

ELEVATE APARTMENTS OWNER'S GUIDEBOOK



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1.0 INTRODUCTION

Elevate Apartments, at 30 Taranaki Street, Te Aro, Wellington, was completed in 2014.

Elevate comprises 79x one, two & three bedroom apartments in two adjacent towers. Each apartment tower is served by a separate lift and egress stair only coming together at a common ground floor lobby space with a centrally located entrance off Taranaki Street.

Accommodation in the northern tower extends to the ground with retail space on the ground floor. Access to four levels of car park, building services ground foyer space and accommodation off the Taranaki Street frontage is located at the base of the southern tower.

The building has been robustly engineered to the latest building design standards of the time to ensure maximum earthquake protection.

The main complex is constructed with piled concrete slab foundations, Ringfeder kinetic friction springs, structural steel frame, combination of precast ribs and timber infill panels and proprietary floor system and timber infill framing. External cladding is a combination of clay tiles on a cavity system, proprietary aluminium panels and horizontal trapezoidal coloursteel cladding and roof sheeting. External window and door joinery is powder-coated aluminium.

This guidebook is intended to be the source of truth for most of your building-related questions.

1.1 How to use this guidebook

You can use the table of contents to look for items of interest. Also, we've highlighted key points (like the one below) where helpful.

✓ You can suggest changes to this document by contacting the current committee.

This guidebook has been collated by members of the building's body corporate (all of the owners) committee (that's a small group of the owners) and we hope you find this information helpful.

If there are any variances between this Guidebook and the Operational Rules, the Rules remains the authoritative reference.

If you are a renting tenant, this guidebook contains some useful information for you, but your first point of contact will always be your landlord or property manager.

2.0 WHO'S WHO?

This section outlines the roles and responsibilities of all the people involved in our building.

2.1 Unit title owners

Unit title owners own the building. If you are a unit title owner (rather than a tenant) you are part of the Elevate Apartments Body Corporate (BC). Unit owners fund building operations and project works through levies and are represented by the BC committee via a vote at an Annual General Meeting (AGM).

Unit title owners are responsible for:

- Engaging in building related discussions and decisions
- Meeting their unit title obligations (including levy payments)
- Providing access to their property as needed for building maintenance to be undertaken.

2.2 Owners' and residents' Facebook group

If you'd like to get to know your neighbours and fellow owners, you're very welcome to join the Facebook group for the building - you'll find the Facebook group easily enough if you search for Elevate Apartments. The group is administered by one of our long-term residential owners and while a very useful social source, it is not an official forum for contacting the body corporate committee or manager and nor is it a place for body corporate official notices.

✓ Owners and tenants can join the Elevate Facebook group by searching for "Elevate Apartments" on Facebook and requesting to join the group.

2.3 Body corporate committee

Elevate Apartments is operated as a Body Corporate registered under the Unit Titles Act 2010.

The BC committee is the elected representatives of the body corporate. The BC committee has a number of elected members, with representation from owners of the building. The BC committee is elected at an Annual General Meeting (AGM). They perform several governance functions on behalf of the unit owners and are the client for all building related contracts (including project works).

As such, they have the responsibility to:

- Ensure the works are completed to required standards
- Look for ways to improve services and minimise costs to the BC as a community
- Respond to owner queries
- Oversee the implementation of the wishes of the body corporate

- Ensure the building service providers have everything they need to undertake the contracted services.

For efficiency, the BC committee may arrange itself into subcommittees so smaller groups can focus on finance, project works, repairs & maintenance, and other matters.

The BC chairperson is the elected representative for the BC. While they perform a few perfunctory functions, for the most part, the chairperson obligations as outlined in the unit title act are delegated to the BC managers and the wider committee.

There is also a set of registered operational rules which are more prescribed and formal than what is covered in this guidebook, and are a requirement of the Unit Titles Act. They are **Elevate Body Corporate 470177 Operational Rules** and there is a copy available on <https://aplproperty.co.nz/elevate-apartments>

Refer to a later section in this guide that covers a few further, but just as important, items that are in the operational rules.

✓ You can contact the committee through the BC manager, see details below.

2.4 BC manager

The BC manager is contracted by the BC to undertake BC and unit title services on our behalf. They facilitate the statutory role of the BC and ensure that our legal and financial obligations are met. As such, they are responsible for

- Scheduling and running formal owner meetings
- Providing oversight of BC voting and resolutions
- Managing BC finances and accounts.

Currently APL Property are the BC managers.

✓ You can contact APL Property BC manager by calling (04) 470 7612 (during business hours), or by email at elevate.bcs@aplproperty.co.nz

2.5 Facilities manager

The Facilities manager is contracted by the BC to undertake services on our behalf. They are responsible for the building and its maintenance. They are your first point of contact for most common building related issues and queries including plumbing, electrical, common areas, security, garage, rubbish removal, and more.

Currently APL Property also undertake the Facilities manager role.

You can contact APL Property Facilities manager calling (04) 470 7612 (during business hours), or on 027 470 7611 (after hours), or by email at maintenance@aplproperty.co.nz

✓ Throughout Elevate there are notices with a QR Code for reporting maintenance issues through to the Facilities manager and we would prefer you use that for prompt and relevant action.

2.6 Ex contract services

When contacting the Facilities manager, you might be advised that your request falls outside of contract. This means that the services you're requesting are not covered by the services agreement with the BC. In this situation, they'll advise you that the request is ex-contract, and will request that you submit your request in writing to the BC committee (email elevate.bcs@aplproperty.co.nz).

The Facilities manager will forward your request to the BC committee, and the committee will review and respond to requests for approval as soon as possible.

- Where approved, the committee will advise the next steps for those efforts.
- Where not approved, you can either enter into an agreement with the Facilities manager for the service or contract your own contractor to undertake the service.

Any ex-contract work without prior approval from the committee will be at the owner's cost - please be aware that the costs might be on-charged.

2.7 Who to contact when?

APL Property also administer an Elevate Apartments website with useful contact links, resources and information, for more go to <https://aplproperty.co.nz/elevate-apartments>

✓ You can check out the website portal at <https://aplproperty.co.nz/elevate-apartments>

To help you get in touch with the right person for your situation, we've outlined some common scenarios you might encounter, and who to contact in that situation:

I've noticed something physically wrong in the building

(i.e. broken lift, door jamming, or damage to common areas)

Contact the Facilities manager (log through the on-site maintenance QR code but if that's not possible, email maintenance@aplproperty.co.nz)

I need a new security-tag/remote

Contact the Facilities manager (maintenance@aplproperty.co.nz)

A request I've made hasn't had a response

Contact the BC committee (elevate.bcs@aplproperty.co.nz)

I have a question about the Levies budget or Long Term Maintenance Plan

Contact the BC committee (elevate.bcs@aplproperty.co.nz)

I've got a query about an invoice

Contact the BC manager (elevate.bcs@aplproperty.co.nz)

I'm arranging my vote/proxy for the next AGM/EGM

Contact the BC manager (elevate.bcs@aplproperty.co.nz)

I want to chat to my neighbours / I made cookies!

Visit in person or via the Facebook group!

3.0 BUILDING ACCESS & SECURITY

The doors to the building are controlled by access fobs. The car park roller door can also be activated by a dedicated remote.

There is an intercom at the building front door for your visitors to contact you in your apartment, where you can unlock the door for them. Please do not let anyone in that uses the intercom that you do not know.

X Do not let people into the front door and make sure no-one "piggy backs" in after you.

If you don't own or rent a carpark or storage unit, you should have no need to enter the garage.

✓ Elevate is our home and we all need to feel safe and secure.

3.1 Door and garage door openers

If you need a new tag or garage door remote, contact the Facilities manager and they'll arrange this for you (at your cost).

✓ You can order new tags, or garage door remotes by contacting the Facilities Manager.

3.2 Apartment locks and keys

Keys and locks for your apartment are your responsibility.

Owners must lodge a key to their apartment with the Facilities manager for use in emergencies or Building Warrant of Fitness (BWoF) survey requirements, such as fire alarm checks undertaken on a scheduled basis.

If owners change locks, a key must be provided to the Facilities manager.

X Keys held by the Facilities manager are not available for any lock out service.

3.3 Lockboxes

You can install an external lockbox on the wall just to left of the roller door at the garage entrance.

Please install in a tidy manner and when you no longer need to use, simply leave it there and pass the code to the Facilities manager for possible code change and re-use (we don't want to have a damaged wall needing repair each time).

3.4 CCTV

There are a number of CCTV cameras located throughout the common areas, mostly around the ground foyer and various access points.

The BC committee has exclusive access to the system and requests for recorded footage can be made to the committee via elevate.bcs@aplproperty.co.nz.

Requests need to be for a bona-fide reason and charges could apply.

3.5 Fibre broadband

Elevate has fibre installed for your broadband connection. There is a small comms cupboard in one of your bedroom wardrobes for your ISP modem to be connected along with ports for on-connection to the pre-cabled outlets throughout your apartment.

3.6 Dish and Freeview aerials

There are dish and Freeview aerials located on the roof that feeds into each apartment. If there is a coverage outage, it could be that there is a problem with one of those connections. Let the Facilities manager know of any problems and they will see if they could assist.

4.0 CAR PARKS

The car parks in the garage are unit titled and are the property of the relevant unit owners. If you use a park other than your own, the owner is entitled to have your vehicle towed away.

X There is no parking available for visitors in the garage or at the garage entry.

To allow others easy access to their parks, please be considerate in the way that you park your car.

Car park owners must:

Only use the park for the purpose of parking vehicles.

Ensure the park is kept tidy and free of litter.

Not permit it to be used for storage.

Ensure the park floor is kept clean of all split fluids (consider using a drip tray).

4.1 Where can I wash my car?

There are no facilities for washing cars in the car parking areas of the building. Please do not wash your car in the building (the concrete is not waterproofed - you will cause water damage to the lower floors). We suggest you use the petrol station over the road.

X Do not wash your car in the building.

If the garage door isn't opening, please contact the Facilities manager for assistance.

5.0 COMMON AREAS AND SERVICES

Please remember that the common areas belong to all the owners. Residents are asked to take care and show respect for others in the way they use the common areas of the building. If a resident or their visitors, contractors or their children cause any damage in the common areas the owner will be liable for the cost of repairs.

X No open beverages are to be carried through (into or out of) the common areas - foyer, lifts, stairways and corridors.

5.1 Common areas cleaning

The body corporate is responsible for cleaning the common areas. If you have any concerns about the cleaning of common areas, please contact the Facilities manager.

✓ If you spill something or soil the carpet in the common areas please clean up after yourself and contact the Facilities manager if further specialised cleaning is required.

5.2 Common area maintenance

Please contact the Facilities manager if you identify anything requiring attention in the common areas of the building. Remember, maintenance inside an apartment is the responsibility of the owner.

5.3 Lifts

There are 2 residential lifts in Elevate. If you have any problems, including after hours, please call the Facilities manager.

✓ Contact the Facilities manager if you have trouble with the lifts.

To protect the lifts, please ensure that the lift covers are installed before moving large items of furniture etc. You will also need to use the door-hold-open key, both are available from the Facilities manager.

When using the lift hold keys, please be mindful of the time of the day and for how long so as to minimise the impact on other residents.

X Under no circumstances place items in the doorway to prevent lift doors closing. If you cause an outage and service call out, costs will be on-charged to you!

5.4 Rubbish collection

Rubbish bins, for residents' use only, are in the rubbish room located on the ground floor of the building, and rubbish is collected regularly. There are also recycling bins onsite for paper, cardboard, glass, and plastics.

Please make sure you flatten cardboard and that any food containment boxes are put in the actual rubbish bin.

This rubbish collection is for regular household rubbish and should not be used for large items of rubbish such as broken furniture, etc. Please make alternative arrangements for non-household rubbish. All rubbish must be put inside the bins.

✓ Please be careful of any dripping bags as you walk them to the rubbish room.

Do not leave your rubbish / household furniture / unwanted items / dead xmas trees in other areas of the building and if you have any concerns about rubbish, please contact the Facilities manager.

5.5 Mail

The mailboxes are located on the ground floor foyer. If you receive junk mail or mail addressed to someone else, please dispose of it yourself rather than leaving it on top of the mailboxes.

✓ If you move out, arrange a forwarding address or redirection for all your postal mail.

6.0 MOVING IN / OUT

There's lots to take care of when moving in and out of Elevate, some of which are covered in other sections, but:

1. Review the building access and security section of this guide as it contains details about keys, security fobs, or garage remotes.
2. Remember to use the hold-open key and provided lift covers to avoid damaging the lifts as outlined in the lifts section of this guide.

6.1 Electricity meter readings

Please contact a power retailer of your choice to arrange a power account in your own name.

You need to note that the BC operates an embedded network which limits your choice to major / selected retailers.

Electricity meters are locked away with no available access to residents. Meter readings can be arranged with reasonable notice with the Facilities manager and does come with a service charge.

✓ Most power retailers should be able to read the smart-meters remotely.

7.0 VISITORS & NOISE

Remember, lots of people live (and some work) in Elevate so please be considerate of others and recognise their right to enjoy their own homes in peace.

While apartments themselves are relatively soundproof, the hallways and balconies are certainly not!! When visitors leave after 10pm please ensure that doors are closed quietly and that talking in the corridors is kept to a minimum to avoid impacting your neighbours. And please do not allow children to use the hallway as a playground.

X Do not do loud activities in the hallway or on balconies as this will disturb your neighbours.

7.1 Having visitors

As mentioned in the Building access and security section of this guidebook, please make sure it is only your visitors that you let in. Your visitors are your responsibility, and you are taking on the obligation to remedy any issues they may cause.

7.2 Noise

If you find yourself affected by a neighbour's noise, we suggest you contact the neighbour directly as they may be unaware of their impact.

In most situations, this is all it takes to resolve the issue. However, if the noise level on a specific occasion is not resolved with your neighbours, you have options including:

7.3 Contacting noise control

The Noise Control Regulations in Wellington are stringently policed on a 24-hour per day basis. Details of services provided and the control parameters exerted are available from Wellington City Council (phone 04 499 4444).

Should the noise from your neighbour exceed the limits specified by the council, the Noise Control Service can issue a legal notice requiring the noise to cease. If this is not observed, the Service, assisted by the Police, has the power to confiscate offending equipment. Residents should not hesitate to make use of these services if no other reasonable solution is available to them.

✓ You can contact Wellington City Council about noise by calling (04) 499 4444. For more details, visit their website on <https://wellington.govt.nz/>

7.4 Escalate to the BC Committee

If talking to your problem neighbours fails, then you can escalate your issue to the BC committee (elevate.bcs@aplproperty.co.nz) by outlining the details of your particular problem.

The committee can require residents or owners to comply with the noise provisions of the Body Corporate Rules and will do its best to help you if problems with noisy neighbours get beyond your control. Please note, however, that the best way to deal with the problem is to talk to your neighbours and attempt to resolve the problem yourself first.

✓ You can escalate any concerns about noise to the BC committee by emailing elevate.bcs@aplproperty.co.nz

8.0 FIRE EVACUATION SCHEME

All owners/occupiers should be familiar with the building's emergency procedures – please read the building's fire & evacuation information below:

8.1 Fire alarm system

The building has a fire alarm system installed that covers all areas and must be tested by an approved technician. The fire alarm system consists of the following items:

Manual call points - Manually activated by building occupants upon discovery of smoke or fire. When activated, it will send a signal to the fire alarm panel and sound the building's fire alarm.

Sprinklers - When the air around the sprinkler head reaches a certain temperature, that sprinkler head will activate.

Common area smoke detectors - Upon detection of smoke, will send a signal to the fire alarm panel and sound the building's fire alarm.

Apartment smoke detection - Upon detection of smoke, a local alarm will sound in the apartment activation only. If activation is a false alarm, use the hush facility to silence the local alarm.

Hush facility - Used to silence apartment smoke detection upon discovery of a false alarm.

Fire alarm panel - Located on the ground floor beside the entrance to the car park and visible from the Taranaki Street footpath.

Activation of a manual call point, sprinkler, or smoke detector (common area only) sends a signal to the fire alarm panel. When the panel receives a signal, the fire alarm sounds throughout the building, and the panel displays the location of activation.

8.2 When the Fire Alarm starts sounding:

- Ring 111
- Exit the building using the stairs not the lifts
- Don't take food and drink with you – they can be hazardous if dropped during exit
- Gather away from the building exit doors
- Report your exit to the Fire Warden if there is one present- in red High Vis jacket
- If you have difficulty exiting wait until others have gone ahead
- If you cannot self evacuate let someone know so the Fire Service can assist you to exit. Put your details in the register beside the ground floor entrance door.

8.3 Evacuating and the assembly points

When the fire alarms go off you must leave the building. The assembly points are either north or south along Taranaki Street, well past the edge of the building envelope. Keep well clear of the doorways – do not impede the fire service's access to the building. Be ready to give the firefighters the keys to your unit if asked to do so.

8.4 False alarms

When tenants trigger a false alarm through smoke or otherwise, the cost of the fire service provider coming on site and resetting the fire-alarm will be on-charged to the owner of the apartment involved. Opening the door into the hallway to clear smoke is ineffective because there are more sensitive sensors in the residential hallways.

✓ Make sure you are familiar with where your alarm hush button is located, usually next to your intercom phone.

8.5 Fire alarm testing

The smoke and heat detectors are tested once a year. For this testing, the Facilities manager will need access to every apartment. You'll be given plenty of notice ahead of the testing.

8.6 Fire compliance and obstructions

Cage storage lockers – do not store items above the indicated height storage line that will impede the reach of an activated sprinkler.

Residential lobbies – do not store items such as furniture and loose mats that will obstruct a safe exit path.

Smoke stop doors – do not wedge these open, they are well labelled and should be closed at all times to stop the spread of smoke in the event of an activation.

9.0 HOT WORKS

Any work involving welding, hot temperatures, or dust will require fire detectors to be isolated and the building insurers to be notified. Please see the Renovations section of this guidebook for more details. Note any costs for the same will be on-charged.

10.0 SMOKING

X Common areas in Elevate are totally smoke-free zones.

11.0 BALCONIES

Some apartments have balconies. Each balcony is accessible only by one unit.

11.1 Your balcony responsibilities

As balconies are solely used by the owner of the balcony, they are not the body corporate's responsibility.

Do not allow pot plants, drinking glasses or other items on top of balcony safety barriers, for safety reasons we don't want items falling off onto the verandah below and more importantly onto passing traffic or pedestrians.

Smoking on balconies, while not encouraged, be mindful of people around you and other open windows.

11.2 Washing and use of drying racks

X Residents shall not hang any clothing, washing, bedding, towels or other items on the outside or from the windows and/or balconies that may be visible from the street..

The BC Operational Rules specify this to not detract from the overall appearance and aesthetics of the building.

12.0 WATER SUPPLY AND LEAKS

Elevate is on Wellington mains water supply.

12.1 Apartment water supply

All apartments have water shut off valves as part of the hot water cylinder. Look for the **BLUE** shut-off valve located towards the bottom section of the cylinder to shut off the water to your apartment.

12.2 Water leaks

If you have an internal leak you should immediately shut off the water supply to your apartment and contact the Facilities manager.

Generally, this **could be** an insurable event under the body corporate insurance (for damage to walls, ceilings, carpets but not other contents). There are some terms and conditions that may apply including who would be responsible for the cost of excess. The Facilities manager will take you through that process.

12.3 Apartment floor drains

In the kitchen and bathroom areas of each apartment there is a floor drain designed to take away some of the water from an overflowing basin or shower. These are connected to a common vertical stack in the building and from time to time can become a bit “smelly”.

To take care of the odour simply pour a jug or two of **cold** water down the drain. Do not use hot water or any other liquids such as Draino. This will bring the water level up to level that covers a connecting pipe. This is a common feature in high rise apartment buildings.

13.0 RENOVATIONS AND APARTMENT MAINTENANCE

Any part of your apartment not within the common area is your responsibility to maintain.

13.1 Renovations

If you're planning to renovate, you need to let the body corporate committee know well in advance. Because this is a shared residential space, some changes need the body corporate's approval before you can make a start.

✓ You can contact the BC committee for advice on what does, and doesn't need approval elevate.bcs@aplproperty.co.nz

13.2 Ensuring your renovations go smoothly

There are a few things to keep in mind when arranging renovations in your apartment.

1. It's courteous to let your neighbours know when you're planning to undertake renovations.
2. Please ensure your contractors only undertake work within business hours.
3. Any work involving welding, hot temperatures, or dust will require fire detectors to be isolated and the building insurers to be notified. Please contact the Facilities manager to arrange this (or review the planned works for advice)

✓ Contact the Facilities manager to ensure you have everything covered before you start work!

14.0 FRESH AIR AND VENTILATION

All apartments have some form of fresh air to bedrooms and extract fans for the laundry and bathrooms. There are no filters as part of the fresh air system so no particular maintenance is needed.

Fans are individually switched inside your apartment.

✓ Contact the Facilities manager if you want a copy of a plan that shows the ducting and fan locations inside your apartment and who is responsible for what.

Any additional air conditioning units that may have been installed outside of the base build contract are the responsibility of the apartment owner.

15.0 BUILDING INSURANCE

The body corporate's insurers cover the insurance of the building and structure. At the time this guide was prepared, the excess schedule was:

Owner occupied apartments \$250

Tenanted apartments \$400

Unoccupied apartments \$1,000

Water damage \$1,000

✓ Contact the BC committee (elevate.bcs@aplproperty.co.nz) if you need to make a claim.

Remember, contents insurance is each apartment owner's responsibility, and the building insurance does **not** have a landlord's cover extension.

16.0 OPERATIONAL RULES - other miscellaneous items (not found above)

16.1 Pets

Only the **owner** of an apartment shall be entitled to keep a cat or dog subject always to the **prior** written consent of the body corporate that the particular pet be allowed to be kept in the apartment by the owner.

Any application for keeping a dog must be in relation to a small dog of acceptable breed and where the owner can demonstrate to the reasonable satisfaction of the body corporate that such dog will not interfere with the use and quiet enjoyment of other apartments.

Consent will be subject to review and can be revoked on reasonable grounds (generally on size and noise).

Please ensure your pet is appropriately restrained when in any common area, particularly in the lifts!

✓ Only the owner of an apartment can make a pet application.

X Applications for pets for a tenanted apartment will not be approved.

16.2 Blinds and curtains

Internal curtains must have neutral linings to present a uniform and orderly appearance when viewed from outside Elevate.

The colour and design of all curtains and/or blinds must be approved by the body corporate.

16.3 Bicycles

Bicycles can be stored only in the bike room on the ground floor. Bicycles are stored at the owner's risk.

X Bicycles are not to be stored in any other common area, taken up to apartments (via lifts or stairwells) or stored on balconies.

16.4 Tenanting / leasing / Airbnb an apartment

Owners must provide a copy of this Guidebook and the Operational Rules to any tenants and Airbnb guests, or at the very least their own guide that encompasses the important and relevant aspects.

For good practice, the owner should provide the BC manager names and contact details of all tenants, and when these change. It is important that owners note that

under the Unit Titles Act, the BC manager **does not and will not** send any official notices to tenants. That is for the owner, as a landlord, to assess the need to forward on.

✓ Owners have a responsibility to manage their apartment to ensure their tenant does not interfere with the use and quiet enjoyment of Elevate by others.