Residents Apartment Manual



Alexandra Apartments

210 Alexandra Parade East, Clifton Hill, Victoria 3068

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Section 1.
Introduction

1.1 Introduction

Welcome to your new apartment.

This manual is provided to all owners at the time of settlement. The purpose of this manual is to provide you with information on your new residence and to make the transition as enjoyable as possible.

For some people, living in an apartment is a new experience, so we ask that you take the time to read through this manual carefully as it contains important information in relation to the building as well as your apartment.

There is information to arrange services connections, deal with emergencies, useful phone numbers for local services as well as details of finishes, fixtures and fittings including paint colours and tile selections for your reference.

This manual also contains information on how to operate the appliances found in your apartment. Important information has been provided in the relevant sections on the use and care for these appliances. The operating instructions for each appliance accompany this manual on the USB flash drive.

Prior to settlement you will complete an inspection of your home and identify any defects. It is important to note that Aspekt can only rectify chips, stains etc that are identified and listed prior to occupation.

If you plan to lease your apartment, please ensure that you provide a copy of this manual to your Property Manager or Tenant for their reference. To purchase additional copies of this manual and/or USB stick, please refer to section 8.5 for the Documentation Request Form.

Section 2.
Contact Information

2.1 Contact Information

In the event of a non-medical emergency only, please take note of the following procedures to ensure the matter can be attended to in the timeliest fashion. For standard maintenance matters, please refer to Section 6 (Cleaning and Maintenance).

2.2 Builder

Aspekt Construction Group	8808 8388	warranty@aspekt.com.au

Aspekt Construction Group can be contacted during business hours for matters up until a year after the date of practical completion. Following this Strata Equity should be contacted as per details provided in Item 2.3.

Warranty maintenance claims are to be registered by completing the Warranty Request Form that is location in Section 8.4. Please refer to the standard terms and conditions in Section 9.3 regarding the processing of all claims.

warranty@aspekt.com.au

2.3 Owners Corporation

Winter & Stewart Owners Corporation Managers
PO Box 328, Balwyn, 3103
VIC 3131

Contact: Simon Winter
Phone: 0488 661 237
Email: simon@wscorp.com.au

2.4 Authorities

Contact numbers for local authorities and service retailers:

Water	Greater Western Water	13 44 99
Electricity	Citipower	13 12 80
Gas	Origin	13 35 74
Telephone	Telstra	13 22 03
	Optus	1800 708 216
	Foxtel	1300 130 799

Water
Detailed information is in section 3.3

Gas
Detailed information is in section 3.5

Electricity
Detailed information is in section 3.6

Telephone / Pay TV (Foxtel)
Detailed information is in section 3.9

2.5 Subcontractor Contact Details

The contractors below can be contacted **IN AN EMERGENCY ONLY** for matters up until a year after the date of practical completion - after this date Strata Equity should be contacted.

Plumbing – Cold & Hot Water, Drains	Melbourne Commercial Plumbing Duane Mitchell 0429 671 014 ditch@melbournecommercialplumbing.com.au
Electrical – Power, Lighting, Intercom & Security	Burlin Electrical Ben Burriss 1300 778 009 admin@burlin.com.au
Air Conditioning & Ventilation	Specific Refrigeration & Mechanical Services Mark Lindsey (03) 9363 1480 mark@specificrefrig.com.au
Fire Services	Zero Fire Peter Schmidt info@zerofire.com.au 1300 781 413

If you engage a subcontractor not approved by Aspekt to address emergent issues without prior notification to Aspekt or Strata Equity Pty Ltd, Aspekt **will not** refund the cost of call out fees and/or repairs. Works carried out by others may void warranties.

2.6 Helpful Numbers

We have complied a list of what we believe are helpful phone numbers for you to have handy.

24-Hour Medical Care

- Ambulance, Fire, Police, Phone: 000
- Royal Melbourne Hospital, 300 Grattan Street, Melbourne, Phone (03) 9342 7000
- St Vincent's Hospital, 41 Victoria Parade, Fitzroy, Phone: (03) 9231 2211
- Epworth Richmond – 89 Bridge Road, Richmond, Phone: (03) 9426 6666
- Poisons Information Centre 131 126
- Lifeline 131 114

Nearest Medical Centre

- Clifton Hill Medical Group, 248 Queens Parade, Fitzroy North, 9489 8355

Public Transport

- The PTV Customer Care Centre. (Public Transport Victoria) Phone 1800 800 007
- Silver Top Taxis, Phone 131 008
- Yellow Cabs, Phone 131 924

2.7 Council

Alexandra Apartments is in the municipality of Yarra City Council.

Yarra City Council
333 Bridge Road, Richmond, VIC, 3121

Council details regarding Alexandra Apartments are:

Plan No:	PS831143S
No. of Lots:	33
Council Name:	Yarra City Council.
SPEAR Ref No:	S174494B
Property:	210 Alexandra Parade East, Clifton Hill, Victoria 3068

Section 3.
Owners Corporation

3.1 The Owners Corporation

The Owners Corporation should be the sole point of contact for matters arising one year after the date of practical completion or for matters arising outside of standard business hours.

For those not familiar with an Owners Corporation (also known as a Body Corporate or Strata Plan), it is governed by the Owners Corporation Act 2018 and Owners Corporation Regulations 2007 and is responsible for managing, maintaining and implementing all actions in relation to the building and common areas including but not limited to:

- Ensuring compliance with the Owners Corporation Act and Regulations
- Maintenance and adherence to the maintenance plan
- Security access keys and card distribution/replacement
- Common area cleaning
- Invoicing and collection of member's fees
- Raising of special levies for extraordinary works, if and as required
- Conducting committee meetings and annual general meetings
- Coordinating move in/out of owners/tenants including the installation of lift blankets and other preventative measures
- Management of and reporting on financial statements, bank accounts, budgeting and monitoring of both the Administration Fund and the Maintenance Fund
- Essential services compliance
- Maintaining building insurance and regular valuations
- Adherence, by residents, to special Owners Corporation rules

3.2 Moving into the building

It is the responsibility of the apartment owner to ensure that the resident and/or their tenant clean up any mess made during the move and the Owners Corporation reserves the right to charge the owner of the lot for rubbish left on common property and/or damage caused on common property during the move. This includes the lift, entry foyer, corridors, including carpets and walls which must be left in a clean, tidy and undamaged condition after moving in or out of the building. **Under no circumstances are delivery vehicles to block the car park entry or exit.**

Protection of Lift Interior During Moving In or Out

Contact is to be made with the Owners Corporation to enable a protective blanket for the lift to ensure the interior is protected while you move in or out. The Owners Corporation will arrange for this blanket to be fitted on the day of your move. Please do not use the lift for moving furniture items in or out of your apartment unless the lift blanket is installed. The replacement of any damaged panels inside the lift will be at the cost of the lot owner of the apartment concerned.

Lift Dimensions

The interior of the lift is small, and it is important that only items that fit comfortably are transported and that no attempt is made to force large items into the lift.

Type:	FG17-MRL Electric Traction Lift
Door Opening:	900 W x 2100 H mm
Internal:	1400 W x 2000 D x 2200H mm
Rated Load:	1250kg

Helpful hint: *Advise your removalist of the lift dimensions including weight loading to help make your move run smoothly.*

3.3 Water

Water is supplied by **Greater Western Water** and each apartment has a separate water meter and will be individually billed for usage thereof.

There is a stop valve and water meter for cold water located in the water meter cupboard in each lobby corridor, providing the capacity to turn off the water supply to the apartment. Please refer to Section 3.4 for the water meter number for your apartment, or alternatively meter numbers can be found on the respective meters.

The valves appropriate to your residence will carry a tag denoting your residence number.

Do not shut any other valve off.

Please note, an alternate stop valve is located under the kitchen bench, which turns off water to the sink and dishwasher. The alternate stop value for toilets and sinks in located in the bathroom/laundry.

3.4 Water Meter Numbers

Apartment Water Meter Numbers

Apartment Number	Address	Meter Number
G01	210 Alexandra Parade East, Clifton Hill	**144034**
G02	210 Alexandra Parade East, Clifton Hill	144037
G03	210 Alexandra Parade East, Clifton Hill	144035
G04	210 Alexandra Parade East, Clifton Hill	143627
G05	210 Alexandra Parade East, Clifton Hill	143670
G06	210 Alexandra Parade East, Clifton Hill	143668
G07	210 Alexandra Parade East, Clifton Hill	143671
G08	210 Alexandra Parade East, Clifton Hill	144036
101	210 Alexandra Parade East, Clifton Hill	144007
102	210 Alexandra Parade East, Clifton Hill	144003
103	210 Alexandra Parade East, Clifton Hill	144006
104	210 Alexandra Parade East, Clifton Hill	144004
105	210 Alexandra Parade East, Clifton Hill	144005
106	210 Alexandra Parade East, Clifton Hill	143669
201	210 Alexandra Parade East, Clifton Hill	144009
202	210 Alexandra Parade East, Clifton Hill	144008
203	210 Alexandra Parade East, Clifton Hill	144012
204	210 Alexandra Parade East, Clifton Hill	144011
205	210 Alexandra Parade East, Clifton Hill	144010
206	210 Alexandra Parade East, Clifton Hill	143504
207	210 Alexandra Parade East, Clifton Hill	143506
301	210 Alexandra Parade East, Clifton Hill	143503
302	210 Alexandra Parade East, Clifton Hill	143507
303	210 Alexandra Parade East, Clifton Hill	143505
304	210 Alexandra Parade East, Clifton Hill	143621
305	210 Alexandra Parade East, Clifton Hill	143620
306	210 Alexandra Parade East, Clifton Hill	143618
401	210 Alexandra Parade East, Clifton Hill	143619

402	210 Alexandra Parade East, Clifton Hill	140412
403	210 Alexandra Parade East, Clifton Hill	140409
501	210 Alexandra Parade East, Clifton Hill	140411
502	210 Alexandra Parade East, Clifton Hill	140408
503	210 Alexandra Parade East, Clifton Hill	140410

Hot Water Meter

Address	Meter Number
210 Alexandra Parade East, Clifton Hill	158-02-161

3.5 Gas

Gas Meter

Address	Meter Number
210 Alexandra Parade East, Clifton Hill	2007513

3.6 Electricity

Electricity is supplied to the entire building via Energy Australia**.** You may choose to connect with Energy Australia, the nominated provider or alternatively you may connect with another electricity retailer of your choice.

The Main Electrical Meter is located in the Communications Room on Ground Floor. Your apartment's Smart meter is located within the electrical cupboard in the lobby of your floor level.
To turn power 'on' in your residence, make sure all circuit breakers and the main switch are in the 'on' or in the up position.

Electricity is individually metered to your residence. Each apartment has its own electrical switchboard, which includes circuit breakers at the switchboard for power outlets, lights, air conditioning, appliances and exhaust fans. These circuit breakers may trip out if a fault develops in an electrical appliance.

The procedures for resetting an electrical trip in your apartment are as follows:

1. Switch off all power outlets (GPOs), lights and unplug all appliances, and then manually reset the safety switches in the switchboard.
2. Switch on each GPO one at a time to determine the faulty outlet or appliance until a safety switch trips. If you can identify the appliance or service that causes the tripping, refrain from using that appliance / service.
3. If the electrical trip persists after doing Step 1 and Step 2 contact a licensed electrician immediately to locate and rectify the fault.

For arrangements and billing enquiries, contact:
Company: Energy Australia
Phone: 136 102 08:00am to 08:00pm AEST

Website: www.energyaustralia.com.au

Note: Specifications of all light fittings can be found in Section 4.3

PLEASE NOTE THAT CALL OUTS FOR ITEMS THAT FALL OUTSIDE WARRANTIES WILL BE CHARGED TO YOU DIRECT BY THE RESPECTIVE CONTRACTORS.

3.7 Electricity Meter Numbers

Meter Code: 10ML4/011

Tenancy / Apartment Number	Address	Meter Number
G01	210 Alexandra Parade East, Clifton Hill	A7 982 380
G02	210 Alexandra Parade East, Clifton Hill	A5 982 381
G03	210 Alexandra Parade East, Clifton Hill	A3 982 382
G04	210 Alexandra Parade East, Clifton Hill	A1 982 383
G05	210 Alexandra Parade East, Clifton Hill	A9 982 384
G06	210 Alexandra Parade East, Clifton Hill	A9 982 549
G07	210 Alexandra Parade East, Clifton Hill	A0 982 553
G08	210 Alexandra Parade East, Clifton Hill	A6 982 555
101	210 Alexandra Parade East, Clifton Hill	A4 982 599
102	210 Alexandra Parade East, Clifton Hill	A9 982 600
103	210 Alexandra Parade East, Clifton Hill	A7 982 601
104	210 Alexandra Parade East, Clifton Hill	A0 982 614
105	210 Alexandra Parade East, Clifton Hill	A8 982 450
106	210 Alexandra Parade East, Clifton Hill	A6 982 456
201	210 Alexandra Parade East, Clifton Hill	A4 982 457
202	210 Alexandra Parade East, Clifton Hill	A6 982 550
203	210 Alexandra Parade East, Clifton Hill	A4 982 551
204	210 Alexandra Parade East, Clifton Hill	A2 982 552
205	210 Alexandra Parade East, Clifton Hill	A4 982 594
206	210 Alexandra Parade East, Clifton Hill	A2 982 595
207	210 Alexandra Parade East, Clifton Hill	A0 982 596
301	210 Alexandra Parade East, Clifton Hill	A8 982 597
302	210 Alexandra Parade East, Clifton Hill	A6 982 598

303	210 Alexandra Parade East, Clifton Hill	A4 982 650
304	210 Alexandra Parade East, Clifton Hill	A7 982 385
305	210 Alexandra Parade East, Clifton Hill	A5 982 386
306	210 Alexandra Parade East, Clifton Hill	A6 982 390
401	210 Alexandra Parade East, Clifton Hill	A4 982 391
402	210 Alexandra Parade East, Clifton Hill	A2 982 392
403	210 Alexandra Parade East, Clifton Hill	A0 982 393
501	210 Alexandra Parade East, Clifton Hill	A4 982 612
502	210 Alexandra Parade East, Clifton Hill	A2 982 613
503	210 Alexandra Parade East, Clifton Hill	A6 982 616

3.8 Telephone, Data Point and NBN

Please note that telephone reception is not considered as a defect and is not the responsibility of the builder.

Your apartment is NBN ready and contains phone/data points which allows you to access both internet and telephone services (once you have arranged connection with a service provider). The NBN equipment is located within a robe in your apartment.
Each owner/resident is required to contact their own preferred service provider to arrange connection.

YOU ARE REQUIRED TO LEAVE A CLEAR AREA AROUND THIS EQUIPMENT TO AVOID OVERHEATING AND POSSIBLE COMMUNICATION ISSUES.

3.9 Insurance

Winter & Stewart Owners Corporation Managers is responsible for insuring the common property building and common property contents.

Each owner/tenant is responsible for insuring fittings within their apartment (including home and contents insurance). It is recommended each owner/tenant seek advice from a professional insurance broker.

3.10 Modifications to your apartment

Prior to any building work being undertaken in your apartment, you will need to check what consents are required from both Winter & Stewart Owners Corporation Managers and local council as well as any relevant authority that could be affected.

Under no circumstances are works that affect the exterior of the building are to be undertaken without the prior written approval of Winter & Stewart Owners Corporation Managers. This includes the installation of home alarm sirens, external 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).

Helpful hint: Check with Winter & Stewart Owners Corporation Managers as trades people working in your apartment may have restricted hours such as between 8.00am and 4.00pm weekdays and 9.00am-12.00 noon Saturdays.

3.11 Leasing / Selling Procedures

To ensure the integrity and security of the building are always maintained, we ask that you adhere to the following:

Owner's Responsibilities

- The Owners Corporations Act 2006 requires all Owners to give Tenants of their apartment a copy of the rules of the Owners Corporation at the commencement of the Tenancy and a copy of any new rules as soon as possible after the new rules are made.
- The Owners Corporations Act requires all owners to comply with the Rules of the Owners Corporation and ensure their Tenants and guests do the same.

Estate Agent's Responsibilities

- Check with the owner's corporation of the policy in relation to auction / sale boards as well as letting boards, prior to making any arrangements with board companies
- Strict attention must be paid to the security of the building during inspections and auctions. A Real Estate Agent must be at the main entry and must escort any prospective purchasers/ tenants through the building.
- Real Estate Agents MUST supervise all inspections of apartments either for sale or rent. Real Estate Agents must ensure that during inspections potential purchasers do not wander the premises unsupervised. If this occurs, your Real Estate Agent may be asked to leave the premises for security reasons.
- The Estate Agent must notify the Owners Corporation Manager of an upcoming inspection or auction.

Agents must ensure that they:

- Inform the Owners Corporation Manager of new Owners and Tenants.
- Incorporate a copy of this Manual in any lease document.
- Do not misrepresent the Special Rules or other information in this manual.
- Make the appropriate arrangements with the Owners Corporation Manager regarding new residents moving in or out of the building.
- Obtain all keys, FOB's, etc. from tenants at the time of vacating the premises and that a copy of this Manual remains in the apartment.
- Advise the Owners Corporation Manager of any possible breach of security i.e. lost keys or FOB's.

Section 4.
Finishes and Fixtures

4.1 External and Common Area Finishes

Item	Description	Brand	Supplier/Contractor
Lobby			
Walls	Paint	Dulux Whisper White SW1C2	7Star Painting
Ceilings	Paint	Dulux Whisper White SW1C2	7Star Painting
Flooring	Brick Snaps	RealBrick	Shalux
Mailboxes	APR3 Aluminium Mailbox Bank	Powder Coat – Colour: Dulux Night Sky	Project Products
Entrance/ Amenities			
Lobby Planter	Concrete Planter	Colour: Natural Grey	Tigerform
Entry Mat	Coir Matting – Colour: Natural with Black Frames	Birrus Matting Systems	Birrus Matting Systems
External Facades			
External Walls	Brick Snaps	Colour: PGH – InBrick Blend	Macquarie Precast
External Walls	Precast Concrete Panel	Colour: Natural Grey	Macquarie Precast
Windows	Aluminium windows	Colour: Clear Frame Colour: Dulux Night Sky Matt Black	CRM FacadeTech
External Walls	Precast Concrete Panel	Charcoal Nawkaw	Macquarie Precast
Metal Cladding	Spandek	Colour: Dulux Night Sky	Obsidian Roofing
Carpark Entrance Door	Cladding: Aluminium Battens	Colour: Dulux Night Sky	Airport Doors
Balustrade	Black Aluminium Balustrade	Colour: Zeus Lunar Eclipse Satin	Aluline
Corridors/Stairs			
Flooring – Common Areas	Carpet	Green Square Commercial Broadloom Carpet Colour: 745 Evening Dusk	Leos Flooring
Stairs	Concrete	Colour: Natural Grey	Tigerform

4.2 Apartment Finishes

Item	Description	Brand	Supplier
Corridors/Living			
Doors and Frames	Paint	Dulux Whisper White SW1C2	7Star Painting
Ceilings	Paint	Dulux Whisper White SW1C2	7Star Painting
Walls	Paint	Dulux Whisper White SW1C2	7Star Painting
Flooring	Engineered Timber Flooring	Blackbutt Natural Timber	Leos Flooring
Kitchen			
Flooring	Engineered Timber Floorboards	Blackbutt Timber Flooring	Leos Flooring
Walls	Paint	Dulux Whisper White SW1C2	7Star Painting
Ceilings	Paint	Dulux Whisper White SW1C2	7Star Painting
Benchtops & Island	Stone	Caesarstone – Engineered Stone Airy Concrete 4044 Signorino – Honed Terrazzo Slab TGP-DS-TREVISO HD Colour: Belceppo 2268	Shalux
Splashbacks	Mirror	Novas Clear Mirror	Novas
Kitchen Joinery	Cabinets, shelves, cupboards, drawers in Polytec Alabaster	Colours: Whisper White Dulux Tirau Dulux Royal Battle	Cazam
Bathroom			
Floors	Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Walls	Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Ceilings	Paint	Dulux Whisper White SW1C2	7Star Painting

Ensuite			
Floors	Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Walls	Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Ceilings	Paint	Dulux Whisper White SW1C2	7Star Painting
Bedroom (s)			
Flooring	Carpet Timber	Green Square Commercial Broadloom Carpet Colour: 745 Evening Dusk Engineered Blackbutt Timber Flooring	Leos Flooring
Walls	Internal Walls	Dulux Whisper White SW1C2	7Star Painting
Ceilings	Ceilings	Dulux Whisper White SW1C2	7Star Painting
Robes	Polytec Alabaster, 2PAC Finish	Colour: Whisper White	Cazam Kitchens
Laundry			
Joinery	Cupboard: Polytec Alabaster Matt	Colour: White Carcass	Cazam
Floor	Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Walls	Internal Walls	Dulux Whisper White SW1C2	7Star Painting
Walls	Internal Wall Tiles	Volare Concepts: 97 x 97mm White Satin Tile	Shalux
Balcony / Terraces			
Pavers	Pavers	Volare Concepts: Dark Grey Lastra Pavers 600 x 600 x 20mm	Shalux
Walls	Precast Concrete Cement Sheet	Colour: Natural Grey	Macquarie Precast Ezy Gyprock 7Star Painting

	Paint	Dulux Weathersheild Wayward Grey & Klute	Ezy Gyprock 7Star Painting
Ceilings	Cement Sheet Paint	Dulux Weathersheild Wayward Grey & Klute	Ezy Gyprock 7Star Painting
Balustrades	Aluminium	Colour: Dulux Night Sky	Aluline
Planter Boxes	Fibreglass Planter Boxes	Colour: Greenwest Concrete	Pots Wholesale Direct

4.3 Fixtures and Fittings

Item	Description	Brand	Supplier
Bathroom / Ensuite			
Basin Mixer	Ext. Part Axus Pin Level Wall Mounted – AX28230.MB Finish: Matte Black	Streamline	Harvey Norman
Shower Mixer	Ext. Part Axus Pin lever Shower – AX28310.MB Finish: Matte Black	Streamline	Harvey Norman
Shower Column	Axus Shower Column W.Slide Rail and Hand Shower Top Divertor Finish: Matte Black	Streamline	Harvey Norman
Toilet	Nova II Wall Faced Toilet Suite Linfa Wall Faced Suite PN760	Harvey Norman Parisi	Harvey Norman
Toilet Roll Holder	Axus Toilet Roll Holder Finish: Matte Black	Streamline	Harvey Norman
Robe Hook	Axus Robe Hook Finish: Matte Black	Streamline	Harvey Norman
Towel Rails	Axus 600 Dbl Towel Rail Finish: Matte Black	Streamline	Harvey Norman
Stainless Steel Shelf	Axus Stainless Steel Shelf Finish: Matte Black	Streamline	Harvey Norman
Floor Grate	100mm Square Floor Grate G-J002CUSTMB Finish: Matte Black	Harvey Norman	Harvey Norman
Bath	1600 x 700mm Fedra Steel Bath Finish: White 1500 x 700mm Fedra Steel Bath Finish: White 1600 x 700 mm Saniform	Streamline Kaldewei	Harvey Norman

	Hydrotherapy AirSpa System Finish: White		
Bath Mixer	Ext. Part Axus Pin Lever Wall Mounted – AX28230.MB Finish: Matte Black	Streamline	Harvey Norman
Vanity Mirror	4mm Thick Shaver Mirror	Cazam Kitchens	Cazam Kitchens
Door Hardware	Round Rose Leverset Finish: Matte Black Round Cavity Sliding Door Privacy Lock Finish: Matte Black	B0002MBLK A6000MBLK	Entro Door Hardware
Kitchen			
Sink	Square Under Mount Single Sink 1 & ½ Bowl Under Mount Sink	ACL Abey	Harvey Norman
Kitchen Mixer	Pull Out Sink Mixer Finish: Matte Black	Opus	Harvey Norman
Laundry			
Laundry Trough	S35L Comp T/Cabinet-Bp Colour: White	Clark Sinks and Tubs	Harvey Norman
Floor Grate	100mm Square Floor Grate G-J002CUSTMB	Harvey Norman	Harvey Norman
Tap	Pull Out Sink Mixer Finish: Matte Black	Opus	Harvey Norman
Washing Machine Stops	Mini C/Disc Lver Hdle Pr ALT	Monopoly	Harvey Norman
Bedroom			
Door Hardware	Round Rose Leverset Finish: Matte Black	B0002MBLK	Entro Door Hardware
Door Stop	Wall Mounted Door Stop Finish: Matte Black	K0501MBLK	Entro Door Hardware
Ceiling Fan	Black Bahama 52” DC Ceiling Fan Finish: Matte Black	SKU:68329	Ceiling Fans Direct
Living Area			
Downlights	Refer to Electrical Manual		Burlin
Door Hardware	Round Rose Leverset Finish: Matte Black	B0002MBLK	Entro Door Hardware
Door Stop	Wall Mounted Door Stop Finish: Matte Black	K0501MBLK	Entro Door Hardware
Ceiling Fan	Black Bahama 52” DC Ceiling Fan Finish: Matte Black	SKU:68329	Ceiling Fans Direct

Balcony			
Downlights	Refer to Electrical Manual		Burlin
Door Hardware	Push/Pull Set 300x100x2mm – Endurium Black Finish: Matte Black	G3000/MBLK	Entro Door Hardware
Electrical and Light Fittings			
Wall lights	Refer to Electrical Manual		Burlin
Downlights	Refer to Electrical Manual		Burlin
Mirror lights	Refer to Electrical Manual		Burlin
Carpark lights	Refer to Electrical Manual		Burlin
Emergency lights	Refer to Electrical Manual		Burlin
Exit lights	Refer to Electrical Manual		Burlin
Power points	Refer to Electrical Manual		Burlin
Light switches	Refer to Electrical Manual		Burlin
Intercom	Refer to Electrical Manual		Burlin
Antenna connections	Refer to Electrical Manual		Burlin

NOTE: FOR FURTHER INFORMATION IN RELATION TO THE ELECTRICAL AND LIGHT FITTINGS, PLEASE REFER TO THE ELECTRICAL FOLDER ON THE USB.

4.4 Appliances

Item	Description	Brand	Supplier
Oven	Product Code: OT8637S/A	Asko	Harvey Norman
	Product Code: H2265-1B	Miele	Miele
	Product Code: B57VR22N0B	Neff	Neff
Gas Cooktop	Product Code: HG1666SD/AD	Asko	Harvey Norman
	Product Code: KM2012G	Miele	Miele
	Product Code: PPH6A6B20A	Bosch	Bosch
Rangehood	Product Code: CC4525S	Asko	Harvey Norman
	Product Code: DA2450	Miele	Miele
	Product Code: D57ML67N1B	Neff	Neff
Dishwasher	Product Code: OT8637S/A	Asko	Harvey Norman
	Product Code: G4263Vi Active	Miele	Miele
	Product Code: S525T80D0A	Neff	Neff
Fridge	Product Code: RF402BRYW6	Fisher & Paykel	Harvey Norman

The form on the following page is required to be filled out once the purchaser has moved into the apartment. This is the best proof and information sheet for any future service/parts claim.

To lodge a service call either under or out of warranty, purchasers also need to fill out the online form below with product details which can be found on the product itself.

The application will be sent directly to the Asko service team.

https://form.jotform.co/80361005477856

Section 5.
Access and Operation

5.1 Intercom, access and security system

Your residence is fitted with an ABB M22341. Please refer to Electrical Manual for details on how to use the system.



The main entry doors, which provide entry to the building and to the lobby have a front door station with a speaker, camera and keypad.

Visitors to Alexandra Apartments can notify the relevant apartment owner of their arrival by entering the apartment number on the keypad. As soon as the apartment number is entered, the apartment will be called. The occupier of that apartment may then communicate with the visitor by pressing the 'talk' button on the intercom. Access to the visitor can be granted by pushing the 'key' symbol on the handset. This allows the front door to be unlocked for a short period of time for the visitor to enter the building. Please familiarize yourself with the operating instructions to ensure correct operation of the intercom.

If it is determined that a fault with the system is because of user error, a call out fee will apply. Residents gain entry to the building by security access 'fob' which is swiped against a magnetic reader at the entrance of each building. Your FOBs have been provided as part of your handover kit.

FOR PERSONAL AND BUILDING SECURITY,
PLEASE ONLY ALLOW PEOPLE KNOWN TO YOU TO ENTER THE BUILDING.

5.2 Car Park entrance/exit

The gate to the car park entrance is operated using a remote. Entrance to the car park is via Alexandra Parade East. The door will close automatically after approximately 10 seconds. This will only occur if the opening is clear of any obstacles.

Should there be a power outage, the garage gate has a battery back-up system. Should this fail, please contact Winter & Stewart Owners Corporation Managers as they have keys to unlock the gate motors.

Under no circumstances is the gate to be forced. Any resident that forces the gate will be liable for the cost of the repairs.

For any queries or faults with car park entry operation please contact the Winter & Stewart Owners Corporation Managers.

5.3 Apartment keys, mailboxes, and entrances

The keys to your home are of a restricted nature. At the time of settlement, you will be issued with two FOBs, car park remote (where applicable), two apartment keys and two mailbox keys. You will also receive the keys to the window locks (where applicable) and the balcony door locks in your hand over kit. Access is listed below:

Fob	Remote	Keys
Main entrance	Car Park access	Your apartment Your mailbox Windows locks (where applicable) Balcony doors (where applicable)

All apartment keys issued are controlled under a Restricted Key System. For replacement, lost or additional keys, you will be required to contact the Winter & Stewart Owners Corporation Managers.

The *approximate* costs for the FOB is $200.00 (cost of the card, the on-site cost to program and freight) and it will take approximately 7-10 days from receipt of payment. The *approximate* cost of replacing the apartment Restricted Key is $70.00 (cost of key and freight) and will take approximately 3 days.

The lock on the bathroom doors in the apartment can be externally opened with a flat head screwdriver in case of any emergency.

If you experience any difficulty with your FOB, remote or keys please contact Winter & Stewart Owners Corporation Managers for the call out procedure.

Requests for additional FOBs or remote controls should be forwarded to Winter & Stewart Owners Corporation Managers who will be able to obtain them from the relevant suppliers. Lost keys are to be reported **immediately** to Winter & Stewart Owners Corporation Managers.

Mail
Mailboxes are provided for each apartment. They are numbered with the corresponding apartment number and are located on the ground floor lobby of the building.

5.4 Lift

There is one lift at Alexandra Apartments.

In case of an urgent fault, please report direct to Forte Lifts by calling the contact number provided in the lift.

Alternatively, please report any lift faults to Winter & Stewart Owners Corporation Managers who will contact the appropriate tradesmen for service.

Lift emergency
Please use the lift telephone call panel in cases of emergency. There is an alarm push button which sounds an audible alarm to notify the intervention service that passengers in the lift need assistance. Please follow the instruction on the lift panel.

Once activated, there is a vocal connection between the lift and the intervention service. The receiver will assist in notifying the intervention service of the installation and confirm the lift number and address.

The lift number is located at the top of each lift operation panel in each lift above the floor level display.

DO NOT use passenger lifts in the event of a fire.

5.5 Storage cages

Storage cages are located in the basement. Each apartment has been allocated a specific storage cage and you must only use that space. Please refer to the storage plan included in your handover kit for the location of your store (if applicable).

Dangerous or flammable goods **are not** to be stored in these cages.

Storage of goods within the storage cages must be elevated off the ground. No item is to obstruct drains and regular inspection of the drainage point is required.

IMPORTANT NOTE!

Do not block spoon drains or store anything in the spoon drains as this may result in water damage to your belongings and may also impact on other storage areas.

5.6 Bike Rack

Bike racks are located throughout the basement. It is the resident's responsibility to provide their own padlock and chain to secure their bicycle. Neither the builder or Winter & Stewart Owners Corporation Managers are responsible for any loss or damage to bicycles stored in the bicycle storage area.

Should a bike need to be brought through the ground floor entry, then residents must ensure their bikes are clean and free from mud, grease and debris when bringing them through the building.

Residents must also ensure no damage occurs to floors, walls, doors, and lift interiors when transporting their bicycles within the common areas of the building. Residents will be charged for any resulting damage caused.

5.7 Basement

The basement at Alexandra Apartments has been constructed as a 'wet basement'. This means that from time to time ground water can seep into the basement via the walls. Ground water naturally occurs in the soil and is more evident after any deep excavation.

The basement has therefore been constructed with "spoon" drains around the perimeter so that if any ground water seeps in, it can be then directed to the storm water drainage system.

Any obstruction to spoon drains will prevent water draining as intended.

DO NOT wash vehicles in the basement.

5.8 Service keys (authorities only)

Services authorities, for example, Greater Western Water, Citipower and Origin are provided with access to the building entrances and restricted access to common and service areas only.

5.9 Owners' corporation access and common areas

Owners Corporation have access to the following doors:

- Fire stair doors
- Car Park/lobby doors
- Smoke lobbies
- Plant rooms
- Services cupboard doors to all levels
- Communication room/switch room

Common area lighting is activated by sensors.

5.10 Rubbish and Waste

The bin room is for general waste and recycling. It's located in the basement and is accessible via the car park.

Winter & Stewart Owners Corporation Managers has arranged for a third-party contractor to collect waste. They are also responsible for overseeing the contractor, as well as providing information regarding waste disposal and collection.

5.11 In case of fire

The building has a fire alarm system that is directly linked to the fire brigade as well as a fire activated sprinkler system. The fire sprinkler system throughout including apartments, corridors, and car park. In the event of a fire, the sprinkler system will activate.

The Emergency Evacuation Plan is displayed on each level near the fire stairs and lifts. Please familiarise yourself with the escape route that applies, in case of an emergency.

The building's fire alarm is activated by smoke alarms in the common areas and activation of the sprinkler system, or by breaking the glass section on the Fire Indicator Panel (F.I.P.) – located in the entry lobby. The fire alarm will alert occupants in the event of an emergency via an audible alarm system (EWIS system).

If cooking fumes in your apartment trigger apartment's smoke alarm, it is recommended that you open your balcony door to disperse smoke.

DO NOT open your apartment front door as this may set off the common area smoke alarm. This will result in the Fire Brigade attending. The apartment owner will be held responsible for any resultant false alarm call out charge that applies.

5.12 Smoke detectors

Smoke detectors are compulsory under Victorian law and are fitted for your protection.

Your apartment smoke detector must be tested regularly, and the batteries changed annually. The Fire Brigade recommends that when you change your clocks for daylight saving you also change the batteries in your smoke detector. Faults with smoke detectors will register on the Fire Indicator Panel – please **do not** disconnect smoke detectors under any circumstances. If in doubt, please call an electrician.

Please make yourself familiar with exit routes and fire procedures (detailed on evacuation plans located throughout the building and appended to this document – refer to Section 8.1) so that you know what to do if you need to leave your apartment in an emergency.

The lobby and corridors are fitted with a smoke detector connected to the fire brigade. If an alarm occurs (evacuation of fire) please follow the instructions given by the EWIS system. Should the EWIS system tell you to evacuate the building, then proceed to the fire exit stairwell and leave the building for the nearest meeting point. Wait there for direction from the relevant authority.
In the event of a fire all stair and access doors automatically unlock to allow residents to evacuate the building. The garage door will automatically open in fire mode.

***DO NOT* use passenger lifts in the event of a fire.**

5.13 Sprinkler system

In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate. On activation a fire alarm will be raised, and the fire brigade called automatically. The sprinkler system is under constant water pressure. It is important that sprinkler heads are protected from damage.

DO NOT hang anything from a sprinkler head. Take care when placing items in or removing items from storage cages. A broken sprinkler head may cause considerable damage including costs associated with the attendance of the fire brigade.

DO NOT paint the sprinkler heads under any circumstances.

DO NOT remove sprinkler heads under any circumstances. Only qualified personnel with permission form Strata Equity are to carry out work on the fire sprinkler system.

5.14 Hose Reels, fire extinguishers, fire & smoke doors

Alexandra Apartments has been fitted with hose reels and fire extinguishers as well as fire & smoke doors. Please refer to the Evacuation Plans located in Section 8.1

Fire escape doors are clearly marked and must not be held open or obstructed in any way. Smoke doors that are held open will automatically close under a general fire alarm. Apartment doors are fire rated and are not to be altered. The door has a drop-down seal that engages when the door closes. This seal or any other component of the door must not be tampered with in any way.

Fire extinguishers in multi-occupancy residential buildings need to be regularly inspected and tested. The inspection, test and maintenance regime for fire extinguishers is specified in the Australian Standard AS 1851 *Maintenance of Fire Protection Systems and Equipment.*

Fire extinguisher inspection and maintenance is required every 6 months, and this is arranged by the Strata Equity.

5.15 Kitchen appliances

All appliances such as your cook top, range hood, oven and dishwasher are covered by the manufacturer's warranty for a limited period. The USB flash drive provided includes a copy of the operating instructions for each appliance.

If you find that an appliance is not working properly or is faulty, please contact the supplier. Please be aware that we are not liable for warranty claims on appliances. This is carried out by the manufacturer of the appliance.

Corresponding serial numbers will need to be provided when arranging for repairs.

5.16 Air conditioning

An air conditioning system has been fitted to each apartment which is both for heating and cooling. There is a centralized thermostat for operation of the heating/cooling system. The apartment fan coil unit is located in the ceiling space and is accessible via an access panel. The condenser units are located either on the terrace, basement or on the roof. Residents are advised not to climb on the condenser unit at any time, as there is no protection from falling over the building line.

Owners are responsible for the maintenance of their own air conditioning system, including the air conditioning condenser. Please note that the warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance such as cleaning the air filter. **Failure to do this is not considered a builder's defect**.

Tenancy / Apartment Number	Condenser Location	Tenancy / Apartment Number	Condenser Location
G01	Ground Floor	205	Roof
G02	Ground Floor	206	Roof
G03	Basement	207	Roof
G04	Basement	301	Roof
G05	Basement	302	Roof
G06	Basement	303	Roof
G07	Basement	304	Roof
G08	Ground Floor	305	Roof
101	Roof	306	Roof
102	Roof	401	Roof
103	Roof	402	Roof
104	Roof	403	Roof
105	Roof	501	Roof
106	Roof	502	Roof
201	Roof	503	Roof
202	Roof		
203	Roof		
204	Roof		

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick in the directory**

5.17 Television – Including Pay TV/NBN

The television system is a designed MATV or multiple access television system supplying free to air and pay TV services to the whole building, therefore any problems with the system need to be directed to the Winter & Stewart Owners Corporation Managers to organise an appointment with a technician.

5.18 Hot water

The hot water service to your apartment is provided by a electric hot water service. A supply of hot water is always maintained to ensure adequate supply is always at hand for you and the other residents of the building.

For arrangements and billing enquiries, contact:

Company: Origin Energy
Phone: 13 35 74 08:00am to 08:00pm AEST
Website: www.originenergy.com.au

5.19 Laundry

Your apartment is fitted with both hot and cold taps for your washing machine. The hot tap is red. The cold tap is blue. You are responsible to connect the hoses from your washing machine to the taps.

Please refer to the washing machine installation instructions to identify the hot and cold intake hoses and ensure they are connected to the correct tap. The waste point for the washing machine is located in the laundry trough

Damage that may occur from a washing machine overflow or incorrect connection of laundry hoses is not a considered a builder's defect and not covered by Aspekt Construction Group.

5.20 Acoustic and Fire Separation

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 components (eg plasma screens, speakers etc) or hanging of artwork must:

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

5.21 Balconies

Strong wind gusts have been known to move and uplift furniture and other items on balconies and terrace areas. This can create a potential risk to people and property from falling objects.

It is recommended that all outdoor furniture is secured to prevent movement from uplift by wind and to exercise care to avoid leaving any item on a balcony which may be susceptible to wind.

Residents are reminded of their Duty of Care to ensure the safety of other occupants and the public.

5.22 Animals and Pets

Residents must ensure their pets are always controlled whilst in common areas. If an animal creates 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.

With the above in mind, it is always in your interest to demonstrate the utmost consideration to your neighbours. Cat and dog litter must be double bagged and, tied securely before being placed in the rubbish bins.

Animals are forbidden from urinating on balconies. Please refer to Section 6.10 regarding the waterproof membrane on balconies.

5.23 Emergency Lighting

The building has been fitted with battery powered backup lighting. This will activate in the common area lobbies and the basement in the event of a power outage. There are no emergency lights in your apartment. Please keep a battery torch in an accessible place of your apartment i.e. kitchen drawer, for use in the event of a power outage.

You need only evacuate the building during a power failure if the evacuation alarm sounds.

5.24 Sustainability

Rainwater collection
Rainwater tanks have been installed. The harvesting of this water supplies water to the toilets.

Solar Power
Solar panels are located on the roof of Alexandra Apartments. The solar power system "back feeds" electricity into common area lighting and power. Generating power onsite not only reduces demand on the grid, but it also helps to reduce body corporate running costs.

Hot Water
The centralized hot water system is a solar heated storage system. Additional hot water is heated via electric hot water tanks.

Environmentally Friendly Tips
Our lifestyles and the management of our households have a direct impact on the 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.

- Minimise heat loss through windows by installing window coverings
- Do not overheat or overcool, keep your thermostat at a practical level
- Switch TVs, DVDs etc off when not in use. These appliances use substantial amounts of energy even when left in the 'standby' mode
- Turn off lights when not in use
- Ensure your refrigerator door seal is tight fitting and maintained
- Choose the toilet's half flush option as much as possible
- Promptly arrange a plumber to repair any leaking taps
- Use cold water for machine washing
- Use biodegradable soaps
- Use a drying rack instead of a clothes dryer
- Choose detergents with no or little phosphorous to minimise nutrient loads into waterways

Section 6. Cleaning and Maintenance

6.1 General cleaning and maintenance

Building maintenance is an ongoing responsibility. An apartment owner is responsible for the cleaning and maintenance of your individual apartment – this includes your balcony, courtyard, terrace, car park and storage cage. The following pages will provide you with detailed information to assist with the ongoing care and maintenance of your property.

Your residence has been constructed from quality materials to provide years of durability. Insufficient cleaning or the use of inappropriate cleaning materials can affect the durability of many of the materials, fixtures and fittings in your residence.

Strict conformance with all guidelines is required to avoid jeopardizing any product warranty.

Please refer to care instructions for individual materials/items on the USB drive in your handover box.

6.2 Kitchen benchtops, Splashbacks and floating vanities

Please note the floating bathroom and ensuite vanities are **not** designed to allow people to sit or stand on. While they are structurally safe for general use please do not put unnecessary weight on the floating vanities or they may pull away from the wall which **will not** be covered under warranty.

Similarly, please do not sit or stand on the stone kitchen benchtops as any damage from this **will not** be covered under warranty.

To keep your bathroom fittings looking their best, avoid strong abrasive cleaners on baths, basins, toilets etc, as they can damage, dull or stain the surface. Use mild household cleaners and plenty of water. Check instructions on all cleaning products before use. **Do not** step into the shower with shoes on because grit on shoes will scratch the surface.

Please refer to Section 6.8 for further cleaning and maintenance instructions for the natural stone benchtops and splashbacks.

6.3 Windows and doors

The door, sliding door and window hardware must be maintained to ensure it functions correctly. The sliding door tracks must be free of dirt, grit and other debris to maintain a free run for the door. The frames are not a structural item and are not designed to have heavy loads fixed to them; they will support lightweight blinds and curtains.

All internal windows and doors should be cleaned by the resident. External windows and doors which have access via a balcony should also be cleaned by the resident. Do not use abrasive or acidic cleaners as these will cause damage/scratches to frames.

Wash or wipe with warm, soapy water to clean and use a soft sponge only. Do not scrub with steel wool or any rough materials. It is recommended to clean the windows and sliding door every three (3) to six (6) months.

The basic steps to maintain the door hardware:

1. Re-align striker plates
2. Tighten fixing screws
3. Lubricate internal mechanism with a lubricant such as WD40
4. Sprinkle dry powder graphite on the key if the door lock is “sticky”

The basic steps to maintain the window and sliding door hardware:

1. Use a wet sponge to remove the dust
2. Use a warm mild detergent to remove any marks
3. Use a soft bristle brush to clean the tracks
4. Rinse with clean warm water to remove any cleaning residue

Please treat the door handles and window handles with care and always remember that these are moving parts. It may be necessary to maintain them by tightening screws or such over time. General wear and tear of such products is not considered a builder’s defect.

Important Note: **Refer to the enclosed manufacturer’s instructions and warranties on the USB stick in the directory (This is particularly relevant to powder coated window frames to prevent scratching etc.)**

6.4 General glazing and Mirrors

Glass has been installed throughout your apartment in areas such as your shower screen, splash back (where applicable) and mirrors. The type of glass used varies dependent on its intended purpose and has been specifically selected for its properties. It is recommended that glass surfaces are cleaned with a specifically formulated non-streaking solution such as Windex.

The basic steps to clean shower screens, splash back and mirrors are:

1. Clean glass and mirror with mild detergent, glass cleaners on soft lint free damp cloth or chamois.
2. Do not use abrasive cleaning agents and do not use scourers or steel wool to clean as it will cause scratches to the glass and mirrors.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick in the directory**

6.5 Kitchen and bathroom fittings

To maintain bathroom fittings, avoid strong abrasive cleaners on baths, basins, toilets, etc., as they can damage, dull or stain the surface. Use mild household cleaners and plenty of water. Check instructions on all cleaning products before use. Do not step into a bath or shower with shoes on because grit on shoes will scratch the surface.

All waste points/drains in kitchens, bathrooms and laundry areas should be cleaned on a regular basis to avoid blockages from hair, food waste or lint and to ensure drains remain free flowing.

When there is a floor waste in a bathroom or laundry, this should be charged by pouring a cup or more of water down the waste to ensure the trap does not dry out. If this is not done, it may result in an unpleasant odor emitting from the drain point. Areas that may not get used on a regular basis, such as a second bathroom shower or vanity or powder room vanity should also be charged on a regular basis.

It's recommended you clean tap filters every two (2) months.

The fittings used in your apartment can be found in the attached fixtures and fittings schedule in Section 4.3.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB Stick under the E&S directory.**

6.6 Laminates and veneers

Laminate/veneer cupboards should be cleaned regularly with a non-abrasive cleanser. The finishes used in your apartment can be found in the finishes schedule in Section 4.2 attached. It is recommended that water is also used on the laminate when applying spray on cleaning products.

6.7 Joinery

When cleaning painted doors and panels of the cabinetry, great care should be taken to not scratch the paint finish. **Do not** use harsh cleansers. Mild soapy water is best used with a micro fibre cleaning cloth.

Detergents containing alkali, acid, metallic salts and/or other strong substances can attack the surface of the painted finish and are **NOT TO BE USED**. Use of these types of products will void your warranty.
Cupboard door hinges are not designed to carry weight, so ensure you do not pull down on handles when opening and closing. Any damage cause by such treatment is not a builder's defect.
Range hoods and extractor fans/exhaust fans are designed to remove steam and moisture from the kitchen or bathroom. They should always be used when cooking or showering. Damage to the joinery that has been caused by steam, heat and moisture is not a builder's defect.

6.8 Benchtops and Splashbacks

Clean area thoroughly using fresh warm water, using only neutral detergents. Detergents containing alkali, acid, metallic salts and/or other strong substances can attack the surface of the bench and are **NOT TO BE USED**. Use of these types of products will void your warranty. Use clean fresh cloths. A second rinse application may be required.

- Do not allow these areas to come in contact with any acidic product including vinegar, lemon or lemon juice, wine or thinners. These liquids contain acids that are damaging and should be cleaned off immediately.
- Do not use scourers or abrasive products.
- Do not place hot items such as roast tray or hot pots directly onto the bench tops.
- Use cutting boards.

Materials such as timber, granite and marble are natural products that may have blemishes and variations in pattern and colour and are natural characteristics of the material. Cracking, pitting, displacement or similar blemishes in natural products are considered acceptable and are not a builder's defect. Any damage such as scratches or cracks that are caused by the mistreatment of the bench is not a builder's defect and is not covered by warranty. The benchtops used in your apartment can be found in the attached finishes schedule in Section 4.2.

Please refer to the stone and tiling enclosed manufacturer's instructions and warranties on the USB stick. It is advised that you follow the sealing and maintenance guide provided in the stone folder on the USB.

6.9 Floor and wall tiles

Only use recommended products to clean floors and wall tiles, always read instructions. Avoid heavy-duty abrasive cleaners. Regular cleaning is advised. A soft bristle brush can be used to clean grout areas.

Tiles used in your apartment can be found in the attached finishes schedule in Section 4.2.

6.10 Balcony pavers

All balconies have been paved with a "pod and paver system". Pavers are installed on pedestals so that water can drain freely into the spaces between pavers and across to waste drains in the space underneath. There are many benefits to this system including the ability to replace broken, damaged or stained pavers with ease. Pavers are **not** to be permanently fixed/adhered to pods. Any alteration to the system will void all warranties.

Should you have any issues with balcony pavers or require the replacement of a paver, please contact Winter & Stewart Owners Corporation Managers who will contact the appropriate trades person to assist.
The area below the pavers has been treated with a waterproof membrane. It is important that you **DO NOT** use acid-based products to clean pavers as this may compromise the membrane.

Failure to comply with this will void your warranty.

Please ensure you take note of where waste points are located beneath pavers and ensure regular maintenance is carried out to ensure leaf litter/dirt is removed to prevent blocking of drains – this is essential for the correct operations of your drains.

Terraced areas have been paved on a screed.

Dogs
Please note that they are forbidden from urinating on the balconies. Urine will seep into the spaces between the pavers and will linger. The acidity in the animal's urine could also compromise the waterproof membrane. Failure to comply with this will void your warranty.

6.11 Balustrades and privacy screens

Regular checks to balustrade and framing should be carried out to ensure there is no damage to the panels or fixings.

Do not hang items from the balustrades at any time or rest items on balustrade capping.

Privacy screens have been installed on certain apartments. **Do not** hang items from screens of place excess weight on screens at any time. Cleaning should be carried out in line with manufacturer guidelines.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick under the Aluline Directory.**

6.12 Waterproof membrane

All tiling including bathroom floors, shower walls and floors and balcony pavers have been laid over a waterproof membrane to ensure drainage of all surface water.

Waterproof membrane **MUST NOT be drilled into under any circumstance** as this may cause the membrane to fail and may result in damage to your or other's property.

Acid based cleaners should **never** be used on membrane surfaces. Failure to comply with this will void your warranty.

6.13 Heating and cooling

The outdoor condenser unit for your apartments air-conditioning system is located either at the balcony, basement or on the roof. **Do not** hang any items on the unit or block any of the grilles. **Do not** store items on the condenser unit.
Any damage to the condenser unit due to items being stored on them or blocking of the grilles is not a builder's defect and is not covered by warranty.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick under the Specific Refrigeration and Mechanical Services Directory**

6.14 Light globes

Your light fittings contain light globes of an appropriate wattage. Signage inside the fitting states the maximum wattage rating. It is important these are not exceeded to avoid overheating of the fitting.

Light globes are a consumable item and are not covered under warranty.

6.15 Paintwork

When cleaning painted surfaces, avoid using excessive water and never use an abrasive cleaner or scourer. A wipe-over with a damp cloth is usually adequate. Specialised cleaners for removing marks from paintwork are sold in major supermarkets – please ensure you read directions carefully prior to use to avoid damaging paintwork. Exterior paintwork should be washed occasionally.

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

The finish used in your apartment can be found in the attached finishes schedule in Section 4.2

6.16 Blinds (where applicable)

For maintenance of the blinds, it is recommended that a soft feather duster is used to ensure the blinds are clean of dust. For any marks that may appear on the blinds, a lightly dampened cloth should remove markings. It is strongly advised that chemical-based products **ARE NOT** used as they may cause discolouration.

Please note, that where blinds are installed by others and installation can be directly attributed to water leaks or damage into the apartment, Aspekt are not responsible for subsequent rectification works.

6.17 Bathroom and laundry fans

The bathroom and laundry in your apartment are mechanically ventilated by an extraction fan mounted in the ceiling space. The fan is activated by operation of the light switch.

Please note that your exhaust system has been fitted with a run on timer which allows the continued operation of the exhaust fan for 10 minutes after you have turned the switch off. This will assist with the removal of residual humidity and heat in the room after you have showered, used your clothes dryer etc. and will assist in controlling condensation in your apartment.

- Ensure you clean and remove dust from the air inlet on a regular basis
- Ensure you allow fans to run on as designed.

Fan diffusers require maintenance and cleaning – please check the manufacturer's instructions. You fan may simply need clearing of dust. Failure to keep up the maintenance will void the warranty.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick under the Specific Refrigeration and Mechanical Services Directory.**

6.18 Condensation

Condensation will occur when the air temperature inside the home is greater than that outside and is most prevalent during the colder months. The responsibility for controlling condensation by maintaining adequate natural or mechanical ventilation using openable windows, exhaust fans, or other means, is the responsibility of the owner/occupier.

Mould will grow where this are high levels of humidity. Areas where there may be little air circulation or where ventilation is not managed by the occupant, may result in the presence of mould.

Please ensure you read the attached CONDENSATION NOTICE – Refer to Section 8.2 to better understand the causes of condensation and how best to manage this.

Important Note: **Condensation can always be prevented and is not considered a defect of the building. Please note that Aspekt Construction Group are not responsible for damage caused by condensation.**

6.19 Hairline cracks

Hairline crack of up to 1mm are not considered to be defective as per the Australian Standards and Tolerances.

Should hairline cracks appear, please register through to warranty@aspekt.com.au Please also include images of these.

Aspekt Construction Group will inspect any cracks that appear and determine whether it is classified as a defect or not. If deemed a defect, the builder will arrange for cracks to be repaired prior to the end of the 12-month defect liability period.

The above procedure is applicable only up until a year after the date of practical completion, following which queries of this nature should be forwarded to Strata Equity

6.20 Carpets

Regular maintenance is required to remove soil & dirt from the surface of the carpet, preserve the original texture of the carpet and prolong the lifespan of the carpet. A doormat is recommended inside the apartment entrance to prevent external dirt particles being carried onto the carpet. A regular maintenance schedule includes vacuum cleaning, attending to stains and spills immediately and an annual professional steam clean.

All carpet is prone to fading if consistently exposed to sunlight. To minimise this UV protection or filters may be installed on your windows, or alternatively blinds offer protection from sunlight.
To minimise indentations from heavy furniture, ensure furniture cups/protector mats are placed under the furniture legs and that the furniture is regularly shifted a few centimetres to give the carpet a chance to recover. If your carpet frays due to snags due to dragging of furniture and the like, this is not a builder's defect.

The carpet (where applicable) used in your apartment can be found in the attached finishes schedule in Section 4.2.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick under the Solomons Carpet Directory.**

6.21 Timber floors

Proper care and maintenance is required for timber flooring.

A light dust with a mop is required prior to use of water with minimal soap added. It is recommended that cold or warm water is used.

- Do not use steam mops
- Wipe up spills immediately
- Use protective mats at entrances
- 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 can severely damage your floors
- Maintain relative humidity levels between 30 – 70%
- Direct sunlight for extended periods may cause damage to flooring through natural loss of moisture, shrinkage and/or slight changes to the timber colour. Window protection should be installed to prevent this from occurring
- A flat mop is recommended when cleaning the floors.

Any moisture from kitchens, laundries or bathrooms can cause the boards to swell – please refer to the manufacturer's instructions and warranties to ensure you do not cause damage to your floor. Any damage caused by water will not be considered a builders defect.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties on the USB stick under the Leos Flooring Directory.**

6.22 Landscaping

Winter & Stewart Owners Corporation Managers is responsible for watering and maintenance of the Planter box in the communal area on ground floor.

6.23 Preventative measures

Preventative measures must be undertaken by the owner/tenants on a regular basis to avoid damage. Some of these measures are as follows:

- All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves, and any obstructions at all times.

Report any leaks in your vanity cabinet, under the kitchen sink or windows immediately to Aspekt Construction Group up until a year after the date of practical completion and Strata Equity after this date.

- If your power trips out, then try to reset your circuit breaker
- Wash the cover of your kitchen range hood ventilation fan on a regular basis for better airflow.
- Ensure that you ventilate your apartment by opening windows for at least 15 minutes per day, to prevent condensation, which can result in unwanted odours and the possible growth of mould.
- If there is a problem with your appliances, please contact the manufacturer or supplier directly.
- Ensure you correctly connect your washing machine hoses and regularly check the connections to ensure they are properly fitted and not leaking.

For additional keys and/or fobs you must contact the Winter & Stewart Owners Corporation Managers.

- Any alteration works to your apartment will void builder's warranty.
- Ensure you read and understand the manufacturer's care and maintenance documentation provided.

Damage caused by late notification of leaks and lack of preventive maintenance is not covered under the builder's warranty.

Aspekt Construction Group will do their best to resolve issues in the shortest time possible but are unable to control the time frame when some items require the involvement of a third party.

Section 7.
Troubleshooting

7.1 Troubleshooting

Problem	**Probable Cause**	**Remedy/Suggestion**
Smoke detector • Emitting intermittent beeping sound or light flashing	Battery low	- Check the battery, it may need replacing.
Power failure	1. Tripped at the meter board 2. Disruption	1. Tripped at the meter board - First check the meter board - Has the circuit breaker tripped to the off position? - If so, reset. - If the problem persists, you may have a faulty appliance. Ensure all appliances are off and try again. - If the power trips out again, refer to Section 3 of this manual and contact the relevant party. 2. Your supplier - If the power failure appears to be caused by the supplier, surrounding buildings will also be blacked out. - Contact the supplier and enquire as to any faults in your area and the estimate time for supply to resume.
Supplied electrical appliances - Cooktop - Rangehood - Oven - Dishwasher (power supply only)	Not working	- Check the circuit breakers are in the on position. - Check the switch is in the on position. - If not, reset and try the appliance. - If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer's service agent under your warranty (most appliances are covered for 1 year).
Supplied water appliances - Dishwasher	Not working	- Ensure the water supply under the bench is in the on position. - Check the circuit breakers are in the on position. - Check the switch is in the on position. - If the fault persists, refer to the operating manual. You may need to refer the problem to the manufacturer's service agent under your warranty (most appliances are covered for 1 year).
Supplied appliances	General faults	- Refer to the instruction manual and warranty details covering the appliance.

Intercom/access system	Not functioning	- Refer to Section 3 of this manual and contact the relevant party.
Toilet: Cistern does not fill	No water supply	- Check the stopcock is turned on and water is entering cistern. - Refer to Section 3 of this manual and contact the relevant party.
Toilet: Cistern overflowing	Water level may be too high	- Ball float may be jamming. - Adjust of float arm required - Inlet valve rubber may not be sealing, debris may have gathered under the seal. Clear debris and replace. - Inlet valve rubber may need replacing. Refer to Section 3 of this manual and contact the relevant party.
Locks	Defective lock	- It is not foreseen that you will encounter any problem with your locks however should any issues arise please refer to Section 3 of this manual and contact the relevant party

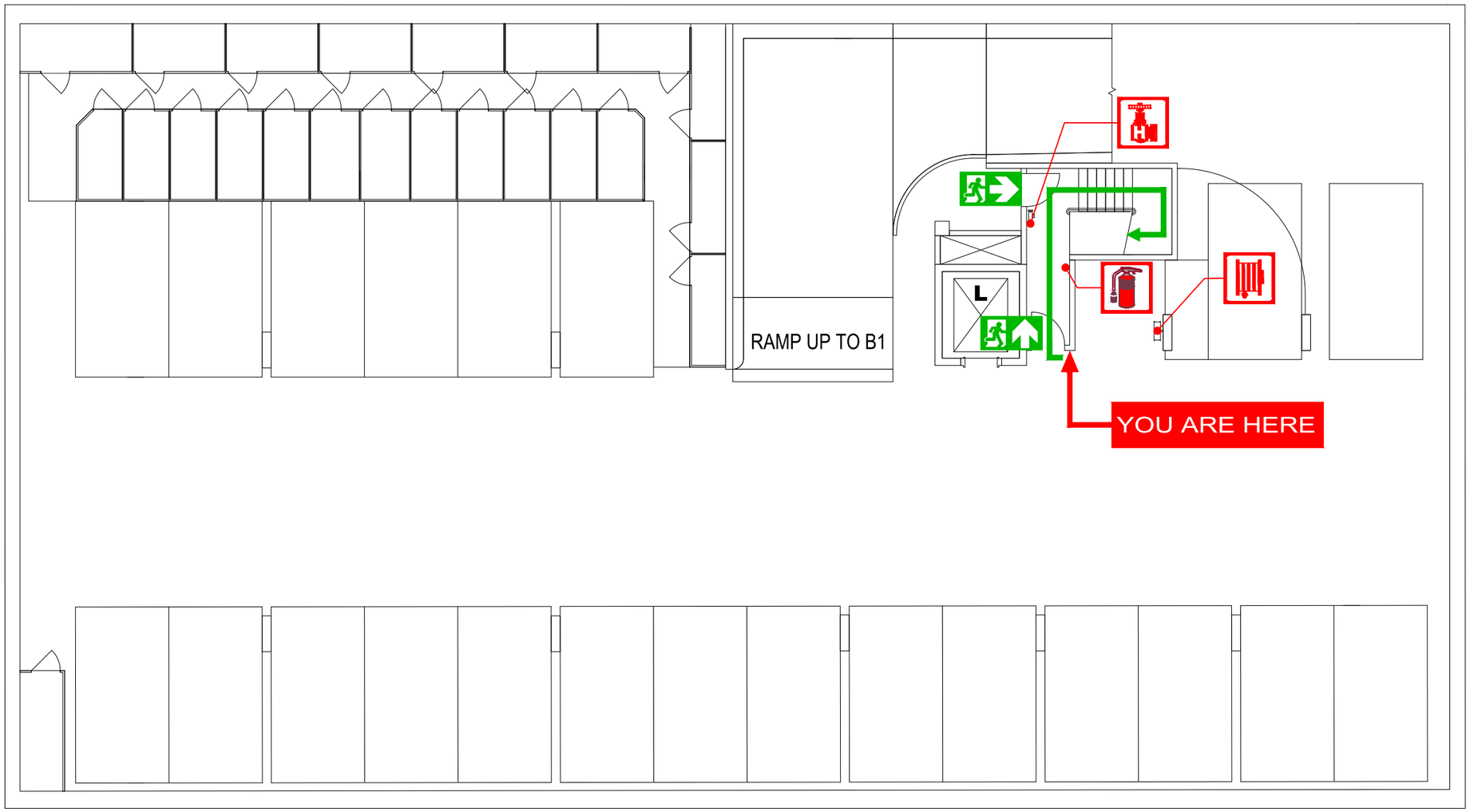
Section 8.
Attachments (appendices)

8.1 Evacuation Plans

Evacuation plans are displayed prominently on each floor near the lift entrances. These also show the exit route as well as the location of the fire extinguishers, fire hydrants and fire hose reels.

EMERGENCY EVACUATION PLAN

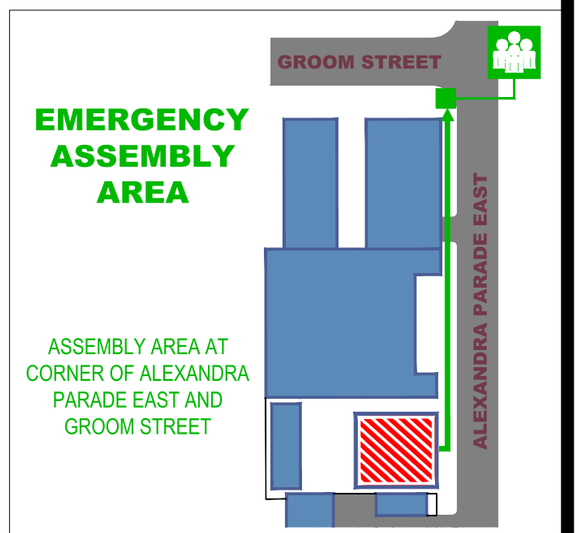
210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



BASEMENT 2

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- FIRE HOSE REEL
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE



R **REMOVE people from danger area. Safety to self scene and survivors**

A **ALERT all occupants and ensure an alarm has been raised.**

TO RAISE AN ALARM DIAL: 000

C **CONFINE the smoke and fire. Keep doors and windows closed to restrict the spread of the fire. Attempt to EXTINGUISH the fire if trained and if safe to do so.**

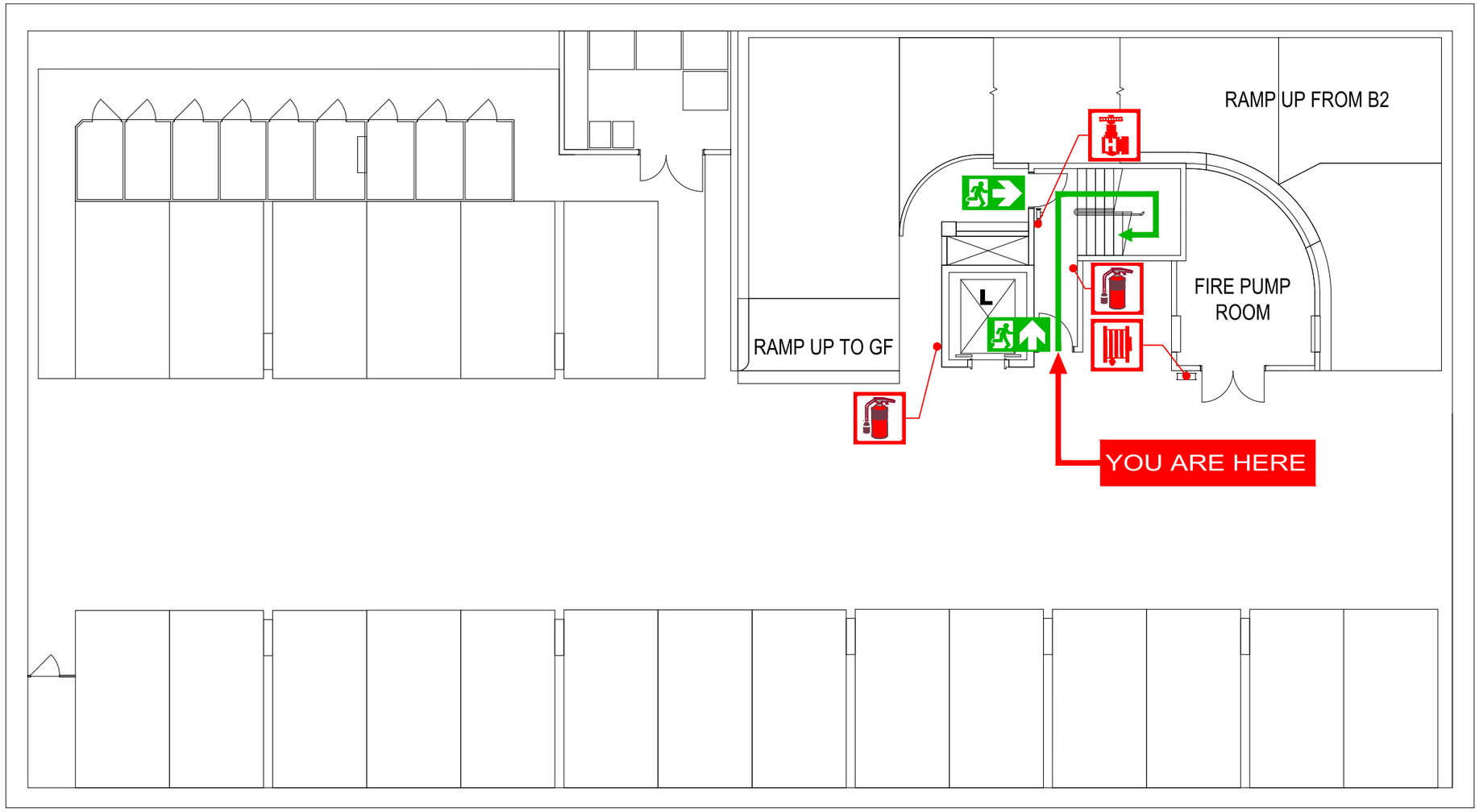
E **EVACUATE the building on the first sign of smoke and fire.**

Sign AND Badge
Your Branding Partner

ISSUE DATE: - 18 - OCTOBER - 2021

EMERGENCY EVACUATION PLAN

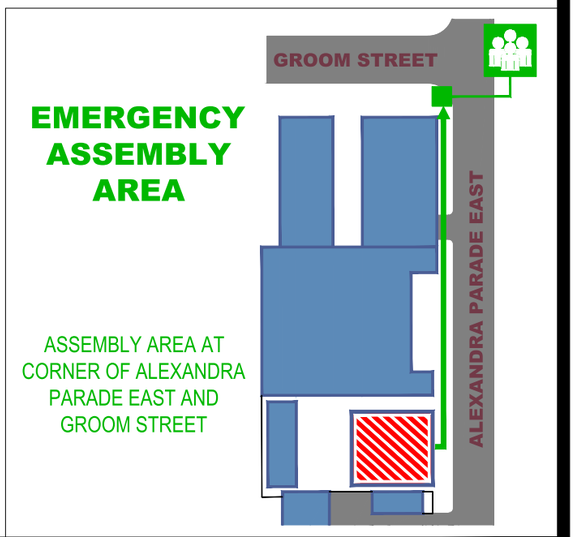
210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



BASEMENT 1

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- FIRE HOSE REEL
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE



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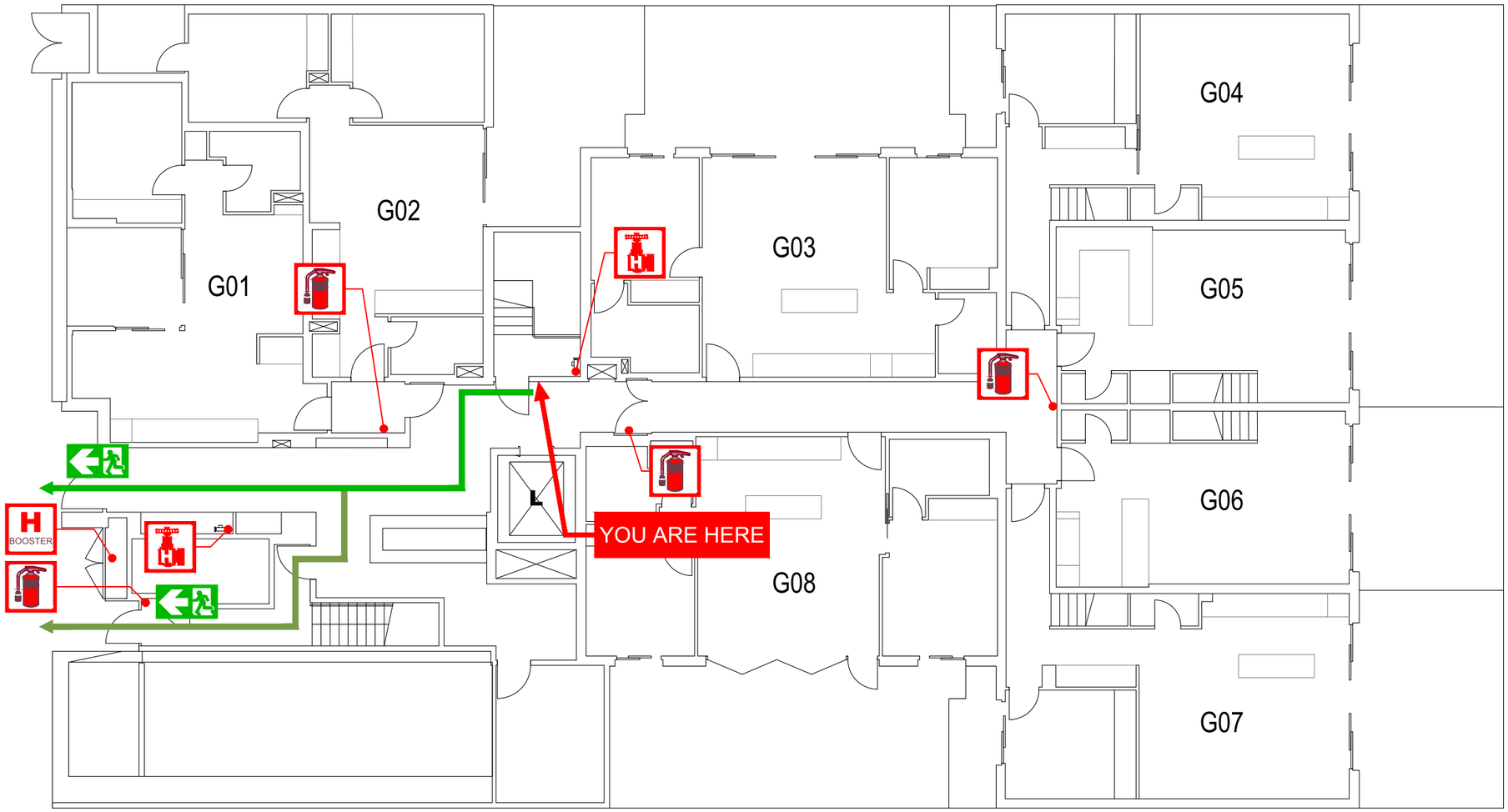
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Sign and Badge
Your Branding Partner

ISSUE DATE: - 18 - OCTOBER - 2021

EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



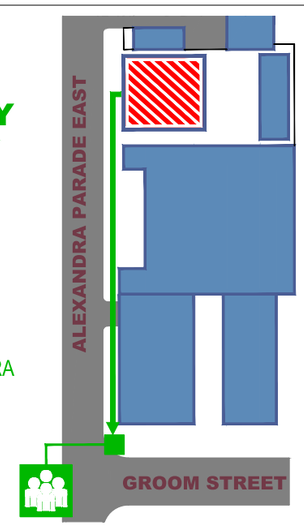
LEVEL G

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- HYDRANT BOOSTER PUMP
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE
- ALTERNATE ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



R **REMOVE people from danger area. Safety to self scene and survivors**

A **ALERT all occupants and ensure an alarm has been raised.**

TO RAISE AN ALARM DIAL: 000

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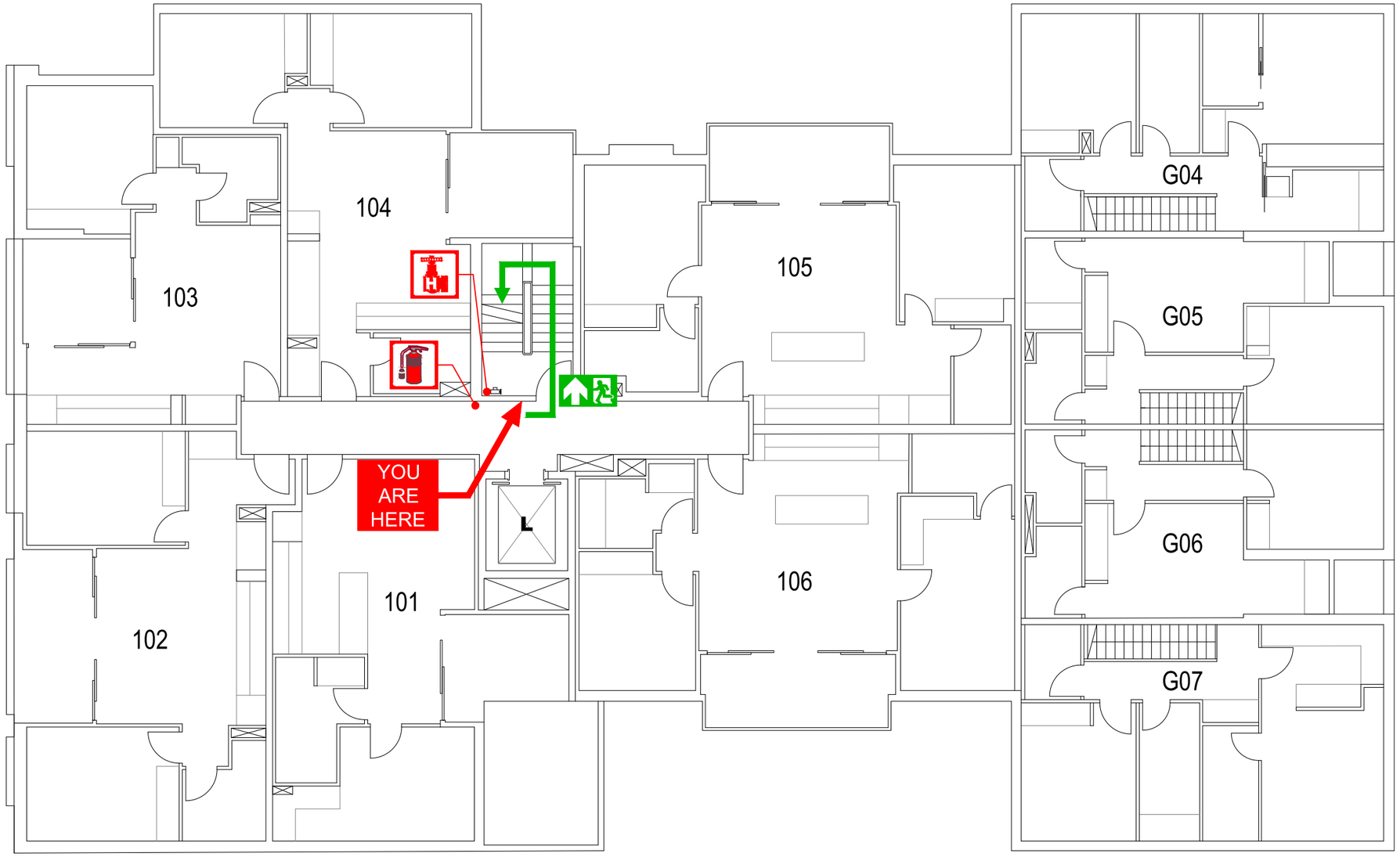
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EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



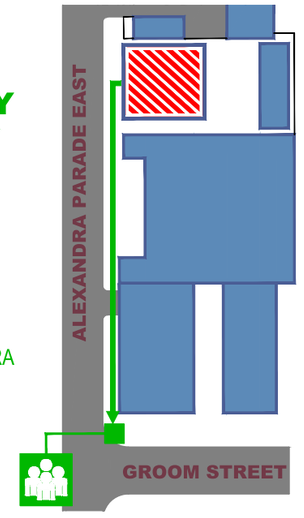
LEVEL 1

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



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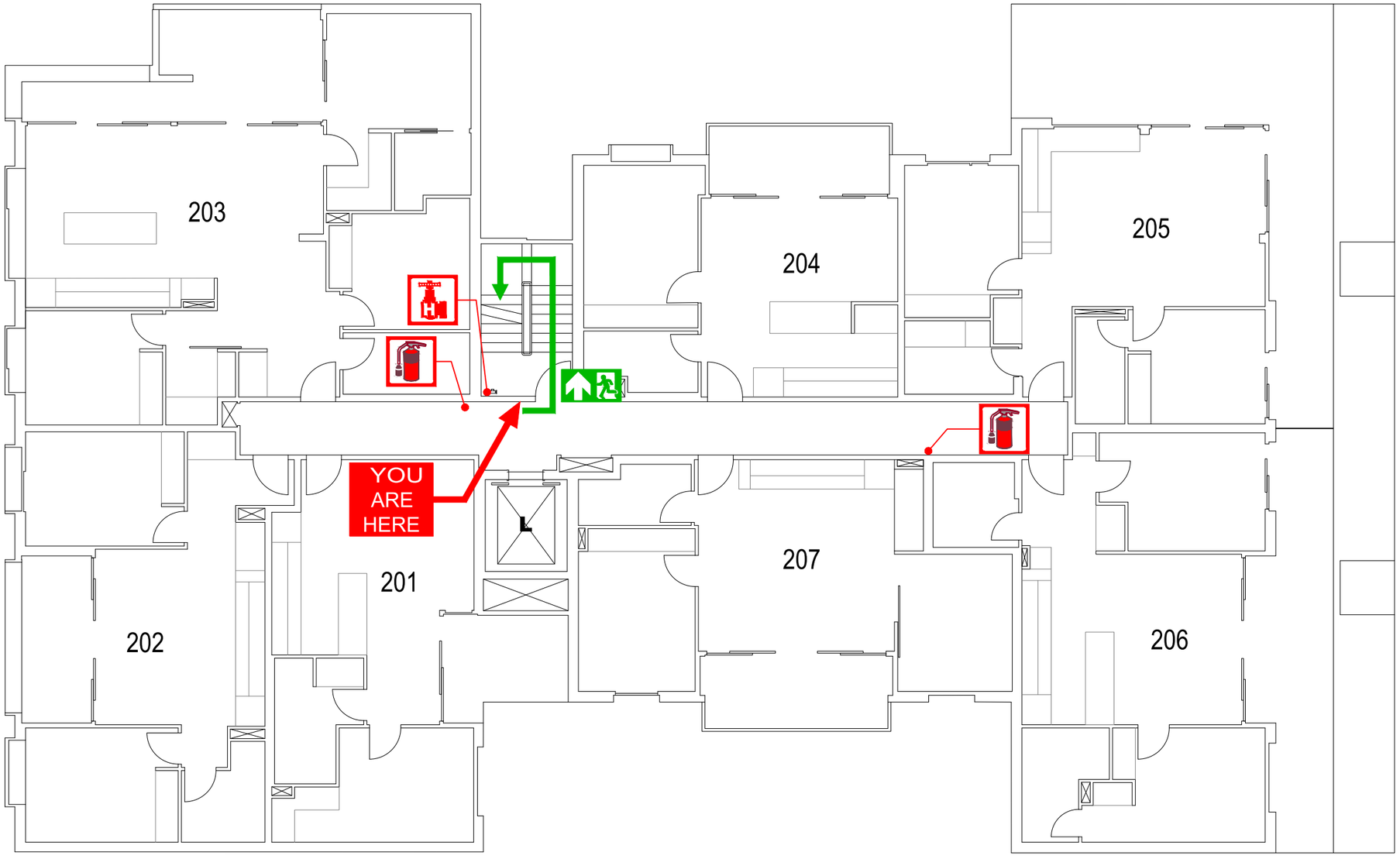
E **EVACUATE the building on the first sign of smoke and fire.**

Sign and Badge
Your Branding Partner

ISSUE DATE: - 18 - OCTOBER - 202

EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



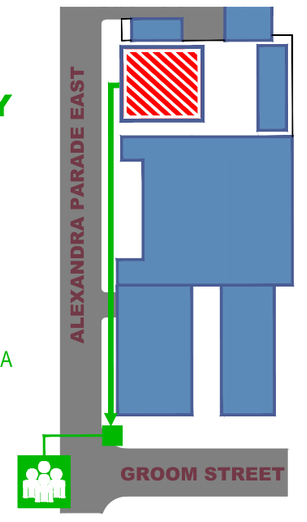
LEVEL 2

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



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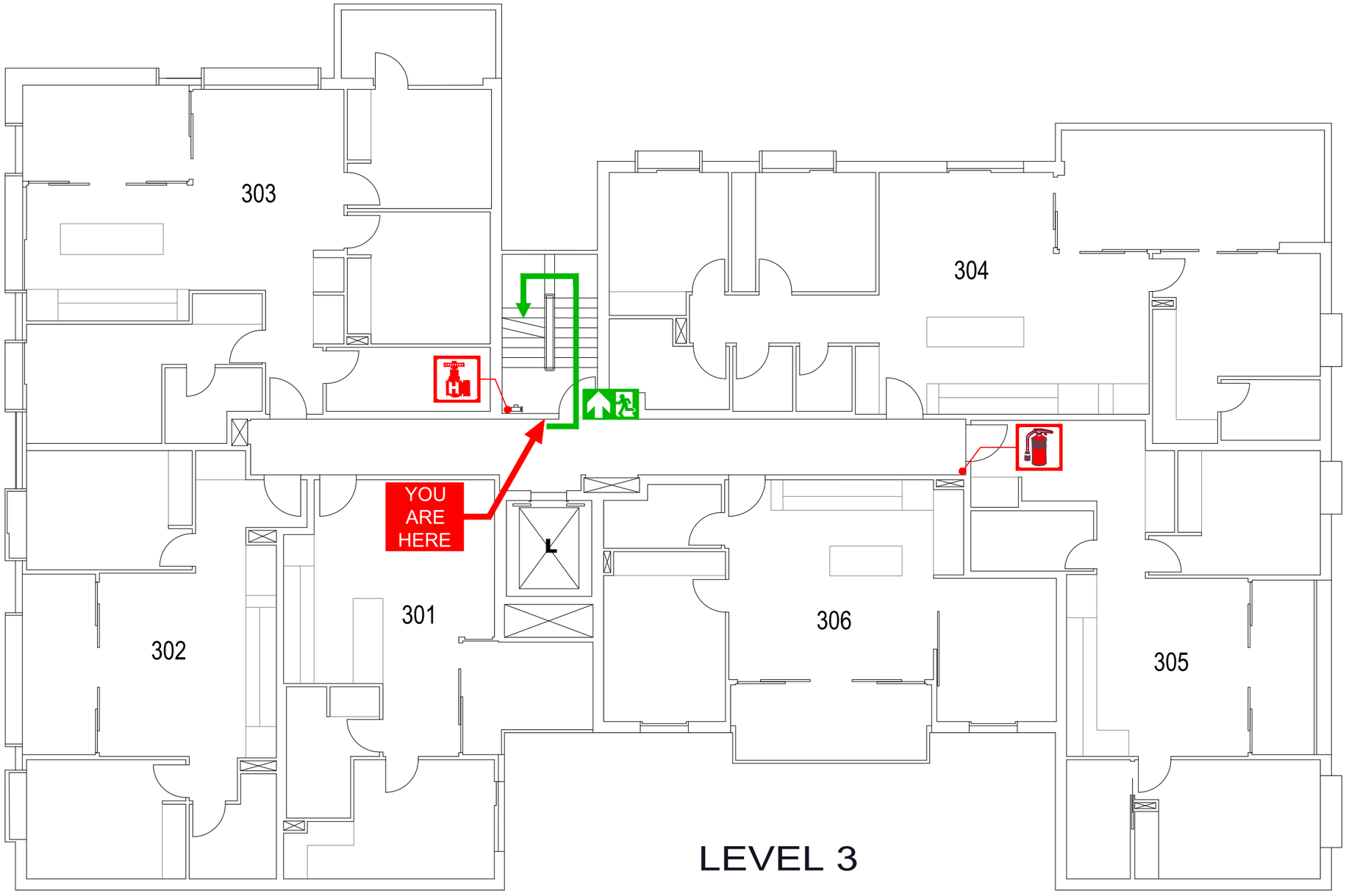
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EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068

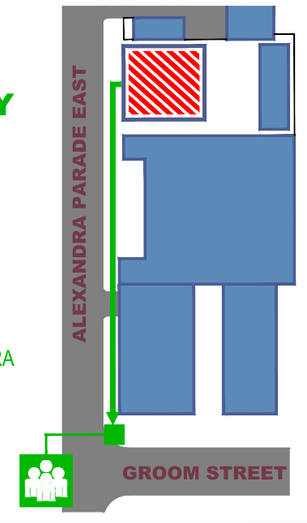


LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



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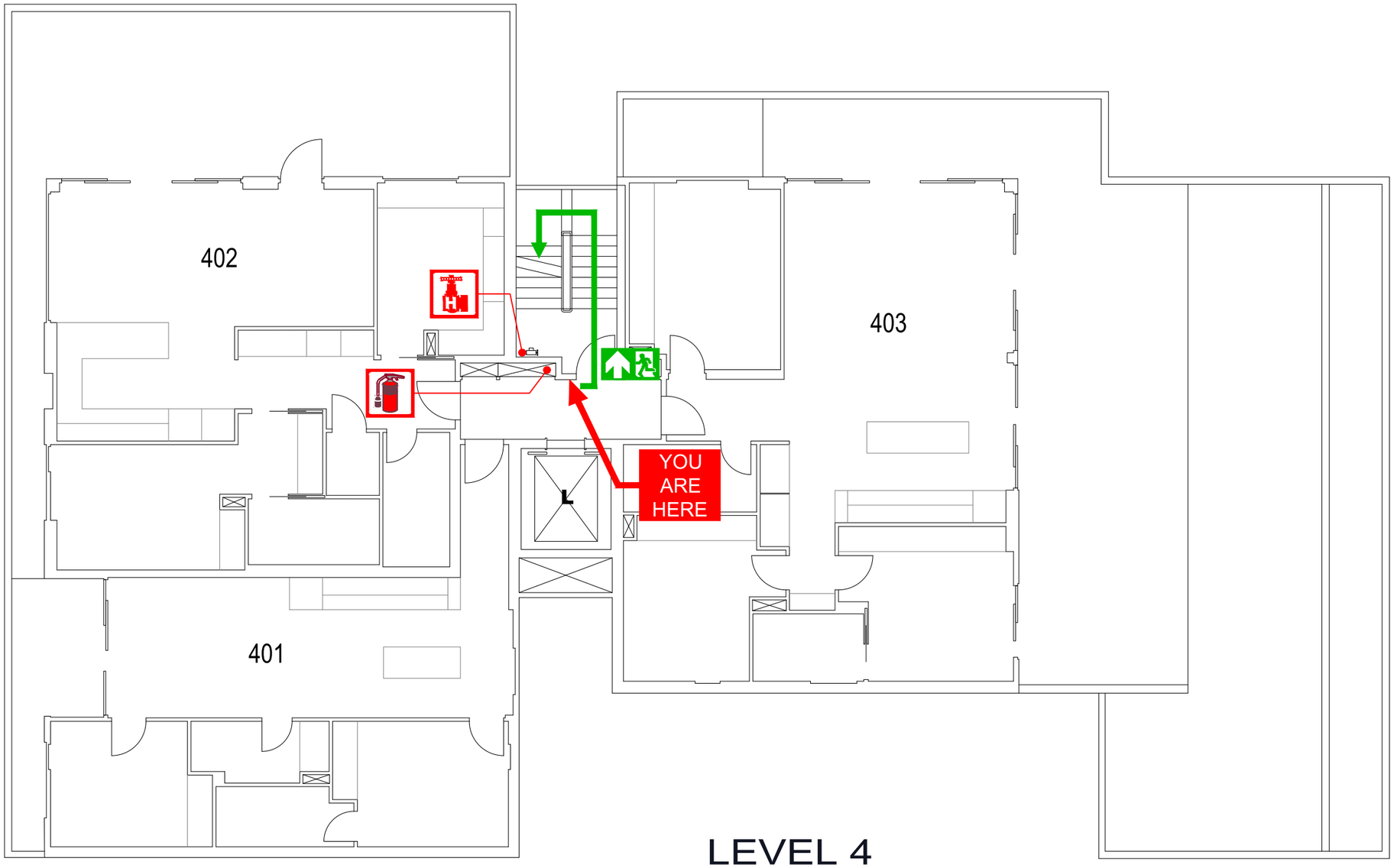
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ISSUE DATE: - 18 - OCTOBER - 2021

EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



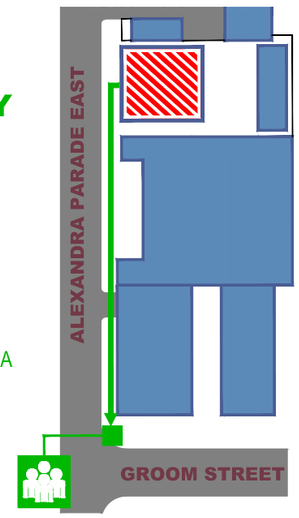
LEVEL 4

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



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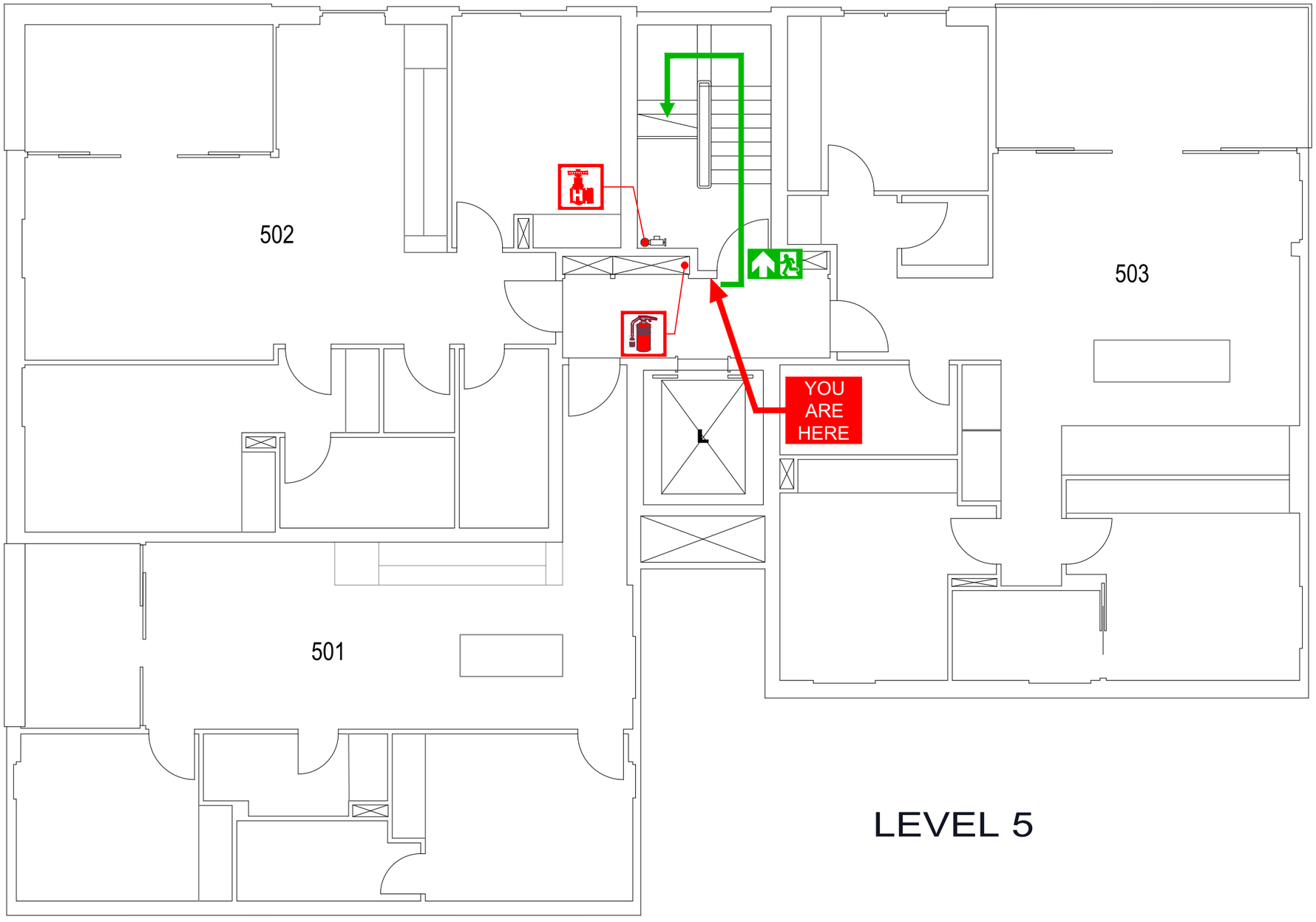
E **EVACUATE the building on the first sign of smoke and fire.**

Sign and Badge
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ISSUE DATE: - 18 - OCTOBER - 2021

EMERGENCY EVACUATION PLAN

210 ALEXANDRA PARADE EAST, CLIFTON HILL VIC, 3068



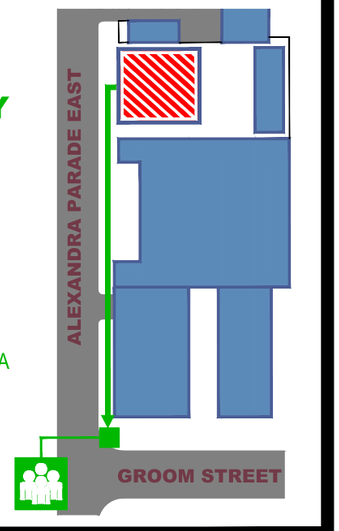
LEVEL 5

LEGEND

- CO2 - FIRE EXTINGUISHER
- FIRE HYDRANT
- ASSEMBLY AREA
- EMERGENCY EXIT
- EGRESS ROUTE

EMERGENCY ASSEMBLY AREA

ASSEMBLY AREA AT CORNER OF ALEXANDRA PARADE EAST AND GROOM STREET



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ISSUE DATE: - 18 - OCTOBER - 2021

8.2 Condensation Notice

Dear Resident

We hope that you are enjoying your new apartment.

Please note that condensation may become an issue within the apartments during the winter months and we wish to bring to your attention how best to deal with this.

Modern living has resulted in more washing, more drying, more showers and more appliances, all of which pour more water vapor into today's typical apartments than in former years. The designs and construction materials that keep cold air outside also keep moisture in, so it is very easy to build up excessive moisture levels within apartments.

Please ensure you read the following to assist with understanding the causes of condensation and how best to manage this. The best, and usually the only way to prevent this, is to rid the apartment of excess humidity and provide adequate ventilation which can be achieved in the following ways:

COOKING

- Ensure range hood is switched on,
- After cooking, especially when boiling water, leave the rangehood fan running for approximately 2-5 minutes.
- Open windows and/or doors to allow easier escape for moisture during cooking times and to improve ventilation
- Ensure bathroom exhaust vent is switched on to assist removal of moisture,

CLOTHES DRYER

- Ensure clothes dryers are positioned within the designated laundry space above the washing machine as this is where the mechanical ventilation exists to deal with the humidity generated during drying,
- Ensure exhaust vent is switched on,
- Open windows & doors to allow easier escape for moisture during use of dryer and to improve ventilation.
- If you prefer to air-dry clothes instead of using a clothes dryer, place the clothes drying rack on the external balcony / terrace area or within bathrooms with the exhaust fan running. Use of external balconies will need consideration for body corporate rules. Remember to 'peg' down the articles to prevent them from being carried away.

SHOWERING

- After showering or using a clothes dryer your extraction fan will automatically continue to run for approximately 15 minutes. You can assist further by running the fan for another 5 minutes. Remember that your fan is energy efficient and inexpensive to run.

GENERAL

- Try to increase the change of air within your apartment by opening windows or balcony doors. This is best achieved during the day when average temperatures are higher. If possible, leave windows slightly open during the day – subject to security- to allow the temperature between the inside and outside to be closely matched in the glass zone of the window
- Air out the apartment a few minutes each day. Air out kitchen, laundry and bathrooms during use or immediately following use.
- Use the air conditioning, either the dehumidification or the heating mode during and/or after drying/cooking activities to reduce the relative humidity. This will counter-balance most of the moisture produced by modern living.
- Run ventilating fans longer and more often than has been your custom.
- When people enter the apartment with wet jackets or coats, leave them in the bathroom with the fan running. This will not only remove moisture from the apartment it will also assist in drying the clothing.

Following this advice will assist in reducing Humidity and troublesome condensation on windows.

Please note that Aspekt are not responsible for any damage that may have been caused as a result of condensation.

For further information please contact your Building Manager or Managing Agent.

IMPORTANT FACTS ABOUT CONDENSATION

What is Condensation?

Condensation is when water vapour in the air changes to become liquid water. It occurs where warm moist air comes into contact with air or a surface, which is at a lower temperature. In most cases this occurs on windows especially when warm heated internal air comes into contact with a cold glass window.

Air contains water vapour in varying quantities and its capacity to do so is related to its temperature. This is because warm air holds more moisture than cold air. When moist air comes into contact with either colder air or a colder surface, the air is unable to retain the same amount of moisture and water is released.

Condensation is generally most noticeable where it forms on non-absorbent surfaces such as windows.

Why does Condensation Occur

Condensation in residences is mainly a winter problem, particularly where warm moist air is generated inside the apartment

Moisture in the air can come from a number of sources within the apartment. Water vapour is produced in relatively large quantities from normal day to day activities. The moisture quantity is also affected by time spent in the apartment space. A two person household can contribute approximately 4ltr of water into the air every day without taking into account any heating. For example;

- Cooking for two adults adds approximately 1.2 litres of moisture a day to the apartment.
- Each shower contributes 0.5 litres per day
- A weekly laundry 13 litres
- Human occupancy 2.5 litres (not allowing for home gym) per day
- Dishwashing 0.5 litres
- Breathing (asleep) 0.12 litres
- Breathing (awake) 0.34 litres

The effects of moisture generation are made worse by keeping the moist air within the apartment. The typical approach to avoid condensation is by ventilation. Certain areas of an apartment, such as bathrooms and kitchens, typically generate warm moist air. This moist air contributes to the humidity of the apartment space.

One of the recent contributing factors of residential apartment condensation is energy conservation. Residences have become tightly sealed and therefore effectively airtight. This provides cleaner residences and lower air conditioning costs. However, as residences become more airtight, moisture is trapped within the apartment.

As a result of this and also with consideration towards regulatory standards, your apartment has been provided with the following features:

a) Kitchen Rangehood

As previously identified cooking alone can contribute 1.2kg of water vapour into the apartment air. Your apartment rangehood is ducted to outside so that any moist air and cooking odours captured by the hood are discharged outside of the apartment thereby assisting with the removal of moisture from the residence.

b) Bathroom / Ensuite / Laundry Exhaust

Personal washing and also the washing and drying of clothes can contribute approximately 2.6kg of water vapour into the apartment air. Your bathroom is equipped with a bathroom exhaust system that discharges all captured air outside of the apartment. This fan is also fitted with a Run-On-Timer to increase the likelihood of removing all moisture from the air in the space thereby assisting with removing moisture from the residence.

c) Fresh Air Provision

Apartments are provided with a permanent fresh air opening to ensure that the ventilation requirements for cooking are met. This also ensures that the exhaust system will function correctly and provides the air movement necessary to assist with ventilation.

For further information please contact your Owners Corporation or Managing Agent

8.3 Efflorescence

Please read the following information regarding a white substance that may appear on grout lines on external pavers commonly referred to as efflorescence. The below will provide you with ways to manage this.

WHAT IS EFFLORESCENCE?

Efflorescence is a whitish powder or crusty deposit that may appear on the grout line/joint or along the edge of the tile. In porous tiles, efflorescence may appear as a white powder on the surface of the tile.

This is a natural occurrence that may become apparent immediately after completion of works (primary efflorescence) or at a later time (secondary efflorescence).

It is difficult to predict when efflorescence may occur however certain conditions such as cold and damp weather may increase the likelihood and it is therefore more common in the winter months and in coastal areas.

WHAT CAUSES EFFLORESCENCE?

All concrete products contain cement. As the cement hydrates, it produces free lime (Calcium Hydroxide) or water-soluble salts which then migrate to the surface of the concrete pavers through capillary action. Soluble salts may also be present in the paver itself.

When these minerals reach the surface of the pavers, they react with the environment and form a whitish haze on the surface of the concrete pavers. As the moisture evaporates off the surface of the pavers, the whitish haze becomes more pronounced.

Secondary efflorescence will present locally i.e. along grout lines and must be cleaned regularly in order to minimize both the appearance and crystallization. If this crystallization is left to build up, the removal can become quite difficult depending on the length of time it has been left for.

HOW TO REMOVE EFFLORESCENCE

If removal of efflorescence is attempted soon after the deposit is noticed, in can often be removed with a stiff bristled brush and then swept off.

Efflorescence left for a longer period may require a more abrasive removal process such as scraping the major build up from the surface using the correct process, washing with hot water and then wiping away the residue. Whilst there are effective de-scaling products on the market, Aspekt recommend engaging the services of a professional contractor to remove difficult efflorescence and apply a seal to the pavers which will assist with ongoing maintenance.

Should you choose to use a de-scaling product, please ensure you read all directions carefully and do not use acid-based products to remove efflorescence as this may cause damage to the membrane.

Efflorescence is a maintenance issue and needs to be managed. Stone and paving should always be maintained and kept clean to retain the natural appearance, much the same as all other areas of the property.

Please note that Aspekt are not responsible for the ongoing care and maintenance of external paving including the management of efflorescence. Damage caused as a result of using cleaners to remove efflorescence or as a result of failure to remove efflorescence build up is not a Aspekt defect.

For further information please contact the Building Manager or your Managing Agent.

8.4 Warranty Request Form

aspekt

WARRANTY REQUEST FORM

Date			
Address			
Contact Name		Owner/Tenant/Managing Agent/Body Corporate	
Contact Email		**Phone Number**	
Access details		Access must be provided within 10 working days of the claim being submitted or the claim will no longer be valid. Inpsections/works are to be scheduled Monday – Friday only between 7.30 – 4.30	

A new form must be submitted for each item
Appliance issues are to be referred to the supplier – please refer to your apartment manual

Insert Image Below	Insert Image Below

Images must accompany all claims or processing may be delayed

email form to: warranty@aspekt.com.au

Important Note: A minimum $300.00 (+GST) call out fee will apply for any requests that are not considered to be a warranty or a defect issue. If a call out fee has been charged due to the request not being a defect, please note that no further call outs will be made to that particular property until payment has been received in full for the call out fee.

8.5 Documentation Request Form

aspekt

DOCUMENTATION REQUEST FORM

Property Address _____

_____

_____

Documentation Required

Residents Apartment Manual Hard Copy _____ $55.00 each

Residents Apartment Manual UBS Stick _____ $55.00 each

Contact Name _____

Delivery address _____

_____

_____

Phone Number _____

Email address _____

An invoice will be generated and forwarded to you on receipt of this form.

email form to: warranty@aspekt.com.au

Section 9.
Product Warranty and Maintenance Information

9.1 Appliances and Warranties

Appliances including cook top, range hood, fridge, dishwasher, and oven are covered by the manufacturer's warranty. In the event of a problem with an appliance, first refer to the operational procedures in the provided manual. If you are unable to rectify the problem, please contact the supplier directly who will then contact the manufacturer for an accredited service agent to attend to.

To register your labour and parts warranty for appliances please contact the supplier directly. Your air-conditioning unit is covered by a manufacturer's warranty. In the event of a problem with your air-conditioning, refer to the accompanying operational manual. If you can't rectify the problem, then please contact the manufacturer directly.

Appliances including refrigerator, washing machine or clothes dryer (where applicable) are covered by a manufacturer's warranty. In the event of a problem with your appliance, refer to the accompanying operational manual. If you are unable to rectify the problem, the please contact the supplier directly.

To register your manufacturer's warranty, please fill out the warranty card that was supplied with your appliance and send directly to the supplier.

Important Note: **Refer to the enclosed manufacturer's instructions and warranties found on the USB stick under the Harvey Norman Directory.**

Please check all appliances carefully prior to first use to ensure warranties and manuals have been removed from inside dishwashers / ovens / microwaves etc. Damage caused by operating appliances without removing manuals will not be covered as a warranty item.

The owner is responsible for organising warranty service for faults in appliances and fittings as part of the building contract where the builder has provided the warranty documents to the owner. Service outside the warranty period is the responsibility of the owner.

9.2 General warranties and defects

For general warranty and defect items relating to your apartment, please complete a Warranty Request Form located in Section 8.4 and email to

warranty@aspekt.com.au

All other queries should be referred to:

Winter & Stewart Owners Corporation Managers

Contact: Simon Winter
Phone: 0488 661 237
Email: simon@wscorp.com.au

Please note:
All claims must be submitted in accordance with the period specified in the contract of sale. Requests that are not received via the correct form will not be actioned.

The defect liability period does not cover general building maintenance or damage incurred by misuse, neglect or user error.

Access must be provided within 10 working days of the claim being lodged or the claim will no longer be valid.

Inspections and any works required must be scheduled Monday – Friday only between 7.30am and 4.30pm.

If an item is not considered to be defective on inspection, a call out fee is applicable. No additional defects will be addressed until the call out fee has been paid in full.

9.3 Standard Terms and Conditions

Any variation in these Terms and Conditions shall be inapplicable unless agreed in writing by Aspekt Construction Group.

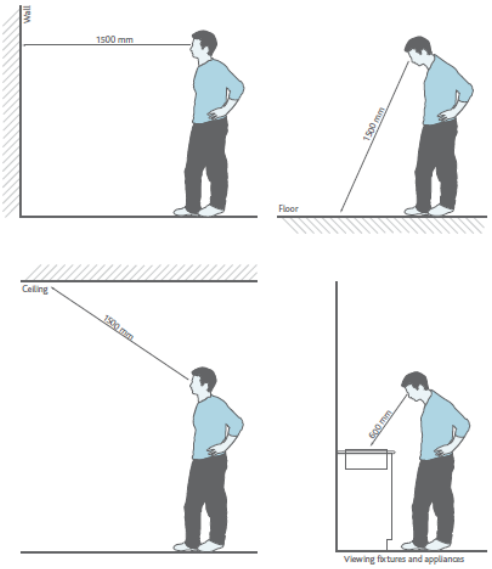
- Requests that are not received via the correct form will not be actioned.
- All claims must be submitted in accordance with the period specified in the Residents Apartment Manual.
- Failure to provide access within 10 working days of notification will result in the claim being cancelled.
- Inability for Aspekt Construction Group to attend to reported items due to the provision of incorrect information will result in the claim being cancelled.
- Inspections and/or works required must be scheduled Monday – Friday between 7.30am and 4.30pm.
- Aspekt Construction Group will charge a minimum call out fee of $300 plus GST if requested to inspect items that are found to be non-defective or due to lack of required maintenance. Any attendance by a specialised contractor for items deemed non-defective will be charged at their minimum call out fee which may include a minimum charge of 4 hours. No further works will be attended to at the property until all accounts have been settled in full.
- Aspekt Construction Group shall not be liable for any resultant damage, loss of rent, accommodation expenses or damages to personal property arising due to a failure to report any sign of water or sewer ingress to the property within 2 hours of the instance occurring.
- Aspekt Construction Group shall not be liable for any resultant damage, loss of rent, accommodation expenses or damages to personal property arising due to a failure to report any other warranty item within 24 hours of the instance occurring.
- Maintenance shall be carried out by the Owners Corporation in line with all agreements. Issues that may arise post construction because of failure to attend to all maintenance requirements are not Aspekt Construction Group defects.
- Maintenance shall be carried out by the owner of the property and/or the managing agent in line with information provided in the Residents Apartment Manual. Issues that may arise due to neglect or misuse will not be covered by Aspekt Construction Group warranties. Aspekt Construction Group is not liable to rectify damage caused by the owners' actions or those of other people engaged by the owner. Where there is subsequent damage to the building due to the owner failing to keep the property reasonably maintained or an unreasonable delay by the owner in notifying Aspekt Construction Group of the defect, Aspekt Construction Group are not liable to rectify or compensate the owner.
- Where works are undertaken by subcontractors engaged by the Owners Corporation/owner that void the warranty of the original subcontractor, no further works will be carried out by Aspekt Construction Group and/or their subcontractors and the warranty on works will be deemed void.
- Aspekt Construction Group is not liable to rectify building design defects.
- It is the responsibility of the owner to provide the managing agent/tenant with a copy

of the Residents Apartment Manual.

- Aspekt Construction Group is not responsible for the management or maintenance of efflorescence.
- Condensation is not a defect and any damage arising from condensation will not be covered by Aspekt Construction Group or their subcontractors.
- Requests for the provision of documentation previously supplied will incur a fee.
- Please refer to the below diagram when viewing surfaces and prior to reporting warranty claims.

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking at a distance of 1.5 m or greater (600 mm for appliances and fixtures) with the surface or material being illuminated by 'non-critical light'[1]. Non-critical light means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

DIAGRAM F NORMAL VIEWING POSITIONS



Slight variations in the colour and finish of materials do not always constitute a defect.

Section 10.
Manufacturer's Instructions and Warranties

10.1 Information

A soft copy of all the manuals below will be available in a USB in the handover box for each apartment. Please refer to the table below as a reference for the subcontractor's and supplier's manuals and warranties.

Number	Trade	Sub-Contractor
1	Plastering and CFC Works	Ezy Gyprock
2	Lifts	Forte
3	Electrical and Dry Fire	Burlin
4	Wet Fire	Zero Fire
5	Mechanical	SRS
6	Plumbing	MCP
7	Hot Water	Origin
8	Painting and Render	7Star Painting
9	Fixtures and Fittings	Harvey Norman
10	Flooring	Leo's Flooring
11	Fridges	Harvey Norman
12	Windows and Glazing	CRM FacadeTech
13	Roof Safety	Accent
14	Door Hardware	Entro
15	Waterproofing	Bravada
16	Car Park Door	Airport Doors
17	Balustrades	Aluline
18	Shower Screens and Splashbacks	Novas
19	Blinds	Alessi Design Group
20	Joinery	Cazam
21	Stone, Pavers and Tiling	Shalux
22	Fire Curtain	Greene Fire
23	Signage	Sign & Badge
24	Appliances	Asko
25	Basement Doors & Frames	Australian Commercial Doors
26	Doors & Frames GF-L5	National Doors
27	Roofing & Cladding	Obsidian Roofing