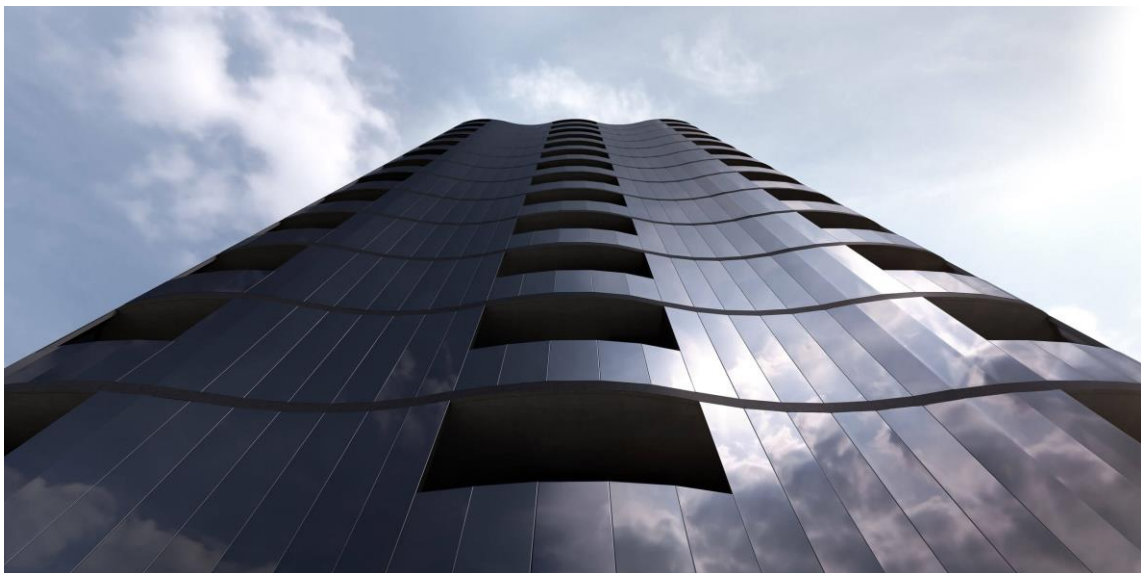




Owners Corporation Management



39 Park Street, South Melbourne

PS818660V No.1, No.2 & No.3

1.	Overview.....	3
2.	Contact Details.....	4
3.	Rules, Moving-in, additional keys	4
4.	Moving-in Details	5
5.	Waste Chutes, Window Furnishings.....	8
6.	Car Lift and Car Stackers.....	10
7.	Reporting Defects.....	10
8.	Overview of Services and Roles	10
9.	Building Management Software	12
	Appendix 1: OC Member Details Form.....	14
	Appendix 2: Hamilton Marino Defects Form.....	16
	Appendix 3: Origin Energy Moving Forms.....	19
	Appendix 4: Fire Safety – Your Obligations.....	24

1. Overview

Bluestone OCM is an independent Melbourne based Owners Corporation Management (OCM) service provider. Our focus is on the management of high-quality buildings, and the provision of best practice OC Management services.

We are active managers, working closely with Committees and the on-site building management, concierge, cleaning and security teams.

Bluestone OCM is your OC Manager acting on behalf of Owners Corporations (OC) on the plan of subdivision PS818660V (“Park Avenue”).

There are 3 Owners Corporations as follows:

- OC1: All residential and retail lots (162 lots)
- OC2: Residential lots only (160 lots)
- OC3: All car park lots (116 lots)

We are circulating this summary to provide a brief overview of the various points of contact, and some initial considerations.

TO COMPLETE – THE OC MEMBER FORM

To enable us to have up-to-date contact information we request that you complete the attached OC Member form and return the form back to us (via post or email – info@bluestoneocm.com.au)

The form includes areas where you can choose how you receive communication from us – email is the preferred method as we will know you have received the information and you will always have a copy at hand in your inbox.

If you have appointed a Property Manager to manage the tenants of your investment property, we request that you confirm with your property manager that they have notified us of their appointment and their contact details.

2. Contact Details

GENERAL CONTACT DETAILS ARE:

Bluestone OCM Pty Ltd (Owners Corporation Manager)	
General email:	info@bluestoneocm.com.au
Office phone number:	03 8535 2770 (bus. hours)
Security (MonJon Security):	0417 666 566 (24 hours)
Building Manager:	0448 800 948
Concierge:	0455 055 807

Please note: All general queries and assistance requests such as key/fob ordering enquiries, amenity use, bookings to move in or out and parcel collections are to be directed to the Concierge phone number in the initial instance.

If however your enquiry relates to lodgment of building defects (common property) or general maintenance/operation of the building, please direct your query to the Building Manager phone number for assistance. We note that the Building Manager phone number will be diverted to the Concierge on duty outside of Building Management hours.

3. Rules, Moving-in, additional keys

OWNERS CORPORATION RULES

Park Avenue is governed by a set of Rules for OC1, OC2 & OC3 - a copy has been provided upon settlement of your apartment. Please ensure you abide by these Rules, and pass on a copy to your Property Manager if you are leasing your apartment. Please contact the Owners Corporation Manager if you need an additional copy of the Rules or clarification on any Rules.

MOVING IN & MOVING OUT PROCEDURE

It is very important that you follow the proper procedure for moving in and out of Park Avenue.

Residents must contact the Concierge 3 days in advance of moving-in, to book a move-in timeslot and determine the appropriate access route and move-in procedures.

This allocated timeslot will allow you and your removals company a 3 hour designated period move in to ensure proper practices are being followed with regards to social distancing and other COVID-19 related recommendations. Please note that move-in bookings will be undertaken on weekdays, excluding public holidays. Weekend moves are normally not accepted however these may be undertaken subject to approval of the Concierge/Building Management team (fees may be applicable).

Please note that that the available move-in timeslots are as follows:

- 8:00am to 11:00am
- 11:30am to 2:30pm
- 3:00pm to 6:00pm

New residents must also complete an induction to the building with Concierge/Building Management to enable access to the amenity areas to be granted.

ADDITIONAL KEYS

You will receive apartment entry keys, all other relevant door/window keys, proximity fobs, garage remote(s) and mailbox keys in your settlement pack.

If you would like additional keys/fobs/remotes, then these are to be ordered through the Bluestone OCM website using the “make an order” function on the home page. There is an additional charge for extra keys, fobs and remotes. Please allow up to two weeks to receive these.

Please note that the limit of keys/fobs is as follows:

- 1 bedroom: 4 complete sets (including the 2 x sets purchasers received at settlement)
- 2 bedroom: 6 complete sets (including the 2 x sets purchasers received at settlement)
- 3 bedroom: 8 complete sets (including the 2 x sets purchasers received at settlement)

4. Moving-in Details

The Park Avenue Manual and Owners Corporation Rules provide full details of moving in/out. Residents must not move furniture or bulky items through the common property areas except in accordance with the Rules.

Residents must book a timeslot with Building Management or via the Buildinglink App 3 days prior to moving in, the Building Management team will be present at the time of the scheduled move-in and will oversee the process to ensure no common property is damaged.

Concierge: 0455 055 807 or concierge@parkvenueapartments.com.au

Postal Address: Your postal address is as follows:

Your apartment number / 39 Park Street, South Melbourne, VIC 3205

Utility connections: Immediately after settlement you will be responsible for the connection of utilities to your apartment. Should residents have any difficulty connecting services, please contact the Building Manager for access to your nominated meter numbers to enable an easier connection.

Hot Water / Cooktop Gas:	Origin Energy - 1800 684 993
Electricity:	Origin Energy - 1800 684 993
Cold Water:	South East Water – 131 851
Television: Pay-TV	No Foxtel installed in the building
Internet/Telephone (embedded)	Lightning Broadband – 1800 477 333

Note:

- Bookings for move-ins are being taken prior to settlement.
- You must have settled on your property in order to move-in. If you don't settle on your scheduled settlement date, you will lose your move-in booking reservation and will need to re-book a move-in time once you have settled.
- The repair of any damage to the common areas from moving will be charged to the apartment owner.
- It is the responsibility of the owner to pass on this Moving-in Overview and the full Owners Corporation Rules to their property managers or tenants.
- Please ensure removalists have liability insurance in place, and a copy is provided to the Building Manager at move-in.
- Arrangements must be made for the removal of rubbish following the move-in.

Lifts:

Lift padding must be in place before the lift is used to move any furniture.
Lift dimensions are as follows:

Lifts 1 & 2:

- Internal Dimensions: 2000mm deep x 1450mm wide x 2400mm high
- Clear Door Openings: 1000mm wide x 2100mm high

Vehicle Unloading Point:

Trucks are required to park on Kings Place and items are to enter the building through the loading bay entrance. Delivery trucks are not permitted to park in front of the driveway at any stage.

The loading bay height restriction is **2.4m** and the lift dimensions are listed above. Please ensure these are adhered to, to prevent damage to the building / lifts.

Only the lifts fitted with protective padding are to be used during moves. Concierge/Building Management staff will be on site to provide orientation and instructions. Please note that moves via the main entrance lobbies are strictly prohibited.

At the move-in and induction:

1. At the move-in, an induction of the residents will be undertaken by the Building Manager
2. The following forms must be completed, and will be provided by the Building Manager at the time of move-in:
 - a) A “Residents Induction form”
 - b) A “New Resident Registration form”
3. A log-in for the Building Management software will be established and an overview of the system provided by the Building Manager

Please note:

The following are recommended measures for protecting the building and your apartment whilst moving-in:

- Ceilings, walls & doors: Use common sense and take your time to avoid scuffing or chipping your ceiling, walls and door frames. Pay particular attention to avoid damage to sprinkler heads, thermal detectors and smoke detectors.
- Flooring Surface: DO NOT drag heavy objects across carpets/flooring – use appropriate moving equipment such as a trolley, to move these items.
- Flooring Underlay: As part of the acoustic treatment, some areas of tiled floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

The following provides an overview of the moving-in rules:

14. MOVING IN AND MOVING OUT

- 14.1 A Member or Occupier must provide the Building Manager with a minimum of three (3) days of notice before the move.
- 14.2 A Member or Occupier must not without the prior written consent of the Owners Corporation or the Manager move any furniture, goods or equipment via any lifts, stairs or other parts of the Common Property. Once approval has been obtained, the Member or Occupier may only move any such furniture, goods or equipment in accordance with directions of the Owners Corporation or the Manager.
- 14.3 A Member or Occupier or their removalist must fill in a form of indemnity provided by the Owners Corporation or the Manager prior to the move occurring and sign off after the move is complete.
- 14.4 Where a Member or Occupier utilises the services of a removalist, the removalist must provide the Owners Corporation or the Manager with a copy of their current public liability insurance.
- 14.5 A Member or Occupier must not move furniture, goods or equipment in and out of the Building outside the hours permitted. Permitted hours are after 9:00 am and before 4:00 pm (Monday to Saturday). All moves must be completed by 4:00 pm. All moves requested outside these hours will be at the discretion of the Owners Corporation or Manager.
- 14.6 A Member or Occupier must not leave any waste from moving of furniture, goods or equipment in any of the common areas including the Common Property.

5. Waste chutes, Window furnishings

WASTE CHUTES

A waste chute has been installed in the building for convenience of residents. Residents are to ensure that the chute is properly utilised to ensure blockages do not occur. The waste chute is fitted with an alternator so residents can select by push of a button, whether they wish to dispose of general waste or recyclables.

All general garbage waste is to be double bagged and tied tightly closed. This will prevent spillages occurring from within the waste chute and prevention of poor odour emanating from the chute. Please ensure that garbage bags are not over-full and fit in the waste chute easily. If you find that the garbage bag does not easily fit, it may be too full and proceeding to push it down the waste chute may cause a blockage.

Please note that dimensions of bags should not exceed a cube with 350mm sides. Weight of bagged waste should not exceed 3kg.

All recyclables are to be rinsed and placed in the recycle chute loose. Plastic bags are prohibited from being placed in the recycle chute as this will contaminate the recycle bin and the bin will need to be collected as general waste and not comingle.

Please ensure that you do not force the chute door, each door is fitted with a self-closing device which allows the door to automatically shut in a gentle motion.

Items that **must not** be disposed of via the chute include:

- Furniture
- E-waste or electronic waste
- Cleaning equipment
- Batteries
- Carpets, rugs, blankets, and linen
- Building materials
- Appliances
- Chemicals / Medical waste
- Sporting equipment

Items that **can** be disposed of via the chute include:

- Paper, magazines, and newspapers
- Milk and juice cartons
- Steel tins, aluminium cans and aerosols
- Glass bottles and jars
- Hard plastic bottles and containers
- Small cardboard boxes



All loose general waste and recyclable items that cannot be thrown down the chute may be disposed of in the main bin room located within the carpark.

Please note the following:

- Do not leave any items in front of the garbage chute – clear access to chute and emergency exit door is required at all times.
- No flammable items are to be disposed of through the garbage chute or left in the main bin room.
- Do not under any circumstance dispose of hard rubbish, including glass, brick, crockery, appliances or similar through the garbage chute.
- Do not dump or leave any hard waste in the main bin room in the carpark. This includes large items such as furniture, mattresses, bicycles and whitegoods. Should you have any hard waste to dispose of, please make contact with the Building Manager to arrange a private collection.

WINDOW FURNISHINGS

As per the Owners Corporation Rules, window furnishings are permitted to be installed in accordance with the following specifications:

- Charcoal outerface (when viewed from exterior) blackout chain operated roller blinds to the bedrooms; and
- Charcoal outerface sheer chain operated roller blinds to all living areas (excluding bathrooms).

6. Car Lift and Car Stackers

Purchasers are advised that there is a car lift and car stackers present in the building and these have been allocated on title per apartment.

Please be aware that inductions must be booked through the car stacker maintenance company prior to purchasers/residents utilising their allocated car stacker(s). Under no circumstance are purchasers/residents able to utilise their car stacker(s) prior to being inducted into the system as this can cause serious damage to the machinery and/or residents' vehicles.

Please contact the maintenance company for an induction as follows:

Wohr (Car Stackers)	1300 964 728 service@wohr.com.au
Nordic Elevators (Car Lift)	(03) 9889 8112 info@nordicelevators.com.au

7. Reporting Defects

We request that you please report any common area defects to the Building Management team by emailing photos and a description of the defect to: buildingmanager@parkavenueapartments.com.au

For all private apartment defects, please complete the attached form (Appendix 2) and send this via email to: service@hamiltonmarino.com.au

8. Overview of Services and Roles

Bluestone OCM have a management framework which aims to promote:

- Clarification of roles
- Transparency of actions taken
- Feedback and communication from and to the Owners Corporation Committee, residents and owners

As an Owners Corporation Manager, Bluestone OCM work closely with the following:

- The Owners Corporation Committee (representing all owners)
- On-site staff (Building Management, Concierge, Cleaners and Security)

An overview of the various roles is as follows:

Owners Corporation Committee (OCC):

A Committee of Owners will be formed at a Special General Meeting which is typically held within the first year following settlements.

The role of the Committee is to oversee and decide matters on behalf of the Owners Corporation. They provide overall direction, guidance, decisions and approvals to the Owners Corporation Manager. The Committee works closely with the Owners Corporation Manager, and typically meet once a quarter.

Sub-Committees: are on-going, with delegated authority from the Committee. They agree management frameworks and advise on specific issues. For example:

- Building Management and Operations
- Community Development and Behavior
- Finance

Owners Corporation Manager (Bluestone OCM):

Contact details

Email: info@bluestoneocm.com.au

Phone: (03) 8535 2770

The OCM manages and administers the common property. It oversees the day-to-day management, for example:

- Working with the OC Committee, Building Management, Concierge and Cleaning teams
- Manage and administer common property. Repair and maintain common property. Take out insurance. Keep a register. Provide OC certificates. Carry out other functions conferred on it by the Rules
- Building set-up and establishment of operations
- Financial Management
- Ad-hoc management and enquiries
- Statutory and Regulatory compliance and Governance
- Communication
- Contractor appointment and management
- Dispute prevention and resolution
- Building maintenance and repairs
- Compliance and safety
- Conduct meetings
- Other administration

Bluestone OCM oversee the Building Management, Concierge, Cleaning and Security functions:

Building Manager (Focused Facilities Management):

Contact details

Email: buildingmanager@parkavenueapartments.com.au
concierge@parkavenueapartments.com.au

Phone: 0448 800 948 (Building Manager)
0455 055 807 (Concierge)

- Works closely with Bluestone OCM enforcing OC Rules, building compliance, contractor supervision, records/logs/reports. Ad-hoc management and enquiries.
- Management of move-ins/outs: bookings and inductions.
- Engaging with residents: education, communication, phone and e-mail response.
- Communication: with owners and residents daily and assisting residents with tasks as required.
- Security: daily checks, reporting, information collection and CCTV review.
- Maintenance: programmed and reactive. Issue identification and site supervision of contractors.
- Cleaning: Oversee cleaners and provide additional cleaning as required.
- Management of building amenities and garden areas.
- Waste management: manage bins and common area waste.

Security (MonJon Security)

- Patrols as required
- Static guards: as required, for example to secure the car park, if doors are not locking, or if an additional security presence is needed.
- Security hotline set up for residents: 0417 666 566 (24/7) (costs may apply).

9. Building Management Software

Upon move-in and induction at Park Avenue, login details will be provided by Concierge/Building Management for the interactive building management software.

Residents will be able to create a profile and converse with other residents in the community forum, obtain and read building documents such as Owners Corporation Rules, minutes of previous meetings e.g. AGM's (lot owners only) and contact Concierge, Building Management and Owners Corporation Management.

It also facilitates correspondence and notifications from Concierge/Building Management via text message and email for maintenance/works that affect residents e.g. a lift may be out of order.

The building management software is managed by Concierge/Building Management and can be tailored to suit the needs of each specific building and its residents. It is interactive, user-friendly and can be utilised on a web browser page or via the downloadable app on your smart phone.

Features include:

SEAMLESS & EFFORTLESS COMMUNICATION

-  Emergency Phone/SMS Broadcast
-  Automatic Email/SMS Notifications
-  Document Library
-  Surveys
-  Emails and Recipient Lists
-  Building Directory
-  Resident Directory
-  Committee Only Library/Discussion

CREATING A COMMUNITY

-  Neighbourhood Events
-  Services & Offers
-  Links to Local Service Providers
-  Facility Reservations
-  Multi-Language Conversion
-  Pet Park

INTEGRATION: PULLING IT ALL TOGETHER

-  Accounting Software Integration
-  Resident Payments
-  Facebook Integration
-  Hardware and Peripheral Integration

MAINTENANCE & EFFICIENT OPERATIONS

-  Maintenance & Work Orders
-  Photo/Document Storage
-  Asset Register
-  Preventative/Scheduled Maintenance
-  Contractors Directory
-  Maintenance Notifications for Residents

TASK-TRACKING & MANAGING

-  Package Tracking
-  Mobile Apps
-  Incident Reports
-  Visitor Permissions and Staff Instructions
-  Employee Management
-  Management Analytics/Reporting
-  Parking Spaces and Vehicle Management
-  Key Tracking

PROJECT THE RIGHT IMAGE FOR YOUR BUILDING

-  Custom Login Page & URL
-  Branded Email Templates
-  Resident Passport
-  Flex Widgets
-  Electronic Public Display
-  Concierge

**Appendix 1:
OC Member Details Form**

OC MEMBER DETAILS FORM

PLEASE NOTE: THE OBLIGATION IS ON THE LOT OWNER TO KEEP THE OWNERS CORPORATION UP TO DATE WITH THE LOT OWNERS CONTACT DETAILS.

COMPLETED FORM TO BE PROVIDED TO OC MANAGER VIA EMAIL (info@bluestoneocm.com.au)

OWNERS CORPORATION PS818660V 39 Park Street, South Melbourne, VIC 3205			
Full name on title:			
Key contacts:	<i>Title</i>	<i>Title</i>	
	<i>Surname</i>	<i>Surname</i>	
	<i>Given Names</i>	<i>Given Names</i>	
Apartment:	Apartment No. / 39 Park Street, South Melbourne, VIC 3205		
Contact no(s):	<i>Mobile</i>	<i>Home</i>	<i>Work</i>
Email: (for online portal)			
Postal address: (if different from apartment)			
COMMUNICATION (please select preference)			
Levy notice addressee	Owner	Property Mgr	Other correspondence addressee
			Owner Property Mgr
Note: all correspondence will be sent via email unless specified otherwise.			Post preferred
Owner signature:			
IF APARTMENT IS LEASED			
Lease period:			
Agent name:			
Agent company:			
Address:			
Contact no(s):	<i>Business</i>	<i>Mobile</i>	<i>Other</i>
Email:			

**Appendix 2:
Hamilton Marino Defects Form**

REQUEST FOR WARRANTY / MAINTENANCE CLAIMS DURING DEFECTS PERIOD

DATE: _____ BUILDING NAME: _____

APT # _____ ADDRESS: _____

CONTACT INFORMATION:

NAME: _____

please tick applicable: Owner: / Tenant: / Managing Agent: / Body Corporate:

PHONE # _____

EMAIL: _____

APARTMENT _____

ACCESS DETAILS: _____

Note: upon request access must be provided within 10 working days of the claim being submitted or the claim will no longer be valid. Inspections / works are to be scheduled Monday – Friday ONLY between 7:00am – 4:30pm.

DETAILS OF CLAIM: Submit 1 Form per item – **IMAGES MUST ACCOMPANY FORM.**

IMPORTANT NOTICE: A call out fee of **\$175.00 for the first hour, and \$110 per hour thereafter for any requests that are not considered to be a warranty or defect issue will apply.** If a call out fee has been charged due to a request not being a defect, please note that further call outs will not be made until payment has been received in full for any outstanding call out fee.

APPLIANCE ISSUES are to be referred to the **SUPPLIER** – please refer to your apartment manual.**TERMS AND CONDITIONS**

- A minimum of **one(1) image and maximum of five(5) images** to accompany each form
- **One(1) claim** must be submitted for **each maintenance/defect request**
- Claims must be submitted within time frame nominated in contract of sale or maintenance manual
- **Access** must be provided **within 10 working days** of the claim being lodged or upon request by CE or a relevant party of the claim will no longer be valid
- Inspections and works are to be **scheduled Monday – Friday between 7:00am – 4:30pm**
- Appliance issues are to be directed to the manufacturer's service department
- You have read the owner's manual prior to lodging the claim
- A call out fee of **\$175.00 for the first hour, and \$110 per hour thereafter for any requests that are not considered to be a warranty or defect issue will apply.** If a call out fee has been charged due to a request not being a defect, please note that further call outs will not be made until payment has been received in full for any outstanding call out fee.
- If a specialised trade is requested to attend site they will issue invoices direct to the person requesting the call out at their standard minimum call out rate.



REQUEST FOR WARRANTY / MAINTENANCE CLAIMS DURING DEFECTS PERIOD

Please complete all fields on this form and forward to service@hamiltonmarino.com.au along with any photos depicting the issue and someone will call to arrange a time for an inspection

APARTMENT NUMBER:**EXACT LOCATION OF DEFECT:****DESCRIPTION OF DEFECT:**

**Appendix 3:
Origin Energy Moving Forms**

Application for centralised electricity

Moving In



Phone: 1800 684 993 (9 am to 5 pm Monday to Friday) or
Fax form to: 03 8635 3012 or

Complete online at: originenergy.com.au/cecloseonline or

Email form to: eensales@originenergy.com.au

Your building has a centralised electricity system for which Origin is the retailer. This means that electricity is bought in bulk and provided to you at rates discounted from our standard prices. Plus, each property has its own electricity meter, so you're only billed for the electricity you use.

To arrange your electricity supply, please complete the online form at originenergy.com.au/ceopenonline or fill in the form below and email or fax it to us. For more information about centralised electricity, call us on **1800 684 993**.

Some apartments may also have centralised hot water systems or gas cooktops. Check with your owners corporation or building representative if you need to arrange connection for these services. If you're not sure, just give us a call on **1800 684 993** – we're happy to help.

Meter No.

Move In Date

Property Owner Renter

Account holder details

Title Mr Mrs Miss Ms

First Name Surname

Date of Birth Driver's Licence No.

Home Phone Work Phone

Mobile

Email Address

Authorised contact details

Title Mr Mrs Miss Ms

First Name Surname

Date of Birth

Home Phone Work Phone

Mobile

or Business Name ABN

Contact Name Work Phone

Supply Address

Unit/Flat No. Street No. Street
Suburb State Postcode
Building Name

Postal details for accounts (if name as supply address, write AS ABOVE – if email, write EMAIL)

Name
Unit /Flat No. Street No. Street
Suburb State Postcode

Equipment reliant on energy

Will there be life support machines or any medical equipment installed at your address that's reliant on your energy supply?

Yes No

If you have selected 'Yes', once the sign up process has been completed, we'll send you a form to complete and return to us.

Important information

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your credit worthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.

I do not wish to receive these offers in future.

- This application will be based on our Embedded Networks offer for your region. Origin may vary the terms, conditions, nature, amount and structure of your charges. If they do change, we'll let you know. We'll send you an agreement pack which explains the terms and conditions, your payment options, the charges and fees that apply and your 10 business day cooling off period. You can read the charges and fees when you receive the agreement pack. You can also contact the Customer Service Centre on **1800 684 993** for more information about pricing.

Signature Date

Basic Plan Information Documents are information sheets that contain all the key details about a plan and are available on request, or at originenergy.com.au/pricing for generally available plans. For Vic and WA customers, Energy Price Fact Sheets are available at originenergy.com.au/pricing.



Application for a centralised hot water account



Use this form to ask Origin to set up your centralised hot water at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia and Victoria.

Your building has a centralised hot water system. As arranged with the Body Corporate, each apartment is to be metered and billed separately for its own hot water usage. Some apartments may also have a gas cooktop (please indicate by ticking the appropriate box below).

Complete the online form at originenergy.com.au/bhwopenonline or fill in the form below and email it to us at bhwmove@originenergy.com.au or fax it to 03 8635 3012.

If you require information about your charges for hot water and, if applicable, gas for your cooktop, please contact us on 1800 684 993. These charges will also appear on your first bill.

Supply type Hot water Cooktop Heating

POD ID optional

Move in date / /

Property Owner Renter

1. Account holder details

Full name

DOB Phone

Account no.

Email

Driver's licence if available

or

Business name

ABN

Contact name

Work phone

2. Authorised contact

Full name

DOB Phone

Email

3. Supply Address

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Building name

4. Postal address for accounts

(If same as supply address, write 'as above' – if email, write 'email')

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Important information

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, electricity, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your credit worthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.

I do not wish to receive these offers in future.

I apply to have hot water and/or gas cooktop supplied to the supply address on page 1 and agree to pay Origin for the supply of hot water and gas cooktop (if applicable).

Applicant name

Date / /

Signature (must be account holder)

If you are not the Account Holder, you warrant that you have the authority of the Account Holder to submit and sign this application on their behalf. Origin may request proof of your authority.

If you would like more information about centralised hot water, just call us – we're around 8am to 7pm AEST weekdays

 1800 684 993  originenergy.com.au/bhwopenonline  bhwmove@originenergy.com.au

Origin Energy Retail Limited ABN 22 078 868 425 • Origin Energy (Vic) Pty Limited ABN 11 086 013 283 • Origin Energy Electricity Limited ABN 33 071 052 287
Origin Energy LPG Limited ABN 77 000 508 369 • OC Energy Pty Ltd ABN 62 144 655 514 • Sun Retail Pty Limited ABN 97 078 848 549 • 100 Waymouth Street, Adelaide SA 5000
Telephone 13 24 63 • Facsimile 1800 132 463 • Web enquiries originenergy.com.au/contactus

Appendix 4:
Fire Safety – YOUR OBLIGATIONS

Fire Safety – YOUR OBLIGATIONS

All residents must take actions to contribute to the safety of Park Avenue.

The Owners Corporation oversees the maintenance of essential services and fire related compliance for the common areas. There are also measures which Apartment Owners and Residents need to take. **Please read the following points carefully and refer to the *Fire Safety on Balconies* notice attached.**

1. Fire safety on Balconies

Please refer to the attached safety notice from the Melbourne Fire Brigade and City of Melbourne. It is important that balconies are used appropriately. Balconies are not designed for large amounts or inappropriate storage. Please ensure you do not:

- place anything over the air-conditioning condenser (if you have one on your balcony).
- store on any balcony, patio or courtyard any flammable items or items which may present a fire hazard.

2. Cigarette butt disposal – DO NOT THROW OVER BALCONIES

Throwing cigarette butts off your balcony is extremely dangerous. A tossed cigarette butt could be blown onto another balcony, a neighbouring property's balcony and/ or land on combustible materials. Please do not throw cigarette butts off balconies nor allow your guests to do so.

3. Fire evacuation

Should the building evacuation system operate, you should evacuate using the nearest safe exit and in accordance with the evacuation diagrams (if installed). Be familiar with your building escape routes (especially your fire stairs and fire exit), which may assist you when an evacuation happens. Please participate in any fire evacuation exercise held at your building. Hopefully false alarms will be minimal, however even if you suspect an alarm is false, please treat it as a real fire event and follow the evacuation procedures.

4. Balcony balustrades

Balustrades play an important role in securing people and objects on balconies, therefore it is important that residents monitor their balustrade(s) for damage, distortion or deterioration. Any signs of damage or deterioration observed to the structure or balustrading (the railing, posts and handrails) should be reported immediately to your Property Manager. Where there is a doubt or a problem, an inspection by a Structural Engineer or other suitably qualified building practitioner should be arranged.

5. Smoke detectors in apartments

These devices can detect a fire in its earliest stages, however they must be maintained in good working order and not be obstructed or tampered with. Please ensure that you complete the following tasks (or instructions provided by your owners manual/ property manager):

- Make yourself aware of the smoke detector model(s) contained in your apartment and the recommended maintenance of that model – there are different types, for example “replaceable smoke detectors” and smoke detectors attached directly to the building’s fire monitoring equipment.
- Conduct regular testing of them in accordance with the model requirements. For example, replaceable smoke detectors usually have a test button on the unit for this function.
- Annual replacement of the batteries (if required, for example in the replaceable smoke detectors. Note: some older models do not allow the battery to be replaced – in which case if there are faults with the detector the whole unit needs to be replaced).
- Do not attempt to open or alter the smoke detector connected to the building’s fire monitoring equipment, instead please let the Owners Corporation know if there appears to be a fault with this detector (i.e. making noise, light flashing, etc.). Sometimes these detectors are located near the apartment door (within the apartment).

The smoke detector(s) within your apartment may have been replaced from the original model installed (when the building was commissioned) so always check the guidelines of the model you have.

6. Fire equipment contained in Lots

If you have any other fire related equipment contained within your lot please have the equipment checked or serviced regularly (in line with the manufacturer’s guidelines) to ensure their working order e.g. fire extinguishers.

7. Apartment front doors

Apartment doors are typically designed so they create a fire barrier from fires in the corridor or to contain a fire within an apartment at least for a specific amount of time. Any alterations to these doors could fundamentally jeopardise the integrity of the door e.g. the installation of peep holes. Please:

- Do not make alterations to your front apartment door (e.g to the closer unit, the door hinges & lock hardware, the seals around the edges etc). For any required repairs, please contact the Owners Corporation Manager.
- Ensure that the door self-closing device is operable and any seal within the door rebate is not damaged or removed (if applicable).
- Report any defects to your property manager.

8. Fire Sprinklers

These devices detect the heat from a fire and assist in suppressing it. If your lot has sprinklers fitted, do not touch, tamper with or obstruct them. There is no requirement to touch or test them (this is undertaken at the sprinkler installation located at the base of the building).

9. Occupant warning speakers

These speakers will alert you to an emergency within the building. If your lot has speakers fitted, do not touch, tamper or obstruct them. There is no requirement to touch or test them (this is undertaken at the fire panel installation located at the base of the building).

10. False alarms

The main causes of false alarms are cooking fumes, faulty detectors, tradespeople, cigarettes and poor ventilation. To avoid false alarms, please ensure you and your guests do not leave cooking food unattended – in the event you have burnt food, DO NOT open your apartment door, instead open a window or your balcony door (if available) and wait until the fumes have gone.

Please note: any costs associated with false alarms will be charged to the responsible party – the Melbourne Fire Brigade (MFB) charges can be more than \$3,000.

We thank you in advance for your assistance.

Bluestone OCM

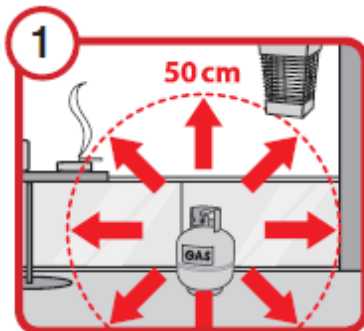
Bluestone OCM Pty Ltd | Level 3, 312 St Kilda Road, Melbourne, VIC 3004 |
Office: +61 (3) 8535 2770 | Email: info@bluestoneocm.com.au



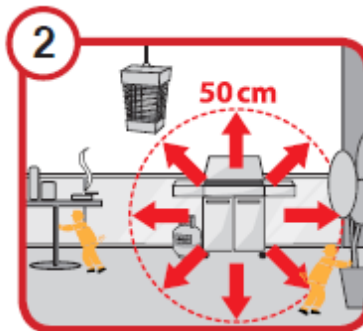
FIRE SAFETY ON BALCONIES

Important safety advice from the City of Melbourne and the Metropolitan Fire Brigade (MFB) to help reduce the risk of fires starting and spreading from balconies to exterior walls and adjoining apartments.

Please take the following actions immediately to ensure your safety and prevent property damage.



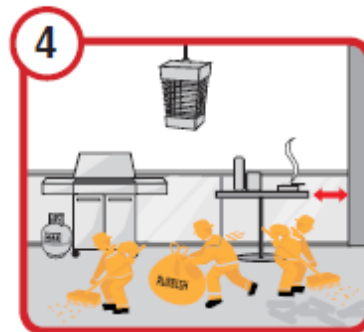
1 Always store gas bottles outside, upright and away from sources of heat.



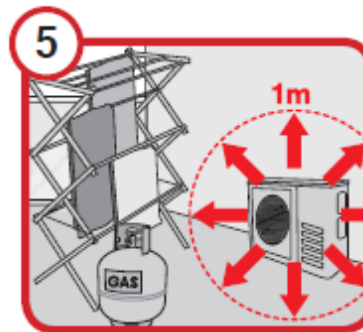
2 When using a barbecue maintain a safe distance of 50 cm from exterior walls, anything else that could burn, as well as any electrical ignition sources.



3 Smokers should use heavy, high-sided ashtrays (made of glass, ceramic or metal) to prevent them tipping over. Always fully extinguish cigarettes.



4 Remove rubbish, clutter and flammable items from balconies and keep furniture away from exterior walls.



5 Keep goods, materials and clothes a safe distance of 1 metre clear of air conditioner units



6 Keep a dry powder fire extinguisher easily accessible. Use only in case of a small fire and if you feel physically and mentally able.

For further information on fire safety, MFB's Home Fire Safety booklet (accessible in English and 21 other languages) is available at: www.mfb.vic.gov.au

For further information on gas safety, visit the Energy Safe Victoria website at: www.esv.vic.gov.au

For Translating and Interpreting Service, contact 13 14 50.

In case of a fire, call 000 (triple zero)