

# RESIDENT GUIDELINES FOR APARTMENT LIVING AT AITKEN STREET APARTMENTS

The following document is a snapshot of guidelines for living in **Aitken Street Apartments**, these are drawn from the Body Corporate Rules, but the majority of the information material is operational related. All of this information is important and relevant to all residents so please take some time to read and remember them.

## Contents

<b>Fire Evacuation of Building .....</b>	<b>2</b>
<b>Body Corporate Rules.....</b>	<b>2</b>
<b>Smoking in the Common Areas.....</b>	<b>2</b>
<b>Mail, Courier Delivery and Advertising.....</b>	<b>2</b>
<b>Electricity Meters.....</b>	<b>2</b>
<b>Hot Water Supply .....</b>	<b>3</b>
<b>Non-Domestic Waste .....</b>	<b>3</b>
<b>Recycling .....</b>	<b>3</b>
<b>Keys and Security Access .....</b>	<b>4</b>
<b>Front Door Intercom .....</b>	<b>4</b>
<b>Residential Noise &amp; Noise Complaints .....</b>	<b>4</b>
<b>Television Signal Distribution .....</b>	<b>5</b>
<b>Public Network Telephone .....</b>	<b>5</b>
<b>WiFi.....</b>	<b>5</b>
<b>Building Security .....</b>	<b>5</b>
<b>CCTV.....</b>	<b>5</b>
<b>Balcony Usage &amp; Cleanliness .....</b>	<b>5</b>
<b>Car Parks: .....</b>	<b>5</b>
<b>Contractors &amp; Suppliers: .....</b>	<b>6</b>
<b>Moving Instruction for Incoming &amp; Outgoing Resident; and Apartment Furnishing .....</b>	<b>6</b>

### **Fire Evacuation of Building**

In the event of the building fire alarm sounding, immediately proceed to muster point as notified on the evacuation notices found around the building. Where apartments are rented, this information should also be provided as part an apartment's induction compendium provided by the apartment's landlord or property management agent.

Please make yourself very familiar with the fire evacuation notice and the emergency path to safety.

### **Body Corporate Rules**

The Body Corporate Rules are the formal behaviours that all residents are expected to abide by. Where apartments are rented, the Body Corporate Rules are required to be appended to, and become part of, the occupants Residential Tenancy Agreement. A breach of any Body Corporate Rule is also a Breach of the Residential Tenancy Agreement. Under the definitions in the Unit Titles Act, tenants take on the responsibilities of an owner.

All owners are responsible for ensuring the Body Corporate Rules are complied with, where non-residents are given/invited access to the apartment complex as a guest of the apartment, the owner is responsible for their actions until they leave.

### **Smoking in the Common Areas**

Smoking is not permitted in any of the Body Corporate common areas.

Where apartment owners permit smoking within their apartment, the occupant residents must ensure that smoke does not interfere with the enjoyment of surrounding apartments.

### **Mail, Courier Delivery and Advertising**

- Mail, when delivered is placed in the appropriate apartment mailbox; items not able to be put in the mailbox will be left on top of the mailbox cluster, along with non-signature required courier parcels.
- Mis-delivered mail should be replaced put in the correct mailbox
- Mail for past residents is to be readdressed to any given address, otherwise redirected back to the sender and posted.
- Unaddressed mail (aka advertising mailbox drops) is not to be left on the top of the mailboxes. Please remove and trash responsibly.
- Owners are requested to ensure that there is always a spare mail box key held for their apartments mail box; lost keys are often impossible to replace.

### **Electricity Meters**

- Your apartment is supplied power to you via a power company that works with buildings that have a private electricity network, giving you great prices and service options.
- The nominated supplier is EMP. You will need to sign up via the [EMP New Apartment Connection Form](#)
- Power meters are locked away with no available access to residents. Meter readings can be arranged with reasonable notice before moving in or out, all other meter readings are available by a request to the facilities manager and do come with a service charge.
- Your Power Meter ICP number may be available on this website under *general / ICP register*. Otherwise ask the owner/landlords/property manager of the apartment to supply this to you.

### **Hot Water Supply**

Aitken Street Apartments has a common boiler that provides hot water to all apartments.

- Hot water volumes for each apartment is electronically metered at each apartment and read from a central electronic meter.
- The hot water bill for each apartment is determined by prorating the entire apartment complex's gas bill as a portion the individual apartment's hot water by volume against the entire complex's hot water by volume.
- Billing is monthly with the apartment meters being read circa 25<sup>th</sup> of the month and invoiced as soon as the gas bill is received from the gas service company.

### **Rubbish Facilities**

The Body Corporate provides weekly removal of domestic rubbish from the rubbish room. Domestic rubbish is defined as that waste generated day to day, generally associated with food, beverage, its packaging, but can include small volumes of other daily general waste items. As the facility is shared equally by all apartments, each apartment has a daily allocation equivalent to 2x tied off supermarket bags). Daily allowances are not transferable.

Please ensure;

- Domestic rubbish is bagged and tied off to contain all waste contents; if your bag is holed – please double bag to prevent spillage whilst transferring waste to the rubbish bins.
- Any broken glass is to be well wrapped in newspaper to prevent injury to those handling the waste.
- Liquids
  - All unconsumed fluids (milk, soft drinks, alcohol, dregs etc) must be emptied down the kitchen sink.
  - No toxic liquids or oils are to be disposed of via the general waste bin; please dispose of these properly and responsibly.
- Bulky containers are to be crushed, boxes opened and flattened to minimise space taken in the waste bin; this assists with the apartment's reasonable usage daily volume policy.
- All apartment domestic waste is to be placed in the facility waste bin located in the rubbish room

### **Non-Domestic Waste**

Anything other than domestic waste or legitimate recycling is to be disposed of by the resident either by delivering to the nearest transfer station or recycling. This includes but is not limited to - household cleanouts, furniture, TVs, and packing material.

Do not leave unwanted personal items in the common area for others to pick over; these items will get removed by the Body Corporate, the body Corporate will seek full recompense including administration for removal.

### **Recycling**

To minimise landfill waste, all residents are requested to separate, clean and place glass bottles, plastic containers, newspaper and cardboard in the recycle bins found at the apartments rubbish facilities.

### **Services Access in Apartments (Water - Power)**

Every apartment can isolate its water and electricity supply. As soon as an occupancy starts, please make sure that all residents are familiar where to find and how to isolate their water and power services.

Where apartments are rented, the apartment's landlord or PM is to identify to the incoming resident tenants the location of and demonstrate how to isolate these services in case of emergency.

### **Keys and Security Access**

#### Apartment Keys:

As the Aitken Street Apartments will be on a master key system from November 26 2013, replacement keys cannot be cut at any locksmith or key kiosk - they need to be cut at the Aitken Street Apartments service provider with the authority of the facilities manager. Once the FM receives an email request for replacement keys, approval will be forwarded to the locksmith and the keys can be picked up and paid for.

As the Body Corporate Facilities Manager will not accept instruction from tenants directly, resident tenants will need to request replacement keys via either their owner landlord or Property Manager.

#### Security FOBs:

Access Control Security Fobs like apartment keys on a master key system are controlled by the facilities manager and are only issued on an email request from the apartment owner, landlord or Property Manager (as agent). Once an email request a new or replacement Fob is received, an invoice is generated; once paid for (direct credit only or online credit card payment only) the Fob can be picked up at the APL Office, or the facilities manager may leave it in the Apartments mailbox.

Please state in any key /or fob request:

- Residents Name,
- Apt Number, and
- Access required (Car Park or No Car park)

#### **Important notice about FOBs**

- Where Fobs are being replaced because of damage or having been lost, the Facility Manager must immediately be notified so it can be removed from the access control system.
- Fobs must not be reallocated by the owner or property manager to any other apartment; they must remain with the apartment of initial issue.

### **Front Door Intercom**

Visitors to Aitken Street Apartments can gain access to them by calling the intended apartment from the intercom panel at the foyer door. On receipt of this call, the apartment resident can then remotely open the front door allowing the visitor to enter.

### **Residential Noise & Noise Complaints**

Residents who live in an apartment complex without ongoing consideration of their immediate neighbours entitlement to peaceful enjoyment of their do not make good neighbours. Often people living in apartments may not appreciate the fact that walls are not totally soundproof so if your neighbour is disturbing your peace and quiet, before calling in the Council Noise Control Officers, do introduce yourself to them and tell them of the issue. After having met you face to face, most neighbours may then remember this going forward. However, if this approach does not work, the immediate option is to then contact the Council Noise Control Officers.

Residents that create noise that denies neighbours of their entitlement of peaceful enjoyment use of their apartment will not be tolerated; issues will be directly addressed to apartment owners for

remedial action. Where the apartment is tenanted, owner landlord/property managers will be requested to formally issue a 14 day Notice to Remedy to the Tenancy Tribunal.

### **Television Signal Distribution**

The Aitken Street Apartments complex has a Multi Access TV Distribution (MATV) system which delivers digital television signals from both Terrestrial (UHF Sky, Igloo & Freeview) and Satellite (Sky & Igloo) transmission. Any issues regarding television reception should be referred to the Facilities Manager in the first instance.

### **Public Network Telephone**

All apartments have been prewired for fixed public access network telephone. Contact any telecommunications company (telco) service provider of your choice.

### **WiFi**

Aitken Street Apartments currently has a public subscription WiFi service available to all apartments on monthly subscription basis. This service is supplied from [www.cybercomglobal.com](http://www.cybercomglobal.com).

- Join online; follow the onscreen prompts when you first access the WiFi service
- Subscription and renewal is monthly; payment by credit card payment.

### **Building Security**

Security at the Aitken Street Apartments complex is everybody's responsibility; every resident has a duty to ensure non-residents do not enter the building uninvited.

Only current owners, residents and authorized service providers should hold access Fobs for access controlled doors to the Aitken Street Apartments. ***Do not allow people to follow you into the building - you may be held responsible for their actions!***

### **CCTV**

Aitken Street Apartments complex has a CCTV system that monitors strategic areas of the Aitken Street Apartments complex. The usage of recorded data is only available and used for the investigation of behavioural issues that are non-compliant with the Body Corporate Rules and for identifying those responsible.

Access to the CCTV system is only afforded to those that are directly involved with the day-to-day management of the Aitken Street Apartments complex; every effort is made that management of CCTV information and the privacy of all residents complies with the Principles of the Privacy Act.

### **Balcony Usage & Cleanliness**

- The placement of clothes drying racks is not permitted on the balcony or in the apartment in sight from the street.
- Apartment balconies must not be used for the storage of any personal, household or apartment item other than normal balcony furniture.
- Barbeques are only permitted on balconies where the balcony is protected by a fire sprinkler – this is a requirement under the Buildings Warrant of Fitness.
- Balconies, associated glass windows, doors and balustrades are to be regularly cleaned of salts and grime with warm soapy water. The Body Corporate will clean all areas non accessible to the apartment.

### **Car Parks:**

Aitken Street Apartments does not have any residential car parking available for resident's use. The apartments rubbish & recycling room has space used from time to time as a car park for itinerant use by body corporate trades people and is scheduled around the buildings rubbish removal service.

Unauthorized vehicles found parking will be towed – as per the signage.

### **Contractors & Suppliers:**

The Body Corporate has relationships and contracts with a number of suppliers and as these firms are regular visitors to site, most have access granted to them to enable them. Owners may like to request who these people are where they are looking for trades' people to undertake work within their apartment.

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

- The Body Corporate is informed of the planned work within an apartment and potential impacts of its neighbouring apartments.
- The hour of disruptive work will not be before 8:30am or after 5:00pm Monday to Friday.
- Floor & wall covers are used in the lifts where the lifts are used for the transporting of construction materials.
- The owners suppliers and contractors at all times comply with the body Corporate rules in relation to
  - Minimising noise
  - Maintaining the cleanliness of the common areas,
  - Not smoking or drinking anywhere on the common areas.
- The owners will provide access to their contractors.
  - to the apartment complex and
  - to their apartment.
  - At the conclusion of work it is the apartment's owner or agent's responsibility to recover access keys and fobs from their contractors.
- Parking there is not available in the building for apartment owner's contractors.

### **Moving Instruction for Incoming & Outgoing Resident; and Apartment Furnishing**

Download from the website, read and digest all documentation associated with the Aitkin Street Apartments complex.

- Notify the Body Corporate Facilities Manager with moving dates; minimum 3 working days – preferably 5 days. There are lift covers available located on top of the cleaner's cupboard in the passageway between the entrance/lift foyer and the rubbish facility to protect the lift from damage caused by loading possessions into the lift whilst moving.
- A lift lock off key is available from the facilities manager to lock off the lift whilst it is being loaded & unloaded.
- At the conclusion of moving in,
  - Clean up any mess caused during the move
  - Return the lift covers to the location above the cleaners cupboard, and
  - Return the lift lock off key to the facilities manager