



# RESIDENTS MANUAL



Version 1.0

# Welcome to your Apartment

**Congratulations on your purchase and becoming a valued customer of the Delta Property Group**

## *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 Residents Manual and Owners Pack for care and maintenance instructions – ensure experienced and licensed tradespeople are engaged to carry out repairs and maintenance works.

The Residents 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.

To ensure that the environment and living standards at The Riverside are maintained to your expectations and high standards, this manual includes Owners Corporation and other general building information.

Please ensure that any occupiers of your apartment, agents and tradesmen are familiar with the Owners Corporation Rules and abide by them.

Residents are asked to advise the Owners Corporation Manager of any incident, damage or breakdown of any equipment that occurs on the common property. Arrangements will then be made to undertake the necessary investigation and repairs. The Owners Corporation Manager is not responsible for any matters within any of the apartments. In addition, the Owners Corporation Manager is not responsible for any parking violations of illegally parked cars, as these are considered to be a civil matter that needs to be handled by owners of the car parking space.

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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*

**ReKon Real Estate Pty Ltd**

1/5 Saltriver Place  
Footscray VIC 3011

T: +613 9687 9500

F: +613 9687 9100

E: [ocmanager@re-kon.com.au](mailto:ocmanager@re-kon.com.au)

W: [www.re-kon.com.au](http://www.re-kon.com.au)

Office Hours:

9.00am-5.30pm Monday-Friday

**In the event of an urgent matter please leave a message with our voicemail service which is monitored after hours.**

*Onsite Building Manager*

**Admon Paules**

Apt 117, 1 Moreland Street,  
Footscray VIC 3011

T: 0416 611 168

E: [theriversidemanager@gmail.com](mailto:theriversidemanager@gmail.com)



# 1 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 are requested to take special care to ensure that that no damage occurs to common property during the move in or move out process. In addition, residents should ensure the move in or move out process is organised to cause minimal disruption to other residents and in particular the parking of removalist vehicles should ensure that traffic can still pass on the driveway.

The Owners Corporation Rules require residents to provide at least 48 hours notice to the Owners Corporation Manager before moving in or out.

Permissible moving times are between 9.00am and 5.00pm Monday to Friday and 9.00am to 5.00pm on Saturdays. No moving is allowed on Sundays or public holidays.

All moving in and out must be conducted from the basement Levels (B1 or B2) and the car park gates can be isolated with prior arrangement.

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

Procedures 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 security deposit:* to cover damage to common property.
  - A \$200 security deposit must be paid in cash to the caretaker at the commencement of the move-in. \$150 will be refunded at the conclusion of the move following satisfactory inspection and confirmation by the caretaker that no damage has been done to the common property.
- *Insurance:* to ensure your removalist company has suitable insurance to cover damage to common property; and
- *Rubbish removal:* residents moving in and out should ensure that waste is disposed of correctly, in particular:

- No rubbish should be left loose in the garbage enclosure
- Bins should not be overfilled (if necessary rubbish should be held and released into the bins over several weeks on Tuesday night)
- Hard rubbish should not be thrown into garbage receptacles. Residents must follow the procedure for hard rubbish collection (copy provided in the Information Pack).
- Boxes should be flattened and disposed of in the recycling bin
- Polystyrene should not be disposed of in the recycling bin

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 Delta Property Group recommendation.

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

Service	Provider	Contact number
Electricity	WINenergy	1300 791 970
Gas & hot water	WINenergy	1300 791 970
Telephone & data	Win Energy / Telecoms Provider	1800 687 626
Pay TV	Foxtel	1300 785 622

## 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: 1 MORELAND ST, FOOTSCRAY, VIC 3011

### *Water*

Service	Provider	Contact number
Water	City West Water	131 691

Contact Yarra Valley Water upon handover of your apartment to arrange connection of your water services.

The Building Manager is responsible for overseeing the building's waste management function. The Waste Management program has been put in place following the endorsement of the Waste Management Plan approved by Maribyrnong 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.

## 2 Being a member of an Owners Corporation

### Strata title

The Riverside 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, courtyard, 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.

### 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;
- Owners Corporation Rules; and
- Administration of the Committee of Management.

The Committee of Management 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 ReKon Real Estate as manager of the Owners Corporation.

The Strata Managing Agent's 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.;
- preparation and audit of the financial accounts;
- 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.

## 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.

## Owners Corporation Rules

Owners Corporation Rules 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 rules can be introduced, by the Owners Corporation.



A copy of the Owners Corporation Rules are included under Appendix A. 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 the Owners Corporation Rules 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).

Any trades people undertaking works on your behalf must clear and dispose of all rubbish and debris from the building and from common property. This includes ensuring that large rubbish items should not be disposed of in rubbish bins and that the common driveways and corridors have been cleaned or swept if any mess has been caused.

**Absolutely no works that affect the exterior of the buildings are to be undertaken without the prior written approval of the Owners Corporation.** This includes the installation of alarm sirens, external spot lights, air-conditioners, satellite dishes, TV antennae, awnings and screen doors. Air conditioners must be installed in an approved manner to ensure that the condenser unit is located in an appropriate location and all cabling and piping is concealed (and does not run through common property).

Trades people can only work in your apartment between 8.00am and 4.00pm weekdays and 9.00am-12.00 noon Saturdays.

Any alterations that may affect the acoustic or fire rating of the separation between any lots or any lot and the common property are prohibited.

In the event that a proprietor proposes to change the material used for floor coverings in any part of a lot full details of the proposed changes together with an acoustic engineer's report certifying that the proposed changes comply with the Building Code of Australia must be submitted to the Owners Corporation for approval prior to any changes being effected and the changes cannot proceed without the prior written approval of the Owners Corporation.

Consistent with the Owners Corporation Rules, 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 Owners Corporation Rules 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 or floors will 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, bicycle rack 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 Owners Corporation Rules, 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.

## Noise

Please be mindful of your neighbours and do not create unreasonable noise or behave in a manner likely to annoy them. As a guide no noise should be heard from outside your apartment door.

In consideration of the right to peaceful enjoyment by all residents, the Owners Corporation Rules contain certain requirements in relation to noise.

- **Slamming doors**



In consideration of other residents, please ensure that occupants and visitors of your apartment are advised not to slam the doors when entering or exiting the premises.

- **Moving in and building works**

The rules of the Owners Corporation prohibit moving in/out and using power tools on Sundays and on any other day before 8.00am or after 5.00pm. Please ensure you observe these rules.

## Balconies

Do not throw or allow any cigarette butts or litter out of windows or from balconies.

Balconies should be kept in a tidy manner. Nothing should be attached to the walls of balconies (in particular sails or awnings should not be installed as neither the walls nor the floor have been designed to carry loads of this nature).

## Smoking

Please ensure that cigarette butts are disposed of thoughtfully and not left on any common property including the entry areas, driveway or gardens.

Avoid smoking in entry / stair areas as this may trigger the smoke detector system which will unnecessarily disturb other residents.

**Please note that ALL common property has been designated as a NON-SMOKING area.**

## Car Parking

Parking is restricted to your own parking lot/s. Please do not park in another resident's lot. Although you may stop in the driveway for short periods of time, such as to unload bulky items from your car, please be considerate of other residents by not parking in the driveway at any time. Parking in the driveway may inconvenience other residents by preventing them from getting into or out of the complex and/or may cause an accident.

The Owners Corporation is not responsible for any damage sustained to the residents' vehicles while entering or leaving the car park, or the theft of any vehicle or personal property while parked in the resident parking areas.

## Vehicle washing

There are no car washing facilities on site and washing of cars inside the car park is not permitted.

## Newspaper Delivery

You will need to make arrangements with the local Newsagency for home delivery of newspapers. The Yarraville Newsagency is responsible for newspaper deliveries to Saltriver Place.

## Animals / Pets

Residents' pets are only permitted to be kept inside an apartment. Residents must ensure their pets are controlled at all times whilst on or in common areas. If any animal creates any mess in any of the common areas (including the car parks, driveways, corridors, stairways, lifts or entry areas) it must be cleaned up thoroughly and the area deodorized or washed down immediately by the pet's owner or supervisor. Any mess created by pets on surrounding nature strips or park land should also be picked up and disposed of in the rubbish.

If any animal is causing a nuisance it will result in the Owners Corporation issuing a caution to the owner and if the problem continues, the Owners Corporation will order the immediate removal of the animal. With the above in mind it is in your interest to demonstrate the utmost consideration to neighbours at all times.

Cat and dog litter must be double bagged and, tied securely before being placed in the rubbish bins.

**All pets must be taken in and out of the building through one of the car park levels and not the main entry lobby.**

## Visitors

When a visitor arrives they must call your apartment using the intercom system. When satisfied as to the identity of the visitor, press the unlock button on your intercom to unlock the entry door.

Residents also need to give visitors access to the lift by pressing the lift button on their intercom monitor.

## Bicycles, skateboards etc.

The riding of skateboards, roller blades or similar is not permitted on common areas. Bicycles may be stored in your garage, parking space, storage cage or bike rack and not in stairwells, balconies or any other common area.

## Ball Games etc

Ball games, rollerblading or skateboarding is not permitted on common property including the driveway. Riding of bikes is also prohibited as it may lead to insurance claims against the Owners Corporation. The speed limit is sign posted at 10 km per hour.

## Window Furnishings

Pursuant to Owners Corporation resolutions, window furnishings must be according to the following specification:

**Window Furnishings: Dawn Mariah or Off-white in colour in all externally visible windows on all sides.**

**No other colours are permitted to be visible externally.**

The installer that you select will have to be advised by you that it is his responsibility to ensure that proper fixing points are located and that the blind is installed in a secure manner without damaging either the aluminium window frame or the ceiling.

In order to ensure that a consistent exterior look is maintained across all apartments in the building, installation of **EXTERNAL** roller blinds or rope and pulley awnings are strictly **PROHIBITED**.

## Bicycle Racks

Residents who would like to install a bicycle rack are able to do so, on the concrete wall or perforated metal wall (subject to available fixing points) in front of their parking space or where there is no concrete wall available, then the concrete ceiling above their car parking space.

As the walls and ceiling comprise Owners Corporation property, the Owners Corporation has approved specific rack systems and ***an approved contractor to ensure the installation is performed in a safe and workmanlike manner.*** Please

contact the Owners Corporation Manager for further details on installing a Bicycle Rack.

**Residents should be aware that the Owners Corporation Rules specifically prohibit the storage of bikes in any common areas or balconies.**

## Storage in car parks

Owners Corporation Rules prohibit the storage of any items other than a car, motorcycle or bicycle within a car park space. Storage of personal items is only permitted within over bonnet storage enclosures and must be the type of enclosure that has been approved by the Owners Corporation.

## Damage to Common Property

The Owners Corporation Manager's experience is that a number of scuff marks are caused in the corridors/common areas during moving in/out. Please ensure that you do not cause damage to common property when moving personal items into and out of the complex.

Damage caused to the common property will result in an unnecessary maintenance expense for the Owners Corporation which will need to be recovered from Owners.

If you witness any damage, please advise the Building Manager so that appropriate action can be taken.

## 3 Common facilities

### Gymnasium, Pool & Sauna Facilities

#### INTRODUCTION

The Saltriver Place Gymnasium features:

- Fully tiled and heated lap pool
- Sauna
- Filtered and chilled water dispenser
- Separate Male & Female change rooms, toilets and shower facilities
- Extensive range of strength training equipment (free weights and various strength machines)
- Full complement of fitness training equipment (treadmills, bikes, cross trainer and rower)
- Music system and wall mounted televisions with FM transmitters for sound



#### GENERAL RULES

- **All residents must complete induction prior to using facilities.**
- **Induction sessions are held periodically depending on demand. Please contact the Owners Corporation Manager for details on the next available session and to register your attendance by emailing [gyminductions@deltaproperty.com.au](mailto:gyminductions@deltaproperty.com.au).**
- Operating hours are 6.00AM to 10.00PM daily.
- Usage of this facility is solely at your own risk and responsibility.
- Guests must be accompanied by a resident at all times (a limit of 2 guests per apartment applies)
- Children under 16 years must be under adult supervision at all times.
- To ensure a comfortable atmosphere for everyone, please be courteous and respectful of others.
- During peak hours (or while others are waiting) limit your time on the treadmill, cycle, cross trainer, rower etc to 20-30 minutes.
- Please pick up all towels, water bottles etc.
- Please return all weights to weight trees after use.
- Wipe down each piece of equipment for the next user.
- Proper attire and footwear must be worn (no thongs or sandals or work wear).
- No food or beverages (except water).

## ACCESS PASSES

- Residents must bring their photo ID access pass to each visit to the Facility.
- Residents must register their attendance by swiping their access card upon entry to the Facility.
- Residents can obtain a replacement card if original card is lost or stolen. All lost or stolen access cards will incur a \$55 administration fee.
- If an access card is faulty a replacement card will be issued at no cost to the member only upon the immediate return of the original faulty card.

## SAUNA

- Press button to activate sauna for 2 hours – it is not recommended to use the sauna for this length of time in one sitting.
- If you feel faint, dizzy or unwell, discontinue use immediately.
- Seek medical advice before use if you have any pre-existing medical conditions.
- Please use a towel to sit on.
- If you would like to create steam, use the ladle to pour water on the rocks one or two scoops at a time. **Do not pour water directly from the bucket.**
- When refilling the water bucket, use only tap water. **Do not use water from the swimming pool.**

## POOL

- Residents must shower before using the pool
- No diving
- No running
- No bombing
- No smoking
- No glassware
- Children under 16 years must be under adult supervision at all times
- No lifeguard is on duty and the facility is not supervised. We recommend that you do not use the facility without somebody else present
- Pool depth 1.2 metres
- Please dry your feet before returning to the gym area

## LOCKER USE

- Usage of lockers is at your own risk – no responsibility is taken for the loss of any possessions.
- Padlocks are not supplied – users must provide their own padlock.
- Lockers must be emptied at the conclusion of each visit.

- Any locker which remains locked overnight may have the lock cut off by the caretaker who will dispose of any contents.

## Resident entry and security


The main pedestrian entry is off Moreland Street.


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

- Main pedestrian entry foyer on Moreland Street
- Single door exit / entry on Saltriver Place
- Single door exit / entry to B2 Carpark from driveway

Along with the proximity token, residents are required to use their standard apartment entry door key to gain access to their apartments. The following access devices are included in your Owner's Pack;

1. Apartment entry door keys
  2. All other relevant door/window key/s
  3. Proximity Tokens
  4. Remote to car park entry (1 remote per car park space that you are entitled to)
  5. Mail box key
- In addition there will be photo ID access cards issued to every person who is a resident and attends an induction session for the leisure facilities. Proof of residency must be provided to the satisfaction of the Owners Corporation Manager.

 To maintain security, contact the Building Manager immediately to report lost proximity cards, 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 lifts, proximity card system & intercom will not work.

The following are step by step instructions for gaining entry:

**Moreland St Main Entry/Saltriver Place Entry/Pedestrian entry from B2 driveway:** 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.

## Visitor access

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the video 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 entry doors / gate, 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 entry door. If walking through the man courtyard there is a set time to walk from the courtyard gate to the foyer auto doors.
3. **Exit:** Authorisation is not required for visitors to exit the building using the main entry auto doors.

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 boxes are located on the ground level courtyard adjacent the entry gate. Keys for the mailbox are included in your Owners Pack.



# Garbage and recycling

## General Household Rubbish

Levels B1 & 1-10 are serviced by a rubbish chute and all garbage must be deposited in the waste chute.

Please ensure that any waste deposited into the rubbish chutes 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.

The green rubbish bins are only to be used for general household rubbish and non-recyclable waste. All items that are placed in the rubbish bins must be bagged and tied. No rubbish should be left outside of the rubbish bins.

## Recyclable Waste

Recycling must be deposited in the recycling bins provided on level B1 & B2 or the waste room on level B2.

The blue and yellow recycle bins are for recyclable glass, plastic, cardboard, newspaper and aluminium cans only. Instructions on what constitutes recyclable waste are on the actual bins themselves. **Please note that broken glass of any kind including crockery and drinking glasses do not constitute recyclable waste** and all waste of this kind should be securely wrapped and placed in the ordinary waste green bins.

All boxes are to be flattened and placed into the recycle bins.

For further information, Maribyrnong Council Recycling Guidelines are displayed in the bin room.

No hard waste should be disposed of in the rubbish bins.

## Hardwaste Collection Service

The Maribyrnong Council collects hard rubbish on a monthly basis.

Collections are held on the first Monday of each month.

In order to ensure that the collection area does not become unsightly, residents must only leave goods for collection at the approved collection location on the Saturday or Sunday immediately prior to the collection date.



Limitations on the size and type of goods apply, so please read and familiarise yourself with the guidelines for collection and ensure that you comply with these guidelines at all times.

<b>YES</b> These items are 'acceptable' material. Each stack of waste (hard, green and metal) will be collected by different truck.				<b>NO</b> These items are unacceptable and will not be collected		
<b>STACK 1</b> 	<b>STACK 1 HARD WASTE. Collected by Truck 1. Limit 2 Cubic Metres for hard and metal waste combined.</b>			NO asbestos, industrial or hazardous waste	NO motor oil, liquid wastes, chemicals or fencing	NO car, truck or 4WD tyres
	Mattresses and bed bases	Household furniture, baths, motor mowers	Timber (small amounts only. No longer than 1.5m)	Televisions, VCRs, Stereos, etc.	CHINA, window glass and mirrors (wrap securely and mark 'glass' or 'china')	NO bricks, rubble or concrete
<b>STACK 2</b> 	<b>STACK 2 GREENWASTE. Collected by Truck 2. Limit 4 Cubic Metres</b>			NO soil or earth	NO noxious weeds or vines	NO tree stumps or roots
	Tree cuttings and prunings. Bundled and tied with twine or string	Grass clippings, weeds and leaves. Place in open container	Single tree limbs. Maximum 10 pieces. Up to 150mm in diameter. Must be free of branches	<b>SCAVENGERS</b> Under Council's General Purposes Local Law scavengers can be fined \$500 on the spot or up to \$2000 at court	NO green waste in plastic bags or wheeler bins	NO household garbage
<b>STACK 3</b> 	<b>STACK 3 METAL WASTE. Collected by Truck 3. Limit 2 Cubic Metres for hard and metal waste combined.</b>			Metal car parts. Not exceeding 1.5m in length or 50kg in weight	Hot Water Systems	White goods and appliances. Stoves, washing machines, air conditioners, refrigerators etc.
	Scrap metal, metal tools and equipment	<b>IMPORTANT: REFRIGERATOR DOORS MUST BE REMOVED</b>	NO car batteries or engine blocks	NO gas bottles	NO paint or chemical containers	

## 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, signage etc.

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

Each apartment is fitted with individual mains powered (with battery backup) smoke detectors. In addition, there are smoke detectors in the corridors outside the front door of each apartment and other common areas. For safety reasons the common area smoke detectors are linked to the building's fire indicator panel (FIP) which is inturn connected to the Metropolitan Fire Brigade (MFB). As a consequence, any activation of a common area smoke detector will result in the attendance of the MFB and issuance of a costly attendance. In the event of a false alarm, the Owners Corporation reserves the right to pass on the costs of any false alarm to the resident who caused the false alarm.


Please ensure that at no time cooking smoke from your apartment (e.g. burnt toast), or cigarette smoke is allowed to flow out into the entry area as this may cause the external smoke detector to activate.


If there is excessive cooking smoke, switch on your exhaust fans and range hood and open a window or balcony door.

At 1 Moreland Street a fire hydrant is located inside the stairwell at every level. In addition, fire hydrants and hose reels are also located in the basement car parks.

In case of an emergency all residents should assemble in Moreland Street, on the opposite side of the road and at a safe distance from the building.

In the case of a power failure, all vehicle gates, garages and access card secured entry doors have uninterruptible (battery backup) power supplies. If the power failure lasts beyond the battery life of the UPS all card access secured doors will default to open.

 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.*

## 4 Apartment services

### *Utilities*

#### Electrical service

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

WIN energy has been contracted to establish and maintain an embedded electricity network 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 near the lift on your 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, range hood, 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, adjacent to the cook top.*


Billing for the gas usage for the cook tops in all apartments will be billed to the Owners Corporation and is part of your OC Levy – **you do not need your own gas account.**

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 City West Water. Please contact them on 131 691 to establish an account upon occupation of the unit.

To turn off the water supply to your apartment, use the levers located in water meter services cupboard on your floor. Contact your Building Manager for access to these cupboards.


 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 WINenergy. who will bill each unit for individual hot water usage. Contact WINenergy on 1300 791 970 to establish an account.*

## Air conditioning

Your apartment is supplied with a reverse cycle, split system air conditioning unit 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 car park walls or 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 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 and increase energy consumption.
- 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 5 year 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 internet

Your apartment has been provided with a telephone/internet connection point. An RJ45 outlet is located near the main living room TV point and is connected back to your NBN cabinet.

This point is suitable for connecting your telephone(s), fax machine(s) and/or modem, and are interchangeable (i.e. they can be used for either data or telephone or fax).

## Telephone lines

Your apartment has been wired for telephone lines. You will need to contact NBN Co. 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.

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 Foxtel 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 within the apartment. 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 240 volt AC main powered (via the Fire Information 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.



The smoke alarm, upon detection of smoke will emit an alarm. The detector is fitted with a “silent”, or “hush” button. 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 trigger the common area fire detection system which will result in the fire brigade being called**).

## Door and window security

Apartment entry doors are lockable. Balcony sliding doors, window winders and ground level courtyards are also key locked.



Keys for your door are included in your Owners Pack.



## 5 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 A and B of this manual.

### Appliances



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

- Cooktop
- Oven
- Dishwasher
- Range hood
- Intercom
- 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.

# SERVICE CALL PROCESS

RIVERSIDE APARTMENTS: 4 MORELAND STREET, FOOTSCRAY 3011

Dear Owner,

E&S is proud to have supplied the following products into your apartment:

<b>Abey</b>	Laundry Mixer	<b>Bosch</b>	Oven, Cooktop, Rangehood & Dishwasher
<b>Alder</b>	Tapware, Shower & Bathroom Accessories		
<b>Elfa</b>	Laundry Trough & Cabinet		
<b>Englefield</b>	Kitchen Sink		
<b>Seima</b>	Basin & Toilet Suite		

In the event that you require a service call for any of the above products please follow the process below to ensure that we have your issue rectified as quickly as possible.

*Please note: Service requests placed outside of a product's warranty period may attract a service charge*

## 1. Provide All Relevant Information:

- Product Codes and Serial Numbers (for appliances only)
- Detailed Fault or Issue with the Product
- Address and Apartment Number
- Full Contact Details including Full Name(s) and Contact Number(s)

*Please note: Without all of the above information we will be unable to place service calls with our suppliers*

### • Contact E&S Projects to lodge your request:

**Office** Lvl 1, 632 Burwood Rd, Hawthorn VIC 3123  
**Phone** 03 8808 7977  
**Email** [projects@eands.com.au](mailto:projects@eands.com.au)  
**Opening Hours** Mon to Fri 8.30am – 4.30pm

### • Our E&S Internal Customer Service Team will:

- Send an SMS and post a Customer Service mail out with further contact details in the days following your initial service request
- Continue to follow up with you until you're 100% satisfied with the result
- If you have any further questions regarding your pending service request, please follow the prompts on the E&S service mail out

Should you require any further assistance with the above process, please contact our Projects Team on the above details.

Kindest Regards,  
The E&S Projects Team



## Paint



Refer to Appendix C: Paint & Finishes Schedule for paint and flooring specifications, 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.

## 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

Internal downlights within your apartment are 10W LED sealed units with no replacement parts or globes. The fittings are plug in units that can be un-plugged and the entire fitting replaced in the event of failure.

External wall lights on your balcony/courtyard are also sealed units and must be replaced by a licensed electrician.

Contact the building manager for further information.

## Aluminium 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, balustrades, shower screens, vanity mirrors and feature 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 tap ware clean tap filters / aerators regularly

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 bench tops

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

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

### *Stone bench tops*

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the bench tops.
- 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 bench tops, 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 to floors and walls

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)

All Joinery surfaces are 2 pac paint.

To clean and maintain, follow these guidelines:

- remove soiled particles from surfaces or light stains with warm soapy water and a soft 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; 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.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry cleaning fluids etc. Stubborn marks or fine scratches may be polished out with Brasso.

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. If staining occurs, remove with Brasso.


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 range hood), 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 – Where Applicable

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.



## 6 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.

### 1. Living rooms

- Minimise heat loss through windows by installing window coverings, such as blinds.
- 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.
- See below for noggins.

# LIVING ROOM TELEVISION POINT

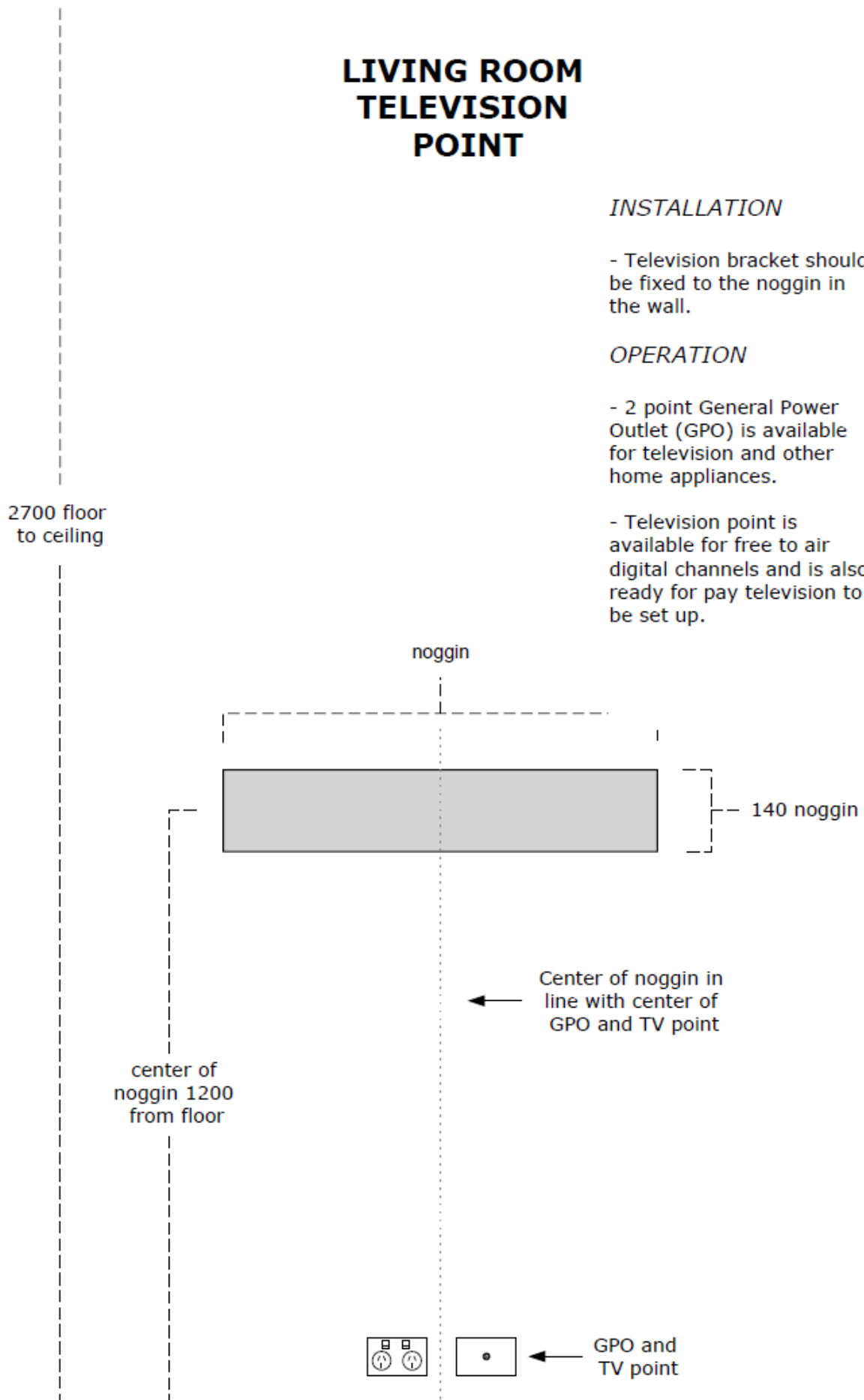
## INSTALLATION

- Television bracket should be fixed to the noggin in the wall.

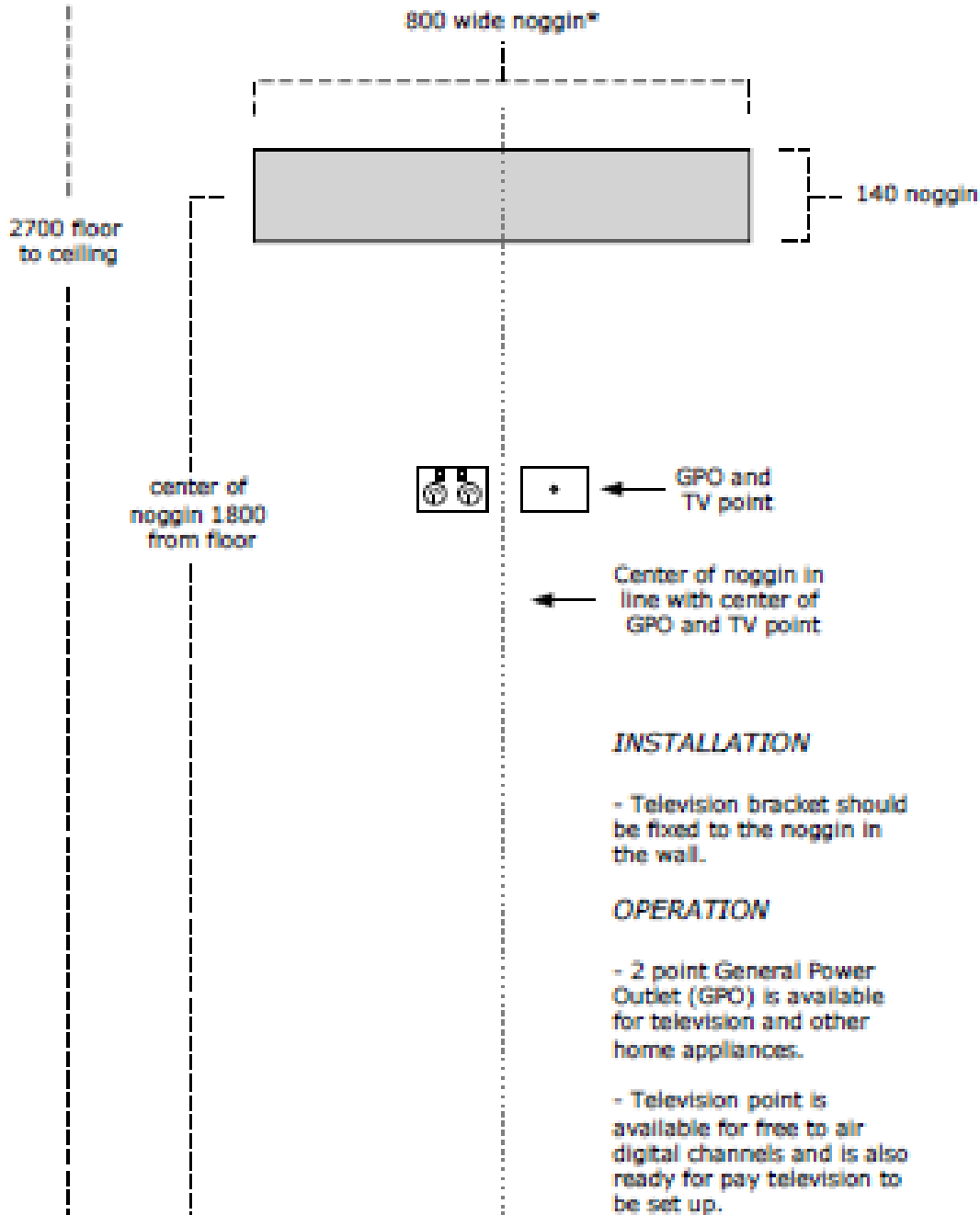
## OPERATION

- 2 point General Power Outlet (GPO) is available for television and other home appliances.

- Television point is available for free to air digital channels and is also ready for pay television to be set up.



# BED ROOM TELEVISION POINT



## *INSTALLATION*

- Television bracket should be fixed to the noggin in the wall.

## *OPERATION*

- 2 point General Power Outlet (GPO) is available for television and other home appliances.

- Television point is available for free to air digital channels and is also ready for pay television to be set up.

## 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 your refrigerator door seal is tight fitting and maintained. Leave the door open for as little time as possible.

## Bathroom

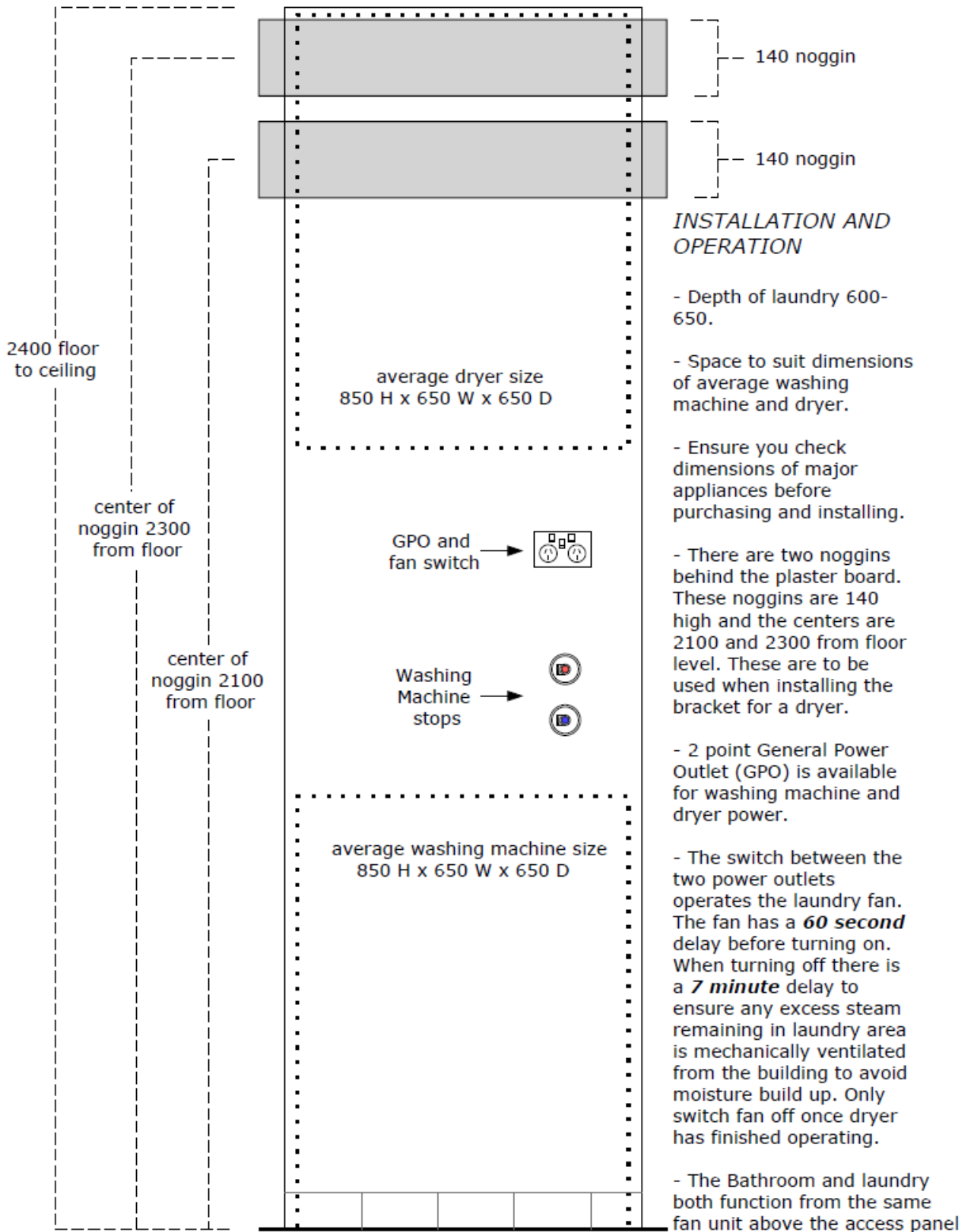
- Do not leave the tap running when brushing teeth or shaving.
- Choose the toilet's half flush option as much as possible.
- Do not leave taps dripping and promptly repair leaking taps.

## 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.
- See bellow Laundry information.

# LAUNDRY INFORMATION

NOTE: Laundries that have sliding doors can have the doors removed when installing appliances. Simply lift the door upwards and bring the track forward out of the bottom track and then from the top track.



## INSTALLATION AND OPERATION

- Depth of laundry 600-650.
- Space to suit dimensions of average washing machine and dryer.
- Ensure you check dimensions of major appliances before purchasing and installing.
- There are two noggins behind the plaster board. These noggins are 140 high and the centers are 2100 and 2300 from floor level. These are to be used when installing the bracket for a dryer.
- 2 point General Power Outlet (GPO) is available for washing machine and dryer power.
- The switch between the two power outlets operates the laundry fan. The fan has a **60 second** delay before turning on. When turning off there is a **7 minute** delay to ensure any excess steam remaining in laundry area is mechanically ventilated from the building to avoid moisture build up. Only switch fan off once dryer has finished operating.
- The Bathroom and laundry both function from the same fan unit above the access panel

## 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, phosphorus, to minimise nutrient loads in waterways.

## 6.7 Green Travel

The site is well positioned in terms of access to public transport, with numerous services available in the vicinity of the site with the bus station situated on Hopkins Street next to the development.

The train services in the area all provide good access to numerous metropolitan train lines, which in turn provide connections to greater Melbourne. Information on public transport fares, routes and timetables is available at the following website:

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

Refer to the Green Travel Plan for further details.

## 7 Maintenance under Warranty

For detailed information, please refer to the Warranties & Guarantees folder on the USB provided, otherwise below is a summary of the main items:

There is a 3 month defects liability period from the Occupancy Permit. Appliances, and fixtures and fittings may have extended warranties. Please refer to the Warranties on the USB provided for any additional warranties.

In order to have any maintenance issues attended to, the resident or resident representative will need to follow the following procedure:

1. Request in writing from [service@hamiltonmarino.com.au](mailto:service@hamiltonmarino.com.au) a Maintenance Request Form.
2. Once the form has been received, it needs to be completed correctly in full, scanned, and emailed back to [service@hamiltonmarino.com.au](mailto:service@hamiltonmarino.com.au)
3. A confirmation email will be sent to advise receipt of the maintenance request.
4. The builder will review the request, and make contact with all the relevant parties regarding the issues, access, and rectification if required.