Fire Indicator Panel) smoke detector unit with a backup battery, generally fixed to the ceiling outside the bedroom(s). An alarm is sounded from a detector when smoke is present, to alert occupants.



Note: You must remove the yellow protective cover when you move into the apartment.



The detector is connected to the Fire Indicator Panel (FIP) within the building. If the smoke alarm is tampered with or removed, the FIP will be alerted and a technician will be automatically called. The smoke alarm, upon detection of smoke will emit an alarm to alert all occupants. Due to the design of the fire detection system within the building, it is a requirement that these alarms are connected to the FIP (as detailed above) and are also not fitted with “silent”, or “hush” buttons. If the alarm sounds due to smoke from cooking activities etc, it will continue for 30 seconds, when, if no further smoke is detected, it will become silent. If smoke is still present, it will continue to sound the alarm. In order to disperse any smoke and silence the alarm, open all external windows and doors to dissipate the smoke **(do not open the door to the public corridor/hallway as this may result in the fire brigade to be called)**. As always when

cooking, it is recommended that the range hood is in operation to extract any unwanted smoke or fumes. If the smoke alarm detects any thermal disturbances such as flames, the Fire Brigade will be automatically alerted and thus, the MFB will attend the premises immediately.

Door and window security

Apartment entry doors are lockable. Balcony sliding doors can be latched internally and are also provided with a key. Keys for your door are included in your Owners Pack.

General maintenance

Finishes schedule and sub-contractor and suppliers list

A detailed Finishes Schedule and a list of the major Sub Contractor and Suppliers are included as Appendix B and C of this manual.

Appliances



Refer to your Owners Pack for Manufacturers Instructions/Operation Manuals and Warranties for the following appliances:

- Cooktop;
- Oven;
- Dishwasher;
- Rangehood;
- Refrigerator (if applicable)
- Intercom; and
- Air Conditioner.

To maintain the appearance and durability of your appliances, follow the instructions, hints and advice in these documents.



Please note that the Manufacturers' Warranties are often conditional and require regular maintenance. We also recommend appliances be inspected every two (2) years by an authorised service agent.



Ensure you mail your product registration cards to the appliance manufacturer.

In the event an appliance malfunction, follow these steps:

1. Check power at the switchboard;
2. Follow relevant instructions in the Operation Manual; and/or
3. Check the warranty and call the manufacturer's service centre.

Paint



Refer to Appendix C: Finishes Schedule for paint specification, including colour. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface. Refer to paint care instructions on line where required.

Timber Flooring

The timber flooring to your apartment has been selected to provide a rich, high quality feel. Regular maintenance will result in prolonged life of your flooring. Manufacturer's recommendations are included within your handover pack but are summarised below:

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the flooring.
- Use felt protectors under heavy pieces of furniture. Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor.
- In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly. Never use oil, soap, wax or other household products to clean your floor.
- Keep animal nails trimmed.
- Maintain relative humidity levels between 30% and 70%.

Lighting

Replacement globes for light fittings in your apartment should not exceed the following, to prevent damage to the light fittings:

- External Wall light: 12-watt LED Lamp Sealed Fitting
- All other lights: Low Voltage LED Lamp, 12V 10W sealed fitting

Before changing a globe, please ensure that you have turned off the power switch.

Light fittings in double storey voids and external lights must be replaced by an experienced tradesperson.

Aluminum doors and windows

Aluminium windows and doors have a powder coat finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove air born deposits such as salt, atmospheric pollution and dirt.

To clean:

- remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- remove any marks by the use of a warm, mild detergent or mineral turpentine;
- wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder-based cleaning products as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.



Window furnishings are not to be mounted on any part of the aluminium door or window frame.

Door and window hardware

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- tighten fixing screws;
- re-align strike plates;
- lubricate internal mechanism with an aerosol lubricant; and

- lubricate “sticky” locks with dry powder graphite sprinkled on the key.

Glass windows and balustrades, shower screens, splash backs, vanity and robe mirrors

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon based cleaners, powder-based cleaning agents and other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that the external face of windows and glass balustrades should be cleaned by a professional cleaner with the required safety equipment.

Damaged glass and mirrors cannot be repaired. They must be replaced by an experienced glazier.

Tapware

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- clean tap filters every two months; and
- check tap washers every two years and replace as necessary.

A licensed plumber is required to replace the ceramic washer in lever mixer taps.

Remember to turn off the water supply to your apartment prior to carrying out maintenance or in the event of a tap or fitting breaking.

Stone benchtops

The stone featured in your apartment has been selected for its appealing finish, warm character, durability and high quality.

The reconstituted stone retains a degree of porosity. However, simple protection measures are the most effective way to ensure the beauty and stunning appearance is maintained.

Stone benchtops

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the benchtops.
- Wipe up spills immediately, to avoid potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.

Stone in all benchtops, is not sealed, as any protection provided by a sealer is not permanent or absolute.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.

Tiles floor, walls – porcelain or vitrified

To clean, use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woollen cloth.

Stainless steel kitchen sink, laundry tub, trims etc.

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product.

Do not use steel wool, abrasive cleaner, or oil based cleaners.

Cupboard joinery (2 Pac & Laminate)

All Joinery surfaces are 2 Pac paint and/or Laminate.

To clean and maintain, follow these guidelines:

- remove soiled particles from surfaces or light stains with warm soapy water and a soft damp cloth, or a non-abrasive spray and wipe cleaning agent;
- do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon-based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating.);
- ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- buff out minor fine scratches (note the gloss level will diminish);
- check, tighten and adjust hinges every six months; and
- do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

Sanitary-ware acrylics, porcelains

To preserve the polish surface of your bath (if applicable), pan(s) and basin(s), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile and/or the sanitaryware. [Research product care on line as required]

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry-cleaning fluids etc.

As the use of coloured essential oils may stain your bath's polished surface, test before use and add oils into a bath full of water rather than pouring them into an empty bath.

To prevent corrosion of metal accessories by mineral salt such as Radox, ensure they are dissolved completely prior to adding them to bathwater.

Ceiling exhaust ventilation grill

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes. The removable ceiling diffuser should be cleaned every 4 months with a soapy cloth and dried prior to replacement. Do not alter the position of the exhaust vents when cleaning.

A single fan operates to the bathroom, ensuite and laundry. This can be switched on or off from the fan switch in the laundry or via the light switch in each bathroom. Ensure that if you are using the fan in the laundry, that you do not switch off the fan when entering/leaving the bathroom.

The fans are generally very quiet and may not be heard when they are operating in each room. This is not a problem and can be easily checked by going into the main bathroom where the access hatch, and fan motor is located and listening for the fan motor noise.



Leaving a window within your apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen rangehood) and will aid to minimise any naturally occurring condensation.



To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

Laundry floor waste

To ensure the water seal in the laundry floor waste does not dry out and let odours escape, each fortnight a small amount of water is required to go into the laundry floor waste. Use a container and pour approx. 600mls of water into the floor waste.

External tiles

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tile surface. Very large, heavy pots should also be avoided, to prevent excessive loads on the building structure.

Defects

Commencement of Defects Liability Period (12month period):

- 04.07.18

What is a Defect?

Refer to the standards and tolerances guide 2015 (Victorian Building Authority – <http://www.vba.vic.gov.au>).

Please also refer to the information below for a list of common issues that may occur that are not considered to be a builder's defect.

Items/areas frequently mistaken to be defective:

The following items, fixtures and fittings are commonly reported as having issues that are incorrectly deemed to be a 'builder's defect'. Please find some information below about each item for your reference.

TIMBER FLOORING

Your apartment timber floor is a floating floor and is not glued or mechanically fixed to the concrete slab below. Therefore you may feel some movement when you walk on the floor. This is normal.

The floor will expand and contract in both directions as a result of temperature changes. This is normal.

Any excess moisture from kitchens, laundries or bathrooms can cause the boards to swell – please refer to your user manual to ensure you do not cause damage to your floor. Any damage caused by water will not be considered a builder's defect.

EXHAUST FANS

Fans are virtually silent as they are concealed

Fans are concealed in ducts – a simple test with a tissue will confirm if there is a flow of air. Hold a single piece of toilet paper to the fan and turn it on. If the paper remains on the fan once you let go you will know if there is suction.

Some laundries and bathrooms share the same exhaust fan and this is controlled with a 2-way switch.

Please check that you are using your switches correctly

Fan filters require maintenance and cleaning – please check your owner's manual for instructions. Your fan may simply need clearing of dust.

OVEN

Check operation manual – timers can prevent the oven from turning on

Some ovens have an isolation switch above the bench top on the splash back – please check your apartment owner's manual

Please be aware that we are not liable for warranty claims on appliances. This is carried by the manufacturer of the appliance. Check your owner's manual for manufacturer/supplier information.

BATHROOM FIXTURES (SUCH AS TOWEL RAIL, SHOWER SHELF OR SUCH)

These are checked at building handover. Any wear and tear on such fixtures is not a builder's defect.

If such fixtures have been fitted by the owner of the apartment, we will not be held accountable for any water proofing issues that may occur as a consequence.

WINDOWS AND GLASS

Windows and any glass panels are checked when the building is handed over. Any wear and tear/breakages are not a builder's defect.

PLASTER & PAINT

Your apartment ceiling and walls are lined with a Gyprock plaster board material. Cracking of this material is a common occurrence within apartments. Any cracking that is 1mm or less in width is not a builder's defect. Such cracking is normal.

STONE BENCH TOP

Any damage such as scratches or cracks that are caused by the mistreatment of your bench top is not a builder's defect.

CONDENSATION

Condensation is a common problem in buildings (particularly in bathrooms and laundries) and can occur on windows, under unlined roofs or elsewhere. Further information is available in the Australian Building Codes Board Handbook – *Condensation in Buildings* (2014).

Where the requirements of the Building Code of Australia (BCA) have been complied with, the responsibility for controlling condensation by maintaining adequate natural or mechanical ventilation through the use of openable windows, exhaust fans, or other means, is the responsibility of the owner/occupier.

Condensation on the inside of your windows can cause damage to the internal sills and the timber flooring.

Please be aware of this moisture issue and follow the advice provided in your manual. Damage caused by condensation is not a building defect.

It is good practice to allow airflow from the outside atmosphere into your apartment.

PLUMBING FIXTURES (SUCH AS TAP WARE, TOILET SYSTEMS, SHOWER HEADS OR SUCH)

Servicing and maintenance of faulty plumbing fixtures is to be carried out by the manufacturer of these items. They carry a 12 month warranty. Any malfunction of such fixtures is not a building defect. For information on warranties and suppliers, please read your apartment owner's manual.

JOINERY (ie. KITCHEN OR BATHROOM CUPBOARDS ETC.)

Joinery must be used as it was intended. Cupboard door hinges are not designed to carry weight, so please ensure you do not pull down on handles when opening and closing cupboard doors. Any damage caused by such treatment is not a builder's defect.

Range hoods and extractor fans/exhaust fans are designed to remove steam and moisture from the kitchen or bathroom. They should be used at all times when cooking or showering. Damage caused to the joinery by steam, heat and moisture is not a builder's defect.

SHOWER SCREENS

The shower screens in your apartment were checked when the building was handed over. Misaligned doors or missing screen seals that are the result of misuse/wear and tear are not a builder's defect.

Any consequential water damage caused by a damaged a shower screen is not a builder's defect. Any water damage caused by misuse of the shower head or failure to use the shower screen door is not a builder's defect.

WASHING MACHINE

Please ensure your washing machine is installed correctly. Any faulty connections on your washing machine that result in flooding or water damage will not be considered a builder's defect.

STAINLESS STEEL BALUSTRADES

It is important to wash your stainless steel balustrading regularly to keep the surface looking good. All stainless steel will discolour, stain or rust if not maintained correctly. For best results use soap or mild detergent and warm water, followed by rinsing with clean cold water. If salts and other contaminants are left to build up for an extended period of time they can cause a brown stain on the surface of the steel known as 'tea staining' (NB. this is not rust). Tea staining can be removed with specialised stainless steel cleaning products. Always wipe in the direction of the grain and never use an abrasive cleaner or cloth as these will scratch the surface of the stainless steel. Simply rinsing the stainless steel with water once a week will significantly help to keep the surface looking good.

CARPET

Carpet must be cared for according to the care instructions included in your Owner's Manual. If your carpet frays due to snags or such, it is not a builder's defect.

DISHWASHER

If there is a problem with the programming or function of the dishwasher, please refer to your appliance user manual. If there is a leak coming from the dishwasher that is not related to the plumbing or installation, please contact the manufacturer your appliance.

Please be aware that we are not liable for warranty claims on appliances. This is carried by the manufacturer of the appliance. Check your owner's manual for manufacturer/supplier information.

DOOR HANDLES AND WINDOW HANDLES

The builder is not liable for the wear and tear of such products. Please treat these fixtures with care and remember that since they are moving parts, it may be necessary to maintain them by tightening screws or such over time.

WET AREA JUNCTIONS

Silicone sealants may require replacement after five years. This is regarded as normal house maintenance which is the owner's responsibility.

STORAGE CAGES

Please do not place any valuable items in storage cages. Any lost, stolen or damaged items kept in storage cages is not considered a building defect. In a wet basement it is vital that drainage is kept clean and clear. Do not place any items in drains or over drainage points. All items in storage cages must be kept elevated. Cardboard boxes and other items can break down over time and can block up drains and lead to flooding. Flooding due to blockages of this nature are not considered building defects.

Reporting Defects

Before reporting a defect, please ensure you have read all of the information provided about how to care for and maintain your apartment. Refer to appendix E for a list of common issues that may occur that are not considered to be a builder's defect. If the issue you have reported is not a builder's defect, there may be a service/call-out fee incurred.

Upon identification of a defect identified under standards and tolerances guide 2007, please note the following steps:

- Using the Warranty Enquiries Form (included in Appendix J), fill out correctly in full, scan, and email to warrantyenquiries@elementfive.com.au
- A confirmation email will be sent to advise receipt of the maintenance request.

- Upon receipt of the form, the request will be vetted and reviewed. Contact will be made with all the relevant parties regarding the issues, access, and rectification if required.
- A guarantee that if the defect is found to be damage as a result of the persons living in the apartment or agent of or a maintenance call due to the persons living in the apartment or agent of not maintaining the apartment, than a call out fee of \$210 will be paid to the Builder.
- A payment of \$210 will be paid to the builder as a call out fee if the persons reporting the defect or agent of, does not show up to the meeting time arranged by the two parties.

Environmentally Friendly Tips

According to the Department of Climate Change and Energy Efficiency Households produce almost one-fifth of Australia's greenhouse gas emissions. The conservation of environmental biodiversity is also directly related to how we live, interact and consume resources.

Our lifestyles and the management of our households have a direct impact on production of greenhouse gases and the future of the environment.

The following are simple things that can be done in the home to conserve resources, reduce greenhouse gas emissions and save money on energy and water bills.

Living rooms

- Minimise heat loss through windows by installing window coverings, such as blinds with pelmets.
- Do not overheat or overcool - set the thermostat at a practical level.
- Switch televisions, DVD Players (etc.) off when not in use – these appliances use substantial amounts of energy even when left in the 'standby' mode.
- Switch off the VDU screen to your computer when not in use. Laptop computers are generally more efficient than desktops.

Lighting

- Turn off lights when not in use.
- Use lamps where a light source is most needed.

Kitchen

- Use energy efficient cooking practices where possible. Minimise grilling and use lids on pots when boiling and simmering etc.
- Use a plugged sink to rinse dishes and clean vegetables.
- Wait until you have a full load to run the wash cycle on your dishwasher.
- Ensure that refrigerator door seal is tight fitting and maintained. Leave the door open for as little time as possible.

Bathroom

- Do not leave the tap running when brushing teeth or shaving.
- Choose the toilet's half flush option as much as possible.
- Do not leave taps dripping and promptly repair leaking taps.
- Place a little food dye in the cistern of your toilet from time to time and check for small continuous leaks down the back of the pan.

Laundry

- Use cold water for machine washing.
- Wait until you have a full load to run the wash cycle on your washing machine.
- Use biodegradable soap.
- Use drying racks instead of the clothes dryer. If a clothes dryer is used, run on a lower and colder setting.

Waste

- Separate your waste into recyclable collections.
- Buy less packaging.
- Don't put oils, fats or harmful chemicals down the sinks.
- Use a strainer in kitchen sinks.
- Choose detergents with no, or little, phosphorous, to minimise nutrient loads in waterways.

Green Travel

The site is well positioned in terms of access to public transport, with numerous services available in the vicinity of the development.

Information on public transport fares, routes and timetables is available at the following website:

<http://ptv.vic.gov.au/>

The resident on-site bicycle parking for 23 bicycles is provided

Appendix A: Copy of the by-laws (Refer Attached)

Appendix B: Sub contractor and supplier list

The following list of sub-contractors and suppliers has been provided for your future reference and convenience.

Please note, Element Five is not responsible, and cannot warrant, any future work undertaken by these trades as a result of your direct negotiations or instructions.

| Sub Contract | Company | Office Number |
|---|-------------------------------|---------------|
| Appliances | | |
| Cooktop | MIELE. | 03 9765 7433 |
| Oven | MIELE. | 03 9765 7433 |
| Dishwasher | MIELE. | 03 9765 7433 |
| Rangehood | MIELE. | 03 9765 7433 |
| Fridge | HAFELE | 03 9212 2000 |
| Dishdrawer | HARVEY NORMAN | 03 8530 6300 |
| Plumber | JOLLIFFE PLUMBING | 0413 809 144 |
| Electrical | KEVALR ELEC. CONTRACTORS | 0434 503 655 |
| Internet / Telephone | SPACE CONNECT | 03 9626 4400 |
| Air Conditioning | BOYLE & GRIGG AIRCONDITIONING | 03 9775 1670 |
| Carpentry | MGL CARPENTRY | 0432 088 814 |
| Carpet | MAJOR FLOORING XTRA | 3 9785 5400 |
| Timber Flooring | MAJOR FLOORING XTRA | 3 9785 5400 |
| Joinery & Bathroom Cabinet Mirrors | CNC KITCHENS | 03 9310 2642 |
| Tiler & Water proofer | GOLDEN TOWER | 0424 945 082 |
| Water proofer - External | BRAVADA | 03 9872 3333 |
| Kitchen Benchtops | MULTI MIL STONE | 0447 720 227 |
| Storage Cages | JLM FENCING | 0433 167 742 |
| Shower Screens & Mirrors | BAYSIDE CONCEPTS | 0439 911 233 |
| Wardrobes | DISTINCTIVE WARDROBES | 1300 850 404 |
| Painter | DURABOND | 0433 930 983 |
| Plaster | MIKON INTERIORS | 0401 594 635 |
| Lift - Passenger | FUJI ELEVATORS | 0431 259 147 |
| Lift - Car | NORDIC ELEVATORS | 03 9837 5702 |
| Car Stackers | ROTEX MULTIPARKING | 0420 992 773 |
| Garage Door | EVENGLIDE | 03 8878 4988 |
| Door Hardware | MCLARENS'S DOOR HARDWARE | 0419 251 671 |
| Plumbing Accessories | LEEMAR | 0411 604 800 |
| AL WINDOWS & DOORS | PACIFIC WINDOWS | 0430 916 159 |

Appendix C: Finishes schedule (Refer Attached)

Appendix D: Appliances Manual & Warranty (Refer Attached)

Appendix E: Care & Maintenance Guide (Refer Attached)

Appendix F: Air Conditioning User Guide (Refer Attached)

Appendix G: Intercom Manual & Light Fittings (Refer Attached)

Appendix H: Plumbing Fixtures & Fittings (Refer Attached)

Appendix I: Evacuation Plans (Refer Attached)

Appendix J: Attachments (Power Infor Sheet, Broadband & Telephone, Warranty Form) – Refer Attached

- Veeve Energy Apartment Power Info Sheet
- Broadband & Telephone Connection Info
- Warranties Enquiry Form