



# Welcome to Atrium Towers

## Your guide to living or working at 154 The Terrace

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### Building Information

- **Address:** Atrium Towers, 154 The Terrace, Wellington
- **Building Manager:** APL Property Wellington Limited (APL)
- **Building Manager Hours:** Monday to Friday 9am-4pm (excl. public hols)
- **Building After-Hours Emergency Contact\*:** 027 470 7611

\*After hours emergency calls about the building can be made to APL on the above number, but please note that this is *strictly for emergency matters about the building* (not noise control / not about the inside of your unit). Calls deemed not an emergency about the building may incur an after-hours management fee.

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### Maintenance & Repairs

- **Report Building Issues:** For non-urgent building issues in common areas, please email [maintenance@aplproperty.co.nz](mailto:maintenance@aplproperty.co.nz)
- **Urgent Repairs:** For any urgent repairs like a flood, broken external window, etc:
  - *in Building common areas* please phone the Building After-Hours Emergency Contact; **or**
  - *in Private units* please contact your own trades person or insurer if you're an owner occupier or your landlord / property manager if you're renting.
- **Routine Maintenance:** There are a range of routine building maintenance activities that are undertaken at Atrium Towers. These include:
  - Daily cleaning of all common areas by a professional team
  - Weekly watering of plants
  - Weekly return of "gone no address" mail (leave above mailboxes)
  - Ad hoc door maintenance, etc
  - Once a week the fire system diesel pump on B2 is run for 15 minutes (in the event of a fire, this pump maintains the water pressure to the top of the building)
  - And less frequent activities like the bi-annual building wash or the 3-5 year painting, etc will be communicated to owners or your landlord / property manager if you are renting

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## Rubbish & Recycling (domestic not commercial)

Domestic rubbish and recycling facilities are collectively paid for by unit owners. We can keep costs down by recycling much of our waste (recycling is cheaper than general waste and better for the environment). However, every time someone puts the wrong thing in the recycling bin we are charged a penalty – ***so please be mindful of what goes into what bin.***

- **Collection Days:** Rubbish and recycling is collected during the week. Please *don't* over fill bins and *don't* leave rubbish / bags on the ground.
- **Bins Location:** Level B1 next to lifts:
  - **Red** – General waste, bagged, no liquids, no batteries
  - **Yellow** – Clean plastics 1 & 2 only, clean tins and aluminium (no glass, bags, meat trays, polystyrene, bubble wrap, gladwrap, tin foil, etc)
  - **Blue** – Clean glass (no bags)
  - **Brown** – Clean and folded cardboard and paper only
- **Recycling Guidelines:** Please *clean* and *sort* your recycling and *fold* boxes flat

***Cameras are in operation in this area and may be used to identify failure to comply, resulting in charges to you.***

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## Security & Access

- **Building Access:** Security in our building is everybody's responsibility. Do not allow people to follow you into the building - you may be held responsible for their actions.
  - Access to the building is through *security FOBs* for residents or *intercom* for guests. Access to apartments and commercial units is through *keys*
  - The main door is on The Terrace at the front of the building. The garage door is on Kumutoto Lane at the back of the building.
  - Additional FOBs can be requested for a fee
  - Apartment keys are on a master key system, so replacements need to be cut at the approved Atrium Towers service provider (also for a fee)
  - FOB and key requests can only be submitted by registered unit owners through the maintenance portal on the APL website. Once a request is received the Building Manager will provide details to the locksmith. The Locksmith will then contact the requestor to supply an invoice and arrange collection
  - The Building Manager will not accept instructions from tenants directly. Instead, you can make requests via either your landlord or property manager

- **Visitor Entry:** Your visitors can get access via the building intercom or by meeting them at the building entrance. ***You are responsible for them.***
  - The intercom panel is to the left of the main foyer door on The Terrace. This will connect to the registered mobile number for your apartment. To give your visitor access key in #51 on your phone (this will open the doors and lifts for a short period)
  - To register (or change) the mobile number for your apartment, please submit a maintenance request form through the APL portal. Once approved by the registered unit owner, landlord or property manager, the request will be submitted to the service provider. The service provider will then be in contact with the requestor to arrange payment and confirm the mobile number
- **Lost FOBs/Keys:** If an existing FOB is lost or damaged, please let the Building Manager know asap so it can be removed from the system. If you lose your key, there are options. Tenants should discuss these with your landlord or property manager; owners or their representative should discuss these with the Building Manager.

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## Mail & Deliveries

- **Mailboxes:** Are located on the ground floor opposite the lifts, noting that parcels and DX Mail are left on the top of the boxes. If you find something has gone missing, you can request APL search the camera footage but noting there may be a fee for this. You should note the date and time range.
- **Parcel Delivery:** Parcels are left at your own risk, or you could arrange in advance with the Quest reception to use their paid service.

## Utilities & Services

- **Power:**
  - Your power meter ICP number is available for viewing on the APL website under General Information/ICP Register. This also gives owners the ability to update the power information for their unit
  - Meters are locked away in a service room on each floor with no access to residents. Meter readings can be arranged with your power provider with reasonable notice before moving in or out. Ask your supplier to use access instructions they have for the building
  - Other meter information is available by a request to the APL but do come with a service charge. There is no obligation on APL to read meters for residents
  - Residents can request power connections from their preferred power retailer. There is not one single company contracted to supply power to the building

- If needed, you can isolate electricity using the power board inside your unit
- **Internet Options:**
  - Atrium Towers has been installed with Ultra-Fast Broadband (UFB) therefore the building is "fibre ready" for those looking for fibre optic cable connectivity.
    - If your unit does not already have access to the UFB network, then this can be arranged through the resident's preferred telecommunications company (telco) service provider
    - If you rent your unit, you should first talk with your property manager or landlord (this is because the installation will potentially require some intrusive work to locate the fibre into the apartment and to where the termination equipment (the "ONT") is to be located)
    - APL must also review the installation design before final approval can be granted
  - There is also currently a public subscription Wi-Fi service available to all apartments on weekly/monthly subscription basis (please see the Quest reception if you wish to subscribe to this).
- **Water:**
  - Water in the building is also paid for collectively by unit owners and you can help to keep costs down by using water wisely please.
  - Every unit can isolate its own water. As soon as an occupancy starts, please make sure that you are familiar with where to find and how to do this in your unit.

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## Amenities

- **Gym:** The gym and salt-water pool in the building is privately owned by 24/7 Fitness Wellington City and paid membership is available directly with them. Access is from outside the front of our building.
  - **Common Areas:** The lobby areas on the ground floor and atrium space on level 1 are available for residents' use. *Please note that sound travels far and wide inside the atrium, so please be considerate.*
  - **Convenience Store:** The Terrace Superette is a private business and can also be found outside the front of our building.
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## Parking & Transport

- **Resident Parking:** Car parks are privately owned and are for parking motor vehicles only. There is currently no charging facility for vehicles. Parks are not for the storage of personal belongings or unwanted items. Vehicles must be parked within the boundaries of your park and not encroach on common areas or other parks. Unauthorised vehicles found parked in the building will be clamped or towed at the vehicle owner's expense.
- **Visitor Parking:** There is no visitor parking onsite but there are several paid public carparks close by including street parking outside our building, or private parking including the Clifton Terrace and James Cook Hotel carparks. Please note that the carparks directly out the back of our building are privately leased via WCC.
- **Bicycle Parking:** There is currently no bicycle parking onsite, but the body corporate is investigating this.
- **Public Transport:** The closest bus stops are just down The Terrace opposite Novotel Hotel, or on Lambton Quay (pedestrian access via James Cook Hotel lobby). The Clifton Cable Car stop can be accessed at the back of our building.



## Body Corporate Rules

Under the Unit Titles Act the Body Corporate Committee (BCC) can make rules and all residents should make themselves familiar with these as they can change from time to time. This is a link to the latest [Body Corporate Rules](#).

**For the benefit of all residents, below is a summary of *some* of these rules:**

- **Noise:**
  - Please be considerate of your neighbours below, above, and to the sides of your unit and when you enter or exit the building - noise travels a long way inside the atrium.
  - If someone is disturbing your peace and quiet, consider knocking on their door and asking them politely to quiet down.
  - However, if this approach doesn't work, then you can call Wellington City Council (WCC) and ask for Noise Control 24/7.
  - For residents that cause repeated noise issues, the BCC can take further actions that may include a formal warning and fines to the owner or tenant.
- **Pets:** This is a pet free building.
- **Smoking:** Smoking and Vaping, is not permitted *anywhere* in the building, including in units, on balconies, in vehicles, carparks, or near the exits:
  - Smoke easily tracks through units, corridors, and from balconies which can (and has) triggered smoke detectors and the evacuation of the building. Any charges incurred for false alarms will be passed on.

- Any smoking or vaping must be done well away from the *outside* perimeters of our building.
- **Fire Alarm:** In the event of a fire alarm, you must evacuate the building via the stairs found at both the North and South ends of the building. If you have accessibility issues, please make this known to the Building Manager in advance so that plans can be put in place.



## Community & Contacts

- **Resident Portal:** [www.aplproperty.co.nz/atrium-towers-apartments](http://www.aplproperty.co.nz/atrium-towers-apartments) run by APL
- **Community Events:** Closed Facebook group "Atrium Towers Residents Community" (run by residents)
- **Feedback & Suggestions:** Please email the BCC [atbc.chair@gmail.com](mailto:atbc.chair@gmail.com)



## Important Contacts

Service	Contact
Emergency (Police, Fire, Ambulance)	111
Building Manager	<a href="mailto:maintenance@aplproperty.co.nz">maintenance@aplproperty.co.nz</a>
Building After-Hours Emergency Contact ( <i>not</i> noise control, <i>not</i> locked out)	027 470 7611
Local Council (Wellington City), <i>including</i> noise control	04 499 4444 (24/7)
Locked out (try Beveridge Locksmiths 24/7, noting they do charge)	0800 566 1111

## Fire Safety

***Please make yourself very familiar in advance with the fire evacuation notices and the emergency paths to safety (found on every floor).***

There is an automated sprinkler system connected to a centralised alarm throughout the building, and smoke detectors in all common areas. There are also manual activation alarm points on each floor. Some units also have local smoke detectors.

*In the event of the fire alarm sounding or noticing a fire, immediately proceed to muster points outside the building as notified on the evacuation notices. Do not use the lifts in the event of a fire or alarm sounding.*

Each apartment door to the shared corridors and the building doors to the stairwells are fire rated and come under NZ Fire Regulations. They must always be closed and cannot be held open or have a catch that holds them open. The door closers cannot be disconnected or adjusted to any degree that prevents a door closing by itself.

We have regular checks by fire safety professionals including the alarm sounders, smoke detectors, sprinklers, door closers, etc to ensure our building is compliant and safe for all residents and guests.

***If smoke comes from your cooking***, please open a window or use the kitchen fan to let it out. Don't let the smoke go into the common area corridors, as it can trigger the central smoke detectors and cause a building-wide evacuation.

This may result in the cost being passed on.

## Moving in or out of our building

***Please download and follow the right checklist from the [APL Atrium Towers website](#).***

- Please read and follow all the documentation.
- You must *notify* the Building Manager with moving dates - minimum 3 working days' notice (preferably 5 working days).
- ***Building access for all floors for moving items is through the B1 carpark level, accessed via Kumutoto Lane (off Boulcott Street).*** No furnishings are to be brought in or out of our building's main entrance and foyer on The Terrace.
- Please *protect* the common areas including the lifts from any damage. There are lift covers available to protect from damage. Please discuss access to these with the Building Manager. Also, many delivery or moving contractors have their own covers to protect lifts and floors.

- A *lift lock-off key* is available from the Building Manager to lock off the lift whilst it is being loaded & unloaded.
- At the *conclusion* of moving in or out,
  - Clean up any mess caused during the move
  - Return the lift covers, if used.
  - Return the lift lock off key to the facilities manager, if used

### **Closed Circuit TV (CCTV)**

Atrium Towers has a CCTV system to monitor key common areas around the building. The usage of recorded data is only available for the investigation of behavioural issues that are non-compliant with the Body Corporate Rules and for identifying those responsible, including if requesting access, by the NZ Police or Customs.

Access to the CCTV system is only afforded to those that are directly involved with the day-to-day management of the Atrium Towers. This is a requirement of the Private Security Personnel and Private Investigations Act 2010. Every effort is made so that the management of CCTV information and the privacy of all residents and guests complies with the Privacy Act. CCTV footage can be requested through APL for genuine and specified reasons but there may be a fee charged for the work in searching the footage.

### **Balconies**

These form part of the Body Corporate Rules. Please don't place clothes drying racks on the balconies, or use for the storage of any personal, household or unit items other than normal balcony furniture.

Balconies, associated glass windows, doors and balustrades are to be regularly cleaned of salts and grime with warm soapy water. The BCC will arrange the cleaning of all non-accessible areas during the bi-annual building washes.

### **Terrestrial Television**

The building has both Freeview and Sky connections available in apartments. Sky TV requires a subscription so please contact them directly to arrange this. If you experience any reception issues, please submit a maintenance request through the APL website.

### **Insurance**

Building insurance is collectively paid for by the unit owners.

However:

- Residents need to get their own contents and public liability insurance; and



- Commercial operators, including short term stays like Air BnB, need to get their own range of insurances and should seek independent advice on this.

## **Engaging Contractors & Suppliers**

Where apartment owners (or their appointed agent) initiate internal apartment work, these people are responsible for ensuring that:

- APL is informed in advance of the planned work within an apartment and potential impacts of its neighbouring apartments.
- If the cost of your work is \$100K+, then you must obtain separate insurance before starting (please talk to the Building Manager about this).
- The hour of disruptive work will not be before 8:30am or after 5:00pm Monday to Friday (excluding public holidays).
- Floor & wall covers are used in the lifts where the lifts are used for the transporting of equipment and/or materials.
- The owners must provide access to the building and their unit and ensure suppliers and contractors always comply with the Body Corporate Rules.
- At the conclusion of the work, the unit owner or agent is responsible to recover the access FOBs and keys.

## **Background**

Atrium Towers was built in stages in the early to mid-2000's. It comes under the Unit Titles Act 2022. This means there is a combined Body Corporate which in effect is all the owners of units (ie: apartments, carparks, and commercial premises) in the building.

At the annual general meeting (AGM), which is a requirement of the Unit Titles Act, the unit owners elect a Chairperson, and a Body Corporate Committee (BCC) made up of unit owners to represent their interest and run all the business connected with the building. The BCC are all unpaid volunteers.

Because of the size of our building the BCC decided to outsource the administration and finances along with all the facilities management. Currently this is with a company called APL Property Wellington Ltd (APL). The Chairperson talks with APL weekly and then the BCC meets with APL a few times a year. The formal minutes of all BCC meetings are distributed to unit owners.

All owners pay body corporate fees to the BCC. These finances are used to pay for things like the building insurance (a large amount of money each year), fire safety, common area power, water rates for the whole building, maintaining the lifts, rubbish and recycling, building repairs and maintenance, any common area improvements, and contract fees to APL.