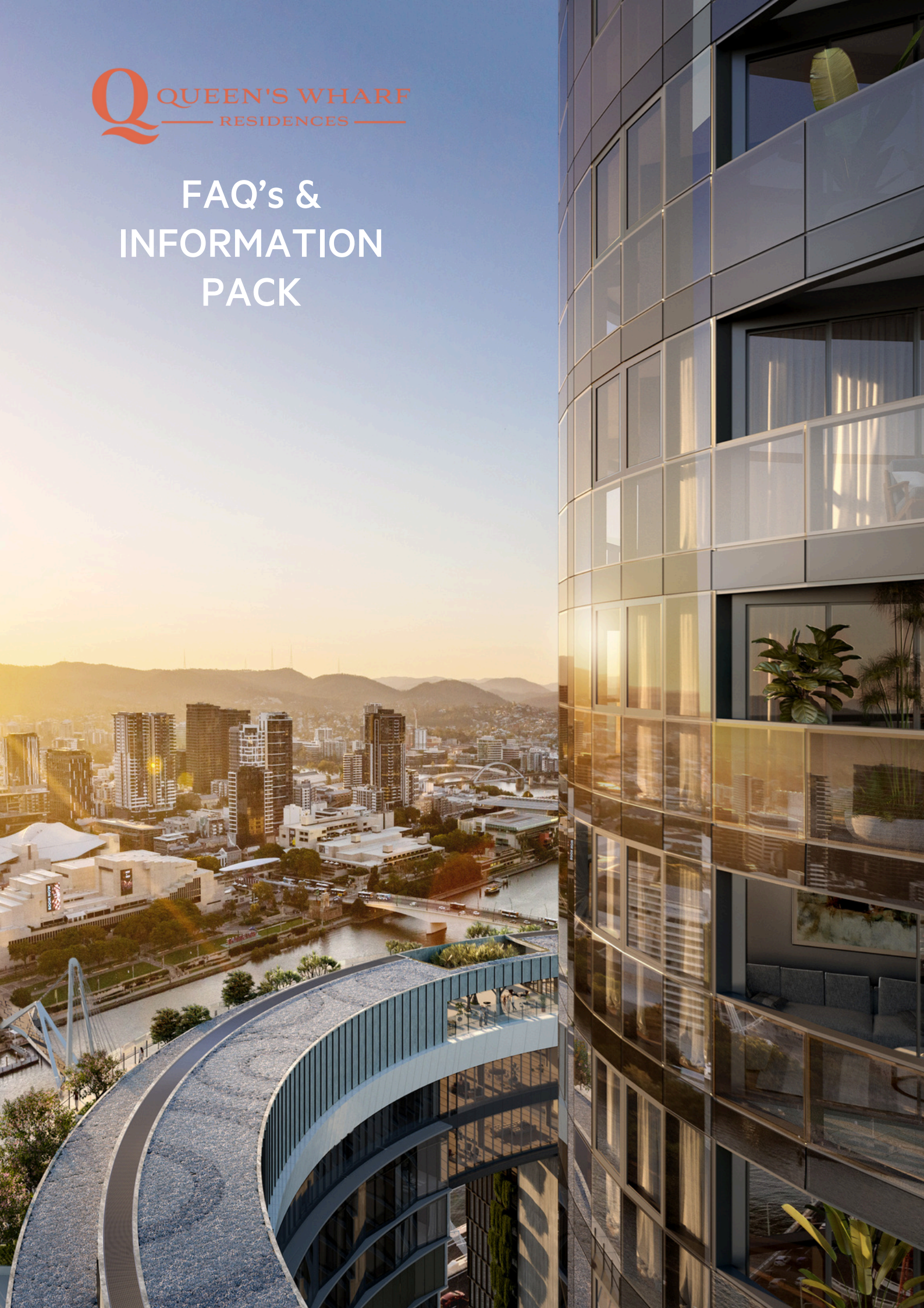




FAQ's & INFORMATION PACK



CONTENTS

1.0 WELCOME TO QUEEN'S WHARF RESIDENCES	3
2.0 RESIDENTIAL PORTAL	4
3.0 PREPARING FOR SETTLEMENT	4
4.0 YOUR MOVE IN GUIDE	5
5.0 UTILITY CONNECTIONS	8
6.0 POST SETTLEMENT ESSENTIALS	10
7.0 EVERYDAY LIVING	11
8.0 BODY CORPORATE	18
9.0 EMERGENCY PROCEDURES	20
10.0 USEFUL CONTACTS	23
11.0 APPENDIX 1	24
12.0 APPENDIX 2	24



1.0 Welcome to Queen's Wharf Residences

Congratulations on your purchase, and welcome to the Queen's Wharf Residences community. On behalf of our team, we are delighted to introduce you to your new home in this world-class precinct. This marks the beginning of an exciting chapter, and we look forward to you becoming part of a vibrant and sophisticated community.

As you prepare for settlement, we want to ensure that your transition into Queen's Wharf Residences is as smooth as possible. To assist you, we have put together this information pack, which provides guidance on key aspects of the settlement process, including key collection, utility connections, and everyday living.

Our goal is to make this journey seamless so you can focus on settling in and enjoying everything your new home has to offer.

Queen's Wharf Residences is more than just a place to live—it is an unparalleled lifestyle destination set within a dynamic and evolving precinct.

With premium amenities, breathtaking views, and direct access to some of Brisbane's finest dining, entertainment, and retail experiences, we are confident that you will love calling this place home.

If you have any questions along the way, our team is here to support you. We look forward to welcoming you in person and seeing Queen's Wharf Residences come to life with its newest residents.

Warm regards,



Queen's Wharf Residences Team

2.0 Residential Portal

Queen's Wharf Residences have deployed building management software, MYBOS, which is a secure, personalised, and innovative solution to maintain and manage building information.

By utilising this software, building management will be able to notify residents of their parcel deliveries, communicate planned maintenance and other relevant information relating to Queen's Wharf Residences.

To start your registration, please scan the QR code and log-in using the following credentials:

Username: Queenswharf

Password: Residents8



Upon your first login, you will see a statement referring to our Privacy Policy regarding the use of your personal information. At the conclusion of the statement, and if you consent to us collecting your personal information, you can select 'Start Registration'.

Please follow the prompts to enter your Apartment Number, Name, Contact Information, and other details. You can register all occupants of the apartment. Please note, Building Management will only accept and store parcel deliveries, and make amenity bookings, for registered residents.

If you have any questions, please contact Concierge: conciergeqw4@qwrmanagement.com.au

3.0 Preparing for Settlement

3.1 Key Collection at Settlement

Please refer to the information provided by Property Settlement Solutions in relation to key handover, following settlement.

3.2 Owner Occupiers

Owner occupiers will receive keys directly via their settlement agent. Please refer to the information provided by Property Settlement Solutions in relation to this process.

3.3 Queen's Wharf Residences Management Managed Apartments

If Queen's Wharf Residences Management is managing your apartment, we will be authorised to collect keys on your behalf, via presentation of our signed Appointment of Agency Agreement.

3.4 Key Collection - Ongoing

As the apartments are private property, access to an apartment and the provision of keys required for such access is a matter for each apartment owner. Queens Wharf Residences Management Team, will administer access keys subject to the protocols outlined below and sufficient identification being produced.

Please submit your completed QWR - Key Access Card Replacement Order Form to Queen's Wharf Residences Management via email to conciergeqw4@qwrmanagement.com.au

3.5 Insurance

Owners do not need to take out building insurance as this is covered under the Body Corporate Insurance paid through your contributions to the Body Corporate expenses. However, you should arrange your own contents and liability insurance if you are living in your apartment.

If you are a non-resident owner and you are making your apartment available for short or long-term tenancies, you should arrange to have adequate Landlords Insurance cover which includes Public Liability.

4.0 Your Move In Guide

The Queen's Wharf Residences team will make every effort to ensure residents can move into, or out of the building conveniently and efficiently. It is important to note the following procedures and to ensure that these are communicated to your preferred removalist company when you are planning your move.

4.1 Making a Lift Booking

Lift bookings must be made at least 48 business hours prior to move in. Please submit your completed QWR-Residential Tower 4 Booking & Move-in Procedure & QWR - Loading Dock & Lift Declaration Booking Form to Queen's Wharf Residences Management via email to conciergeqw4@qwrmanagement.com.au.

On receipt of the completed Lift Declaration Booking form, a team member from Queen's Wharf Residences will contact you to confirm your move. A confirmation including lift booking procedures will be sent out from Queen's Wharf Residences. A lift will be assigned for your use for a maximum 90 minutes for a full move-in or 30 minutes for one-off larger deliveries e.g. refrigerator.

You will be sent a booking confirmation including a QR code and move-in procedures. The QR code will need to be presented at the entry of The Queen's Wharf loading dock area.

Please note that no move-ins can be accepted via the porte-cochere or main lobby, all move-ins and large deliveries must be booked via the loading dock. These booking procedures are outlined below.

4.2 Lift Booking Availability & Times

For full move-ins, there is a maximum 90-minute allocation throughout the initial move-in period and 30 minutes allocated for one off or smaller deliveries.

Initial / Extended	Ongoing
Monday to Saturday, 7.00am to 7.00pm. Sunday, 8.00am to 2.00pm).	Monday to Friday, 8.00am to 6.00pm. Saturday & Sunday N/A.

These bookings are subject to the availability of the allocated service lift and loading dock. Bookings on Weekends and Public Holidays are not permitted. Bookings will be made and accepted on a 'first in, first served basis'

In the event the preferred date and time slot for your lift booking is not available. Please provide an alternative time that works for you. We will do our best to accommodate your request based on the availability of the service lift however please note that all bookings are also subject to the availability of the Loading Dock.

4.3 Removalist Insurance

Before commencing your move, your removalist company must provide us with proof of Public Liability Insurance with cover of not less than \$10,000,000, should any injuries happen or damage to common property occur as a result of your move.

4.4 Removalist Truck

It is important to note that due to the size of the loading dock, the maximum size for a removalist vehicle is **3.5m wide and 11m long**. Maximum height restrictions for the loading dock are **4.2m**. Trucks/vehicles larger than this are not permitted in the residential loading bay.

Please note that Cantilever Tailgate Lifters are not permitted as this will increase the length of the truck, blocking access to other users of the main loading dock area.

4.5 Lift Dimensions

Please note the following Queen's Wharf Residences' lift dimensions which you should communicate to your removalist:

4.6 Residential Service Lift

2700mm(High) x 1600mm(Wide) x 2100mm(Depth)

Lift/Landing Entrance Size

2100mm(High) x 1100mm(Wide)

4.7 Loading Dock Access and Deliveries

Use of the loading docks under the Queen's Wharf Residences is subject to the approval of the Queens Wharf Residents Booking Procedure and Management team. Access to the loading docks is via Queen's Wharf Road, accessible from the Margaret Street off ramp from the Riverside Expressway. You must remain within the designated Access Path, highlighted in green below, when using the Loading Dock, Bulky Waste, and Lift Facilities on Level 00. Access to the green zone is limited to yourself and up to two additional people of your choosing, all of whom must be over the age of 18.

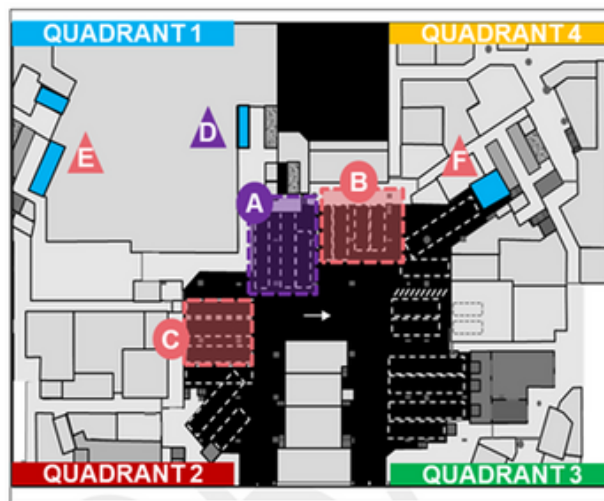
4.8 Dock Usage

General Usage Expectations

- All pedestrians entering vehicle and pedestrian shared areas of the dock must wear appropriate Personal Protective Equipment (PPE) such as High Visibility vests/clothing and closed in shoes.
- All dock users must book a timeslot with Queens Wharf Residences Management and coordinate with the Dock Supervisor on duty upon arrival as per the process outlined in the booking forms.
- All vehicles seeking to enter IRD Dock laneway must be roadworthy and safe to the best assessment of the Star BNE Operations Supervisor.
- Drivers are to arrive with sufficient Driver Hours to complete their delivery in accordance with Chain of Responsibility (COR)
- To the best of the Dock Supervisor's knowledge, Delivery & Contractor Vehicles and their loads are to be:
- Meet all COR specifications, including but not limited to, loads being secured within the vehicle to not move or shift during transport. This includes a responsibility to ensure roll cages, carton, pallets or any loose items within the load do not present an unsafe risk of movement or collapse when rear doors or side curtains of vehicle are opened.
- Loads are to be secured to the vehicle.
- Drivers are to provide their appropriate delivery paperwork to the Dock Supervisor upon entry to The Star Loading Dock.
- Anyone on the loading dock assisting with the move in will require a Hi Vis vest per the loading dock procedures. Please note, these are not supplied.
- Access to the loading dock is limited to three people, per move in, all of whom must be over the age of 18.
- In the event of a Supplier or Contractor delivery not meeting the above criteria, the delivery may be rejected,
- The Supplier Code of Conduct is to be adhered to by all suppliers. Further information available at [Loading Dock Access](#)

The check-in and loading dock delivery process is as follows:

- Residents must provide the booking confirmation received from Queen's Wharf Management to the delivery driver, this will need to be presented on arrival.
- Trucks will be notified of their destination dock bay as per the booking confirmation through intercom or verbally by Dock Supervisor through booth window. The Queen's Wharf Residences' loading bays are located in Area B on the map below.
- Delivery process assumes Booking confirmation exists. If no booking, Vehicle can be rejected subject to the Dock Supervisor's discretion. In/out process including truck check-in, turnaround time and acceptance/rejection to be tracked in MobileDock.
- It is imperative that all of the above information is shared with your removalists prior to booking, to ensure that your move-in is completed efficiently and without any unnecessary delays, on the day.



4.9 Loading Dock Access Path



5.0 Utility Connections

Apartment owners are responsible for the connection of utilities and service accounts and will need to ensure that they are connected in your name after settlement. Please refer to the Fact Sheets contained within this document.

Please note if you are part of Queen's Wharf Residences Management (QWR Management) letting pool, QWR Management as your managing agent will organise these applications on your behalf.

5.1 Active Utilities Details

Active is one of Australia's leading innovators and providers of utilities. Any queries in relation to utility services or billing should be directed to Active Utilities.

General Enquiries

1300 587 623 (Mon-Fri 8.30am-5.30pm excl. Public Holidays AEDT)

Tech Support

1300 026 667 (Mon-Sun, 8.30am-10.00pm AEDT)

www.activeutilities.com.au

Active Utilities will bill all residents for electricity, hot water, air-conditioning, and cold (potable) water. Further details on each of these are outlined below.

5.2 Electricity

Managed by Urban Utilities. Apartments require individual electricity accounts to be opened in the occupant's name. To arrange connection, you should complete an online application form via www.activeutilities.com.au or contact Active Utilities on 1300 587 623 who will arrange for an account to be opened in the occupant's name and for electricity to be supplied to your apartment.

You will need to quote the unique site code: **AUPN92940**.

Refer appendices for Active Utilities information provided.

Any attending technicians should contact Queen's Wharf Residences Management Team to obtain full details of connection locations and procedures for the building.

Any connection fees / account establishment fees applicable are the responsibility of the resident to pay.

The electrical unit switchboard is located in the NBN cupboard in your apartment. The apartment switchboard is the point from where your electricity is distributed throughout.

5.3 Cold (potable) Water (Urban Utilities)

Managed by Urban Utilities. Water consumption will be calculated on usage. Urban Utilities will issue bills direct to the apartment owner. The common areas will be calculated within the strata fees. The cold water shut off valves are located within the lobby hydraulic / water meter cupboard. Contact the QWR Building Manager to access and isolate.

5.4 Gas (Active Utilities)

Managed by Urban Utilities. Gas consumption will be calculated on usage. The common areas will be calculated within the strata fees. Gas shut off valves are located in the joinery units next to the gas cooktop in the apartment units.

Refer appendices for Active Utilities information provided.

5.5 Chilled Water (Active Utilities)

Managed by Urban Utilities. Water consumption will be calculated on usage. The common areas will be calculated within the strata fees.

Refer appendices for Active Utilities information provided.

5.6 Hot Water (Active Utilities)

Managed by Urban Utilities. Water consumption will be calculated on usage. The common areas will be calculated within the strata fees. The hot water shut off valves are located within the laundry tub in the apartment units. Refer appendices for Active Utilities information provided.

5.7 Internet and Telephone (OPTICOMM)

All apartments in Queen's Wharf Residences are internet activated and serviced by the OptiComm super-fast Fibre to the Premises Network (FTTP).

To connect your internet service, you need to contact your preferred provider. A list of available providers can be found within the OptiComm Get Connected document, found within the appendices.

All apartments contain data points for telephone connection. Again, you will need to contact your preferred provider as per above.

NBN cupboards are installed to each unit in the same cupboard as the unit distribution board.

5.8 Television (OPTICOMM)

Free to air and pay TV points are provided in selected locations in each apartment (generally to master bedroom and living room).

For Pay TV, please contact your preferred provider to arrange for a set top box. Their technician should liaise with the Queen's Wharf Residences Management Team for specific details. Residents are not required to install their own satellite dish or TV aerial. It is imperative that any changes or additions to the TV system within any apartment be carried out by the system's original installer.

We recommend that the Queen's Wharf Residences Management Team is contacted and advised of any TV system alteration.

6.0 Post Settlement Essentials

You will receive a Handover Pack at settlement which includes an Owner's Information and Maintenance Manual that contains comprehensive information about operating and caring for your apartment. This pack also contains information regarding appliance manuals, warranties and defect procedures. If you have any questions, please consult the Owner's Information and Maintenance Manual in the first instance and always use experienced and licensed tradespeople to carry out repairs and maintenance work.

If you have concerns regarding minor building issues in your apartment, please refer to the defect liability process and periods (set out below).

If you would like to report an issue with your apartment, please send an email to the below nominated project email address with the requested information. To ensure nothing is missed, we recommend listing defects on a room-by-room basis. Include relevant photos, especially if the issue or location is difficult to describe. If it is deemed to be an issue, necessary steps will be taken to rectify the identified issue.

Contact Information

Client Services Manager

Email defects@gwresidences.com.au

Please ensure you include the following in your email;

- Apartment Number
- Your Full Name
- Best Contact For Access
- Images of the issue
- Clear identification of the location in which it occurs

This is the preferred method of contact regarding defects for streamlining the notification and rectification of any issue. Please ensure that you include the apartment number and address, your contact details and the details of any occupants (if not the owner). This will enable smoother coordination of any necessary access arrangements to rectify issues.

The Defects Manager will assess the details and be in touch within the next two business days to assist you.

If your matter is urgent, please contact the Queen's Wharf Residences Building Manager at 1300 647 693 for immediate assistance.

Issues reported by telephone or verbally cannot be accepted.

6.1 Defect liability process and period

Warranty Item	Warranty Period
Builders Warranty Category 2 Defects**	12 Months
OBSA Insurance Category 1 Defects*	6 Years 3 Months
Product & Appliance Warranties	As per individual manufacturers warranties noted in the Owner's Information and Maintenance Manual
<p>*Category 1 Defect means a defect which may:</p> <ul style="list-style-type: none"> • Allow water penetration into a building; • Adversely affect the health and/or safety of the occupants; • Adversely affect the structural adequacy of the building; or • Adversely affect the serviceability, performance or functional use of the building 	
<p>**Category 2 Defect means a defect which is not a defect of another category and which:</p> <ul style="list-style-type: none"> • Results from the contractor failing to meet reasonable standards of construction and finish; or • Is of a kind which commonly occurs during the "settling in" period of a new building. 	

7.0 Everyday Living

Queen's Wharf Residences has exceptional private facilities that are maintained to the highest standards. They are for the exclusive use of occupiers, guests and (where specified) their invitee's.

Occupiers and their invitees are asked to behave in a way that respects all residents' rights to privacy and a harmonious living environment.

Official Address:

Queens Wharf Residences
8 Margaret Street[MS1]
Brisbane, QLD 4000

7.1 Resident Access to Entry Lobby

Electronic access cards provide entry to the lobby, car park, apartment floor, and common area facilities by passing the card near a reader. Access cards are building-specific, and residents will only be able to enter designated areas.

At settlement, each apartment will be provided with a limited number of keys and access cards, which may include:

- Front door keys
- Access cards
- Mailbox keys
- Carpark access remote (if a carpark has been allocated as per the Contract of Sale)

The number of keys and access cards issued per apartment is subject to building management discretion and is kept to a minimum to maintain security.

If you require additional access cards or keys, please contact the Queens Wharf Residences Management Team and complete the key request form included in this document. Additional access devices may only be issued in accordance with building management policies.

Apartment entry keys are restricted and cannot be copied without authorisation from the registered apartment owner and an authorised locksmith.

7.2 Lift Locations & Use

There are 6 passenger and 2 x shuttle lifts dedicated to Queen's Wharf Residences accessible from the lift lobby on each level. Your access card will only provide access to your level of the building and associated common areas. To call a lift, press the lift call button in the common corridor or lobby. When inside the lift, swipe your access card near the proximity reader located under the buttons and then press your floor number. The use of these lifts is based on your apartment level

- 2 x Shuttle Lifts
 - These service Carpark basements 3 & 4 and provide access for residents with carparks on these levels to access their passenger lifts.
- 3 x Ruby & Emerald Lifts
 - Apartments Level 8-44
 - Residential Common Areas Level 7M, 7, 2 & 4
 - Residential basement Levels 1 & 2
- 3 x Diamond Lifts
 - Apartments Level 45-64
 - Residential Common Areas Level 7M, 7, 2 & 4
 - Residential basement Levels 1 & 2

7.3 Residential Car Park

If you have purchased a car parking space, it has been allocated to you at settlement. Please ensure you only park in your designated space, as unauthorised parking may cause inconvenience to others and could result in your vehicle being towed.

Access to the basement car parks is available via the Queen's Wharf Brisbane Carpark entrances on Margaret Street and Queen's Wharf Road.

To enter, you must first register your vehicle with the Queen's Wharf Residences Management Team, which will grant automatic access through the car park boom gates.

Once at the secure entrance to the Resident Car Park, your remote-control device (iKey) will allow access through the roller shutter to your allocated parking area.

Upon entering:

- Park in your designated car space and proceed to the lift lobby.
- If your car park is on B03 or B04, use the shuttle lifts to access the B01 or B02 lift lobbies, where you can transfer to the apartment tower lifts.

Visitor Parking: Please note that there is no free visitor parking available. Paid parking is accessible at The Star Brisbane car park.

7.4 Resident Access to Recreational Areas

The residents' recreational areas are located on Level 7 and 7M. The recreational areas on Level 7 consists of a private cinema, lounges and pool deck. The recreational areas on Level 7M include the wine bar, private dining, business centre, gym and the spa deck with sauna and steam room.

7.5 Residential Bike Storage

Residents and their visitors have access to a secure bike store located on Level 01 of the building.

Accessing the Bike Store:

- Use the lift on Harris Lane, requiring your access pass.
- Exit the bike store via the stairs into the residential mailroom on Level 2.

For security purposes, visitors must be escorted by a resident when accessing the bike store.

Additionally, residents with an allocated car park also have access to bike racks located in the basement car park levels.

7.6 Visitor Access

7.6.1 Visitor Access to Entry Lobby

Guests will be able to access Queen's Wharf Residences via intercom access points installed at the Level 02 residential lobby entry. To enter the building guests should follow the steps listed below:

- Upon arriving, guests should call your apartment by using the intercom station located adjacent to the entry lobby doors. To call an apartment, enter the apartment number followed by the button with a bell symbol.
- When a guest calls your apartment from the intercom station, the intercom monitor in your apartment will ring. Answer the call by pressing the talk button.

1. To allow your guests to enter the lift lobby, press the button indicated by an “unlocked padlock” icon. This will deactivate the locking mechanism to the ground floor lobby doors, allowing your guests to enter the lobby.
2. Once you provide your guests with access into the lobby, they can press the lift call button, and the lift will come to the Level 02 lobby.
3. Your guest should then enter the lift and press your level on the control panel. If your guest does not perform this within 2 minutes, they will need to return to the intercom and repeat the process. This may be the case if the lifts are particularly busy.

To exit, the visitor simply pushes Level 02 within the lift and then the exit via the glass lobby door to Margaret Street.

The level 2 lobby is the only intercom that allows residents to remotely allow visitor access. All other access points require the resident to meet and accompany their guest.

Please note there is no free visitor parking. Paid parking is available at The Star Brisbane carpark.

7.7 Mail Delivery

Each individual apartment has a designated, numbered letterbox. Keys to your mailbox will be in your settlement pack. Please ensure you regularly empty your mailbox to reduce the possibility of theft.

For parcel deliveries from Australia Post and couriers, the resident will be contacted via the intercom at the front of the building. The resident will then need to come down and sign for the delivery.

In the event that the resident is not at home and unable to receive the parcel, Concierge can accept parcels and store them for collection by residents, provided that:

1. There is sufficient space within the Concierge's storage area;
2. Packages and goods will be collected by the resident within 24 hours;
3. Packages and goods are no larger than 35cm x 25cm x 31cm in size;
4. Packages and goods do not require refrigeration; and
5. The resident is registered with MYBOS.

Parcels will not be accepted for residents who are not registered with MYBOS.

If the parcel is accepted by Concierge, provided it meets the building's parcel policy (specified above), Concierge will contact you via available contact methods (e.g., MYBOS) for you to collect and sign for the parcel during the hours of 8:00 AM to 6:00 PM, Monday to Friday.

When collecting from the Concierge, you'll be asked to show an Australian Government-issued ID proving that you're either the person it's addressed to (the 'addressee') or someone authorised to collect it on the addressee's behalf.

7.8 Food Delivery Services

Residents will be required to meet any food deliveries such as Uber Eats at the Main Residential Lobby entrance, the Queens Wharf Residences Concierge team will not accept food deliveries on your behalf.

7.9 Amenities and Hours of Use

Residents and occupants of Queen's Wharf Residences have access to the common property amenities located on level 7 & 7M, including pool, gymnasium, private cinema, wine lounge business centre and more. These facilities are operated in accordance with Body Corporate bylaws which stipulate the accessible hours of use being 6am – 10pm, 7 days.

While our fantastic facilities team conduct regular checks and cleaning of this area, please advise Queen's Wharf Residences management team directly via email: conciergeqw4@qwrmanagement.com.au should you notice anything that requires attention.

7.9.1 Private Dining Rooms

There is one private dining room located within the Level 7M Amenities. This space is available for bookings, subject to availability and the terms and conditions set out in the Private Dining Room booking registration procedure. Please contact our Queen's Wharf Residences team by email conciergeqw4@qwrmanagement.com.au for more information. Bookings will also be available via the Queen's Wharf Residences Community platform – MYBOS.

7.9.2 Cinema

There is one cinema located within the Level 7M Amenities. This space is available for bookings, subject to availability and the terms and conditions set out in the Cinema booking registration procedure. Please contact our Queen's Wharf Residences team by email conciergeqw4@qwrmanagement.com.au for more information. Bookings will also be available via the Queen's Wharf Residences Community platform – MYBOS.

7.9.3 Meeting Rooms

Meeting Rooms are available within the Level 7 Amenities. These spaces are available for bookings, subject to availability and the terms and conditions set out in the Meeting Rooms booking registration procedure. Please contact our Queen's Wharf Residences team by email conciergeqw4@qwrmanagement.com.au for more information. Bookings will also be available via the Queen's Wharf Residences Community platform – MYBOS.

7.10 Smoking

Smoking is not permitted in any parts of the common areas or on apartment balconies.

7.11 Toilet System

Never flush nappies, tissues, wipes or sanitary items. Wet wipes are NOT biodegradable, even if they say "flushable" on the packet. These items can cause blockages which may create significant damage to apartments and floors.

7.12 Waste & Recycling

A refuse room is located on each residential level, equipped with two chutes: one for general waste and one for recycling. Signage in each refuse room will indicate the correct chute for disposing of your rubbish. Please note that these chutes are for general household waste only. Under no circumstances should hard rubbish, such as glass, bricks, crockery, appliances, or similar items, be disposed of down the garbage or recycling chute or left unattended in the room and common areas. The below categories of waste cannot be disposed of via the garbage and recycling chute:

- Any waste bag greater than 20kg
- Any Waste bag greater than 600mm x 600mm (flat) in any single direction.
- Any single item over 300mm in any direction
- Bulky waste (folded cardboard or greater than 300mm in any direction)
- Scheduled waste (oil, lubricants, grease)
- Glass (as a primary source of waste)
- Liquid waste (soups, water, gravy)
- E-waste (electronic or electrical products and devices that use a battery, power cord, or both)
- Construction waste (carpet, tile, concrete, bricks, plasterboard, timber etc)
- Bulky Recycle Waste

For bulky Recycle waste, the Bulky Recycle Waste room is located on Level 00 along with the main loading dock. Residents are responsible for taking items that do not meet the recycling & waste chute requirements to the designated Bulky Recycle Waste Room.

Residents are responsible for the disposal of hazardous/hard rubbish or non-permissible items. Please make private arrangements for disposal of these items.

Disposal of large objects in the garbage chute may cause damage to chute and or blockages.

IMPORTANT: Failure to adhere to instructions for use of waste chutes may lead to failure of the system and the creation of unpleasant odours or a fire hazard. Please respect the instructions in place, which will help to ensure occupants are not inconvenienced by stoppages.

RECYCLING

Use **RIGHT** chute

Please **DO NOT** put your recycling in plastic bags.



NOTHING longer than 30cm (in any direction)
NOTHING heavier than 3kg

ALL CARDBOARD to be taken down to the Bulky Waste Room on Level 00

YES	NO
<p>GLASS BOTTLES & JARS</p>	<p>CARDBOARD</p>
<p>NEWSPAPERS & MAGAZINES</p>	<p>POLYSTYRENE PACKAGING OR BUBBLE WRAP</p>
<p>MILK & JUICE CARTONS</p>	<p>GENERAL WASTE & PLASTIC BAGS / WRAPPING</p>
<p>STEEL & ALUMINIUM CANS</p>	<p>FOOD WASTE & ORGANICS</p>
<p>HARD PLASTIC CONTAINERS & BOTTLES</p>	<p>AEROSOL CANS</p>

GENERAL WASTE



BAGGED GARBAGE ONLY

NOTHING longer than 30cm (in any direction)
NOTHING heavier than 3kg

ALL CARDBOARD to be taken down to the Bulky Waste Room on Level 00

NO	
<p>NO cardboard</p>	<p>NO polystyrene packaging or bubble wrap</p>
<p>NO long objects (e.g. brooms or mops)</p>	<p>NO construction materials (e.g. bricks or tools)</p>
<p>NO flammable materials, ignition sources, liquids, paints, or oils</p>	<p>NO laptops, computers or TVs</p>

7.13 Keys & Building Access Devices

All building access points are electronically secured, requiring residents to use their access card and garage entry remote for entry. Each access card grants access only to the floor where your apartment is located and to any shared amenities or car park levels if applicable.

Apartment keys are specifically keyed to your apartment door and cannot be cut by regular locksmiths as they are restricted keys. All additional or replacement apartment door keys, access cards and garage remotes can be purchased through Queens Wharf Residences management in accordance with Body Corporate protocols. The Body Corporate is ultimately responsible for determining the number of access cards permitted per apartment.

To place a key order, please completed QWR - Key Access Card Replacement Order Form to Queen's Wharf Residences Management via email to conciergeqw4@gwrmanagement.com.au

Alternatively, you can obtain a hard copy of the form from Concierge. Once completed, please submit the Key Order Form to Concierge for processing. Please note that all orders will require upfront payment.

In the event you lose your access card, please immediately report it to the Building Manager and/or Concierge. Reporting these instances to management is essential to maintain the high level of security of the building and to ensure the safety and wellbeing of all residents and their properties.

7.14 Repairs & Maintenance

If you notice any areas requiring repair or maintenance in the common or public areas of building, please contact the Building Manager – please refer to the 'useful contacts' provided on the last page of this document.

7.15 Keeping of Pets

The keeping of pets is subject to compliance with by-law 15. Please refer to the building by-laws for detailed information.

7.16 Safety and Security

A high level of security has been implemented at Queen's Wharf Residences to ensure the safety and wellbeing of all residents and their properties. However, we require the cooperation of all residents to maintain this level of security.

Security features include:

- CCTV Security Cameras
- Secure parking with remote control access
- Security intercom for visitor access
- Lift security to all levels
- Emergency stairwells

7.17 CCTV Security Cameras

Please note that the building is under constant video surveillance (CCTV) and all cameras are recording on behalf of the Body Corporate. Cameras are located at strategic locations within the building.

7.20 Residential Portal 'MYBOS'

Queen's Wharf Residences has launched the Resident Portal, powered by MYBOS, to enhance your living experience and streamline building operations. This secure, user-friendly platform allows residents to book amenities, report repairs and maintenance for common areas, and access important building documents and information. MYBOS also provides real-time updates and notifications from Building Management.

Registration is essential to take full advantage of these services. Building Management will only accept and store parcel deliveries and process amenity bookings for registered residents.

How to Register

To register, simply:

- Scan the QR code at the Concierge desk or in the main elevators.
- Follow the link below to access the Queen's Wharf Residences MYBOS Portal.
- Log in using the following credentials:
 - Username: Queenswharf
 - Password: Residents8



Upon your first login, you will see a statement regarding our Privacy Policy and the collection of personal information. If you consent, select 'Start Registration' and follow the prompts to enter:

- Your apartment number
- Your name and contact information
- Details of all occupants in your apartment

Once registered, you will receive notifications via MYBOS for parcel deliveries, planned maintenance, and other important updates about Queen's Wharf Residences.

For any assistance with registration, please contact Concierge or email the Building Manager at bmqw4@qwrmanagement.com.au.

8.0 Body Corporate

A Body Corporate for a Community Titles Scheme (CTS) is composed of all the owners in the scheme. Every new owner automatically becomes a member of the Body Corporate. The Body Corporate must comply with the Body Corporate and Community Management Act 1997 (Qld) (the BCCM Act) and regulations. The Body Corporate (owners or their representatives) make decisions on matters with shared responsibility. These include:

- Maintenance and management of common property, including equipment and services
- Determining levies (financial contributions) which owners must pay to fund its operation
- Public risk insurance
- Any compulsory building insurance
- Establishing and enforcing by-laws (rules) relating to the management and control of lots and the common property

The name of the body corporate is 'Body Corporate for 8 Margaret Street Community Titles Scheme.'

8.1 Body Corporate Manager

The Body Corporate Manager is generally engaged to carry out specific administrative tasks to ensure that the CTS is administered in accordance with the BCCM Act and other applicable legislation. Their primary interest is to ensure that the scheme is efficiently managed on behalf of all owners.

Archers Body Corporate Management has been appointed as the Body Corporate Manager for the CTS. Issues relating to the Body Corporate should be directed to their team as follows:

E-mail: brisbane@abcm.com.au Phone: (07) 3220 9400

8.2 Caretaker

The MH Management (Qld) Pty Ltd has been appointed as the Caretaker for Tower 4. The Caretaker's duties are set out in the caretaking agreement (which is the engagement contract between the Body Corporate and the Caretaker). In general, the Caretaker's role is to:

- Carry out the Body Corporate duties in connection with the management of the common property; and
- Assist the Body Corporate to fulfil an important requirement in the BCCM Act being that a Body Corporate "must maintain common property in good condition". Examples of some duties include maintaining/cleaning pools and spas, cleaning of the common areas and oversight of qualified contractors to service the plant and equipment of the entire property (lifts, fire detection & warning systems, HVAC, etc.).

For any Caretaking issues or feedback, please send an e-mail to: bmqw4@qwrmanagement.com.au

8.3 Body Corporate Committee

The Body Corporate Committee is a body of volunteer owners who are elected to represent the owners in the day today running of the CTS.

The Body Corporate Committee operates in a similar way to a board of directors for a company. The Committee is made up of the following members:

- Chairperson
- Secretary
- Treasurer
- Ordinary members of the Committee

8.4 By-Laws

A copy of the Body Corporate Rules will be provided as part of your settlement.

Should your property be tenanted, it is your responsibility, as the landlord, to provide the tenant with a copy of the Body Corporate Rules. Ensuring that all residents living within the scheme are familiar with the rules will assist in fostering a safe and harmonious community.

9.0 Emergency Evacuation Procedure

The following information is of critical importance. Please read carefully.

A fire alarm can be initiated by activation or operation of any:

- Fire sprinkler head,
- Smoke or heat detectors,
- Emergency Call Point. This is a small white "box" with a push button behind a small piece of protective glass. This is located on the adjacent wall from the lift lobby in the south corridor. The WIP and the Emergency Call Point can both be found inside the same wall opening, accessible via a hinged door (picture below outlines the signage on the front of the hinged door and the interior).



The fire alarm system functions in conjunction with a EWIS (Emergency Warning and Intercommunication System; warning tones and announcements being provided through loudspeakers located in all:

- Apartments - corridors and sleeping quarters
- Public / common areas

Activation of any fire sprinkler head or any smoke or heat detector immediately:

Causes a signal to be transmitted through the EWIS loudspeakers in the whole development, and the external alarm strobe.

Transmits an alarm signal to the Queensland Fire and Emergency Services (QFES) authority. In all apartments and public / common areas, the signal broadcast through the EWIS loudspeakers will initially be a spoken message:

"A FIRE ALARM HAS BEEN ACTIVATED PLEASE STANDBY FOR FURTHER INSTRUCTIONS!"

Succeeding this message will be a low pitch to high pitch ramping tone, followed by an additional spoken message:

"PLEASE EVACUATE, PLEASE EVACUATE!"

The warning signals and spoken message continue being broadcast until they are switched off by attending Fire Services personnel. Fire Services personnel can either switch the warning signal transmission off or provide further instructions through the EWIS speakers; these spoken messages must be observed.

If you hear an alarm tone within an apartment, alert all occupiers in the apartment and evacuate the building immediately via the escape stairs, leaving the building at level 2, to Margaret Street.

On hearing an alarm tone in a common / public area, immediately evacuate the building via the escape stairs to reach level 2, to Margaret Street.

In the event of a fire alarm and evacuation, do not return to your apartment until the QFES (or the Queen's Wharf Residences Management Team) has advised that it is safe to do so.

If you happen to see fire or smoke before the smoke / heat detectors or fire sprinklers have been activated, operate the nearest break glass alarm; if you are unable to locate a break glass alarm quickly, telephone the emergency services.

IN THE EVENT OF AN EMERGENCY, DO NOT USE THE LIFTS. IT IS IMPORTANT THAT YOU FAMILIARISE YOURSELF WITH EMERGENCY ESCAPE ROUTES, STAIRS, AND EXITS.

Please note that the fire alarm system and the EWIS will be tested periodically in accordance with statutory regulations.

Please also refer to the Queen's Wharf Residences Management Team Evacuation Procedures.

9.1 Evacuation - DDA Procedure

On levels 44, 45 and 46 there are Manual Call Points (MCP's) within the apartments. The Fire Stair on these levels does not allow safe refuge for disabled persons, that is, the landing space on these floors is insufficient for a wheelchair to be situated with the doors closed.

For apartments on these floors there is a "wait in place strategy" whereby disabled persons wait in the apartment and activate the MCP. The MCP lights up on the Fire Indicator Panel (FIP) to notify the QFES that persons need to be rescued from their apartment.

The MCP's in these apartments do not activate a call to the Alarm Signalling Equipment (ASE) and/or QFES, to prevent unwanted alarms. See picture below detailing the MCP, located close to the entry door.



99.2 Smoke Alarms

Each apartment is equipped with a localised photoelectric smoke alarms. Each owner is responsible for the maintenance and repair of a detector and associated components in its own lot. These smoke alarms are not connected to the building's Automatic Fire Detection System and will not alert Queensland Fire & Emergency Services (QFES).

When cooking, please ensure that your apartment's front door remains closed at all times. Your apartment's fire door is a critical safety feature and must stay closed. If cooking generates smoke, make sure your kitchen extraction fan is running at an appropriate setting. If the fan is insufficient, open a window to help ventilate the apartment.

Please do not open your apartment door to ventilate, as smoke could enter common areas, triggering the building's Automatic Fire Detection System. This will initiate a building-wide evacuation and alert QFES.

If a false alarm occurs, the owner of the apartment where the alarm originated will be responsible for the associated costs, including any penalties from the QFES.

10.0 Useful Contacts

Queen's Wharf Residences Concierge

Email: conciergeqw4@qwrmanagement.com.au

Contact Number : 1300 647 693

(8am- 6pm Monday – Friday, Emergencies only for after hours)

Queen's Wharf Residences Manager

Email: bmqw4@qwrmanagement.com.au

Contact Number : 1300 647 693

(8am- 6pm Monday – Friday, Emergencies only for after hours)

Key and Access Cards

Queen's Wharf Residences Management Team

Email: conciergeqw4@qwrmanagement.com.au

Contact Number : 1300 647 693

(8am- 6pm Monday – Friday, Emergencies only for after hours)

Authorities, Utilities and Services

Brisbane City Council

P: 07 3403 8888

W: www.brisbane.qld.gov.au

Urban Utilities (Water Supply)

P: 13 26 57

W: www.urbanutilities.com.au

Active Utilities (Electrical, Hot Water, Central Heating & Cooling)

P: 1300 587 623

W: www.activeutilities.com.au

Emergency

P: 000

Fire Station - Roma Street Brisbane

P: 07 3237 6180

Brisbane City Police Station

P: 07 3258 2582

Royal Brisbane and Women's Hospital - Public

P: 07 3646 8111



11.0 Appendix 1: Residential Forms

11.1 Booking & Move In Procedure

11.2 Loading Dock & Lift Declaration Form



Residential Tower 4 Booking & Move-in Procedure

Booking and Move-in Procedure

Booking Procedures

1. Bookings for lifts and entry to the loading dock will open once your apartment has settled.
2. Lift bookings must be made a minimum of 48 business hours prior to move in.
3. Please submit your completed Lift Declaration Booking form to QWR Management Team via email to conciergeqw4@qwrmanagement.com.au
4. A team member from QWR Management Team will contact you to confirm your move on receipt of the form.
5. You will be sent a booking confirmation including a QR bar code that will need to be scanned at the entrance of Queens Wharf Loading Dock. The Loading Dock is located on 40 Queens Wharf Road, Brisbane 4000. Trucks should enter via Margaret Street Off Ramp.

Please note under no circumstances are moves able to take place without written confirmation from the Queen's Wharf Residences Management Team and confirmation is subject to loading dock & lift booking availability.

****Important** Maximum Removalist Truck Size & Cantilever**

It is important to note the following items and to ensure that these are communicated to your chosen removalist company when you are planning a move:

- The maximum size truck for the area is 3.5m wide x 11m long. Trucks larger than this will not be permitted in the Residential Loading Bay. Maximum height restrictions for the loading dock are 4.2m.
- Cantilever tailgate lifters are not permitted as this will increase the length of the truck, blocking access to other users of the main loading dock area.
- Anyone on the loading dock assisting with the move will require a Hi Vis Vest per the loading dock procedures.
- You are required to provide the Queen's Wharf Residences Management Team with the removalist's Public Liability Certificate of Currency .

Lift Booking & Loading Dock Times

You will be allocated a maximum 90 minutes for a full move in or 30 minutes for a one off or smaller delivery. For the initial move-in period, bookings will be available Monday to Saturday, 7.00am to 7.00pm and Sunday, 8.00am to 2.00pm. These hours may be subject to change based on demand and availability. Following the initial move in period, bookings will be available Monday to Friday, 8.00am to 6.00pm. Saturday & Sunday N/A.

Deposit Bond

A \$400 credit card bond is required for all bookings. Following the completion of your move, an inspection will occur at which time your deposit will be refunded, subject to no damage having occurred.

Disposal of Packing Materials

No packing materials are to be left on the floors or placed down rubbish chutes (this will cause blockages). Bulky rubbish can be disposed of in the Level 00 Residential Refuse Area. Any costs associated with removing blockages or leftover materials may be charged to the Resident or Owner if no tenancy details are available.

Residential Tower 4 Booking & Move-in Procedure

Booking and Move-in Procedure

On The Day

- The occupant or owner must sign-in at QWR Management Team reception desk, 30 minutes prior to the commencement of their booking.
- A QWR Management Team Member will issue the lift key from reception and conduct an induction on the lift move in process.
- Removalists are to check-in at the Queen's Wharf Loading Dock. Please see instructions for check-in and map further below.
- To facilitate loading and unloading of the furniture, one lift will be locked off for exclusive use and it will be fitted with protection covers.
- If you have smaller items in your car, you can move these directly from your carpark level, using the designated pre-booked lift, but please handle carefully. Car Park maximum height is 2.3m.
- On the day of moving in, please ensure your removalist adheres to the designated time slot as you will only be allowed to access the lift and loading bay to move goods during your allocated timeslot.
- Access to the green zone is limited to myself and up to two additional people of my choosing, all of whom must be over the age of 18.
- Care must be taken to ensure that any Fire Sprinkler Heads are not struck by any object whatsoever. **If there is a resulting ALARM and FIRE BRIGADE CALL OUT, any charge will be payable by the responsible party.**
- Owners and occupants are responsible for adequately briefing removalist contractors not to lean items against any common property including the lobby walls adjacent to the apartment and to ensure the removalist takes adequate care to prevent damage.
- No items are allowed to be moved through the main lobby.
- All contractors and other persons involved in the move in and/or move out, must not unduly restrict access to common areas such as lifts, entrances, car parking spaces and entries to the building or fire escape paths.
- Emergency areas MUST always be kept clear.
- All common areas must be kept clean, no rubbish and liquid of any kind is to remain.
- At completion of the move, the lift key must be returned.
- Please be respectful of all other residents when moving in or out.

Deliveries

Oversized and heavy deliveries of whitegoods, household furniture, and large electronics cannot be accepted and stored on-site. Building Management will not be responsible for the acceptance of these types of deliveries, as there is neither a secure area to store oversized items or the equipment required to safely move large and heavy items in accordance with Occupational Health and Safety practices.

Residents who are expecting a delivery of large and oversized items will need to be present at the time of delivery.

Residents that accept delivery of oversized items are responsible for the movement of those items to their residence.

To guarantee the smooth operation of the loading docks, we request bookings are done in advance by booking an ad-hoc move in through the lift booking procedure.

These guidelines are for the benefit of all residents, so it is important that all parties respect and abide by these guidelines.

We also request that if you intend to rent out your property externally, that your Real Estate Agent is given a copy for future tenants.

Residential Tower 4 Booking & Move-in Procedure

Booking and Move-in Procedure

Queen's Wharf Loading Dock, Lift and Bulky Waste Acknowledgment

By signing this document, I acknowledge and agree to the following terms and conditions:

- I must remain within the designated Access Path, highlighted in green below, when using the Loading Dock, Bulky Waste, and Lift Facilities on Level 00.
- Access to the green zone is limited to myself and up to two additional people of my choosing, all of whom must be over the age of 18.



Name _____ Apartment Number _____ Signature _____

Residential Tower 4 Booking & Move-in Procedure

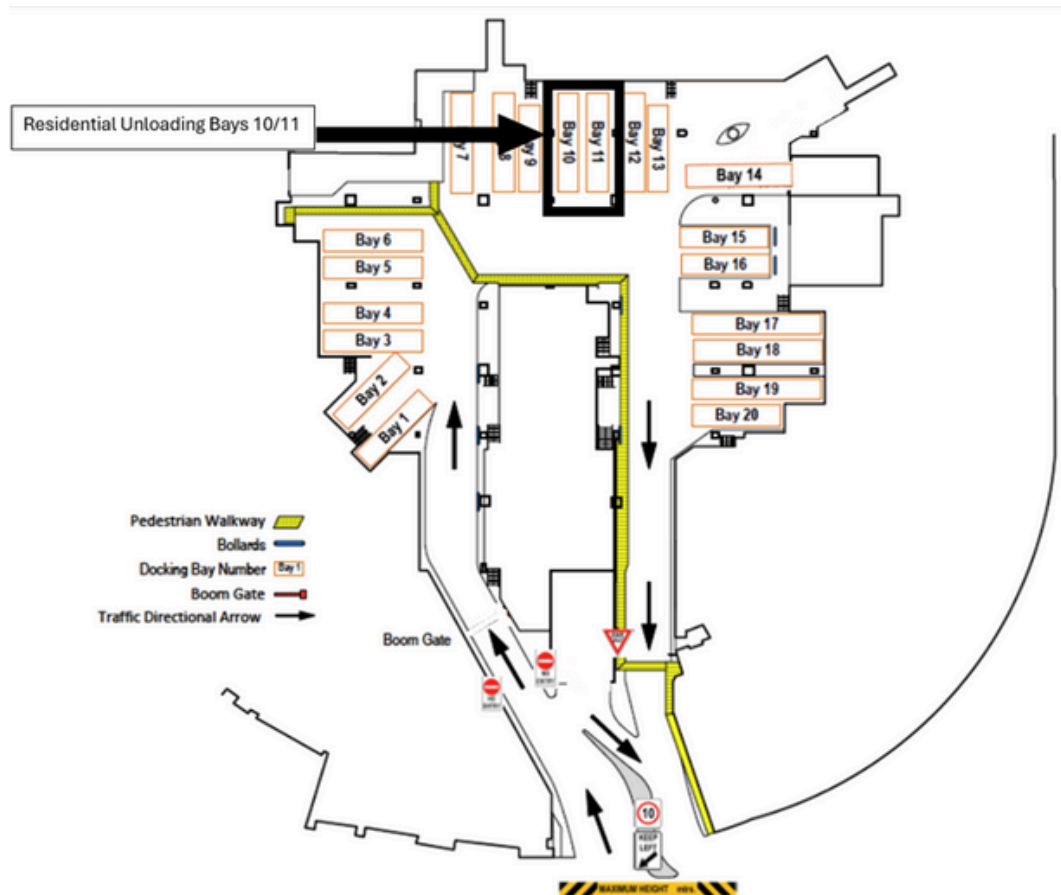
Booking and Move-in Procedure

Directions to Queen's Wharf Loading Dock

All service vehicles will approach the loading dock from across the Captain Cook Bridge, and then via a left turn from the Margaret Street offramp into Queens Wharf Road. All service vehicles departing the IRD Loading Dock will do so via the southern end of Queens Wharf Road before turning left on to Margaret Street.

The check-in and loading dock delivery process will be as follows:

1. Drive Up to the Dock Supervisor Office at entrance of Queen's Wharf Loading Dock
2. Park in allocated residential Loading Bay 10-11 (as instructed) and commence unloading truck
3. On completion on move-in, exit Loading Dock and turn left onto Margaret St.



12.0 Appendix 2: Quick References & Fact Sheets

12.1 Important Information about your Utilities

12.2 Multi-lingual Help

12.3 Embedded Network

12.4 Centralised Air-Conditioning & Heating

12.5 Centralised Hot Water

12.6 Active Utilities FAQ's

12.7 Opticomm Activation Letter

12.8 LT-SceneView Quick Start Guide

IMPORTANT INFORMATION ABOUT YOUR UTILITIES

Active has worked closely with your Developer to provide your residential development with state-of-the-art utility solutions. We are proud to be a part of this landmark development and are excited to be able to offer some exclusive incentives to **Tower 4** residents.

Electricity:

Electricity is supplied to **Tower 4** via an Embedded Network. This consolidates all the electricity consumption at the Development via a single Parent Meter. Through the purchase of bulk electricity for the whole of the site, there is a reduced cost for each, individually metered residential lot. The embedded network is managed and operated by Active. Electricity is individually metered to your apartment and will be billed to you monthly.

Hot Water:

Hot Water is supplied to apartments at **Tower 4** via a Centralised Hot Water system. These hot water systems are large storage units which can hold thousands of litres of hot water. They are used in place of individual hot water systems. Each individual apartment has its own bulk hot water meter that measures the amount of hot water consumed. Your account for the usage of hot water is supplied to you monthly and is based on the volume of hot water your use.

Air-Conditioning:

Air-conditioning (heating and cooling) is supplied to apartments at **Tower 4** via a Centralised air-conditioning system. In this system your apartment has a main unit that disperses the conditioned air but is not linked to an individual condenser in your apartment, but to the centralised system. Your usage of the system is measured and billed to you monthly.

With Active's bulk buying power, all residents can benefit from:

- > Savings on your utilities, including:
 - Electricity
 - Hot Water
 - Gas Cooktops
 - Air-Conditioning
- > Quick connection for each utility
- > Ease of use
- > One source -> one bill -> less hassle





As an Active customer, you will enjoy fast professional service, reliability, and connectivity when you need it. Strong relationships with leading technology suppliers and partners also mean you benefit from:

- > Online account management with access to current and past billing details
- > Online access to your consumption
- > Responsive and personalised customer care
- > Express connection and disconnection
- > 24/7 helpdesk support

To sign-up please complete an online application form via www.activeutilities.com.au.

Your unique Site Code is AUPN92940.

For more information on our pricing, current plans, site utility availability, and our privacy policy visit our website at **www.activeutilities.com.au** or call **1300 587 623**.

Fact Sheet

WHAT IS AN EMBEDDED NETWORK?

An Embedded Network is a term that describes an electricity distribution network formed in a multi- tenanted building or complex, banding together tenants enabling a “buying group”.

This allows for the purchase of utilities at a wholesale/bulk rate. These services are then on-sold to tenants at discounted retail rates.

This network can also allow for the Developer, Landlord or Building Owner/Manager to take advantage of wholesale rates for common areas.

Embedded Networks operate in the following multi-tenanted locations

- > Residential Developments;
- > Business Parks & Campus Offices;
- > Airports;
- > Retail Shopping Complexes and Outlets;
- > Commercial High Rises;
- > Retirement Villages and Communities;
- > Serviced Offices; and
- > Industrial Estates.

Tenant Benefits

- > Discounts on their electricity bills;
- > No contracts – small/medium sized tenants are free to choose another supplier at any time;
- > Ease of using one supplier – one point of contact, one payment (applies for multiple utility sites);
- > A more responsive and personalised level of service than is usually associated with the utilities industry;
- > Ability to meet occupancy dates due to services already usually pre-provisioned – connection is usually available the same or next business day; and
- > Online access to consumption and account history



FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Who is Active?

Established in 2006, Active is one of Australia's leading innovators and providers of utilities. We are a fully integrated partner; supplying multi-tenant homes and businesses with services; 24 hours a day, 365 days a year. We pride ourselves on our reputation and our ability to deliver meaningful outcomes for all stakeholders.

How do I sign up?

The easiest and quickest way is to visit our website www.activeutilities.com.au. You will need your Unique Site Code (found on your Welcome Letter). Should you have misplaced this letter please contact our office on the telephone numbers listed below.

Do I have to be home for connection?

In most circumstances, you are not required to be at home for connection of your services. We will make a specific appointment if we require access to your tenancy. Connections are typically made between 8am and 8pm Monday to Friday (excluding public Holidays). Please refer to the specific detail for your service in the product FAQ's below.

What utility products or services does Active provide?

We offer a range of services including:

- > Electrical Embedded Networks
- > Bulk or Centralised Hot Water Networks
- > Bulk or Centralised Heating & Cooling Networks
- > Cold (Potable) Water
- > Gas Cooktops

Active are unique in the market in that we can offer these services via a single bill – simplifying your life with one payment and one number to call should you have any questions.

Refer to your Welcome Letter for a list of services at your site and your Unique Site Code to assist you in your sign-up process.

Contact us

 1300 587 623 or +61 3 9094 3777

 info@activeutilities.com.au

 www.activeutilities.com.au

 @activeutilities

 @activeutilities

ELECTRICAL EMBEDDED NETWORKS

What is an Embedded Network?

Embedded network is a term which describes an electricity distribution network formed in a multi-tenanted building or complex that then bands together tenants enabling a “buying group”. This allows for the purchase of electricity at a wholesale/ bulk rate, and these services are then on-sold to tenants at retail rates. Revenue is generated for the buying group.

I’ve never heard of an Embedded Network – is it common?

Embedded Networks have been around in some states for over 20 years – they have become mainstream across the country in the past 10 years. Many shopping centres and multi-tenant residential & commercial buildings have realised the significant benefits of embedded networks and implemented them as a standard design feature.

Can I choose my Electricity Retailer within an Embedded Network?

Unless your local State or Territory legislation states otherwise, we are unable to restrict you from choosing your own retailer. For more information regarding the process for leaving the embedded network please contact us or view our Fact Sheet on the Power of Choice.

Am I locked into an Electricity contract?

Residential and small business electricity customers are not required to enter into a termed Agreement with Active. Large electricity business customers may be subject to special terms and conditions. For more information on our terms and conditions please visit the Downloads section of our website.

Do I have to be home for connection?

In most circumstances, you are not required to be at home for connection of your services. We will make a specific appointment if we require access to your tenancy. Connections are typically made between 8am and 8pm Monday to Friday (excluding public Holidays). Note: please ensure that the main isolation switch contained within your switchboard in your tenancy is in the OFF position prior to connection. If this is left on, we may not be able connect your tenancy when requested due to safety requirements.

CENTRALISED HOT WATER NETWORKS

What is Centralised Hot Water?

Centralised Hot water is a cost-effective way to provide hot water to residents whilst saving space in apartments. The water can be heated with gas or electricity and can also incorporate solar heating. Water is heated in a centralised plant and delivered to apartments as needed. Your consumption of hot water is measured by an individual meter for your apartment.

I’ve never heard of Centralised Hot Water – is it common?

Centralised Hot Water is a common design feature in residential buildings providing a more consistent hot water service. Many multi-tenant residential buildings have realised the significant benefits and implemented them as standard.

Can I choose my hot water biller within a centralised hot water network?

No. Individual properties within a multi-dwelling building cannot transfer their hot water account to a different Centralised Hot Water company.

Do I have to be home for connection?

In most circumstances, you are not required to be at home for connection of your services. We will make a specific appointment if we require access to your tenancy. Connections are typically made between 8am and 8pm Monday to Friday (excluding public Holidays).

Will I still get a cold-water bill?

Yes. You are billed separately for cold (or potable) water usage by your local water corporation.

Am I locked into a contract?

No, your agreement with us lasts only whilst you are a resident in the building.

GAS COOKTOP USAGE

What is Gas Cooktop Usage?

Your apartment cooktop uses gas for cooking. As the supply is too small to install an individual gas meter, your cooktop gas usage is charged to you via a small daily supply charge.

CENTRALISED HEATING & COOLING NETWORKS

What is centralised Heating & Cooling?

Centralised Heating & Cooling (air-conditioning) systems are a relatively new design feature in multi-tenant residential buildings. These systems are more efficient and space saving than a traditional condenser air conditioner in each apartment. There are two centralised air conditioning styles; Variable Refrigerant Flow (VRF) which is for heating and cooling and Chilled Water Flow (CWF), which is for cooling and used in the warmer states.

Can I choose my Air-Conditioning Retailer within the Network?

No. Individual properties within a multi-dwelling building cannot transfer their individual account to a different air conditioning billing company.

Do I have to be home for connection?

In most circumstances, you are not required to be at home for connection of your services. We will make a specific appointment if we require access to your tenancy. Connections are typically made between 8am and 8pm Monday to Friday (excluding public Holidays).

Am I locked into a contract?

No, your agreement with us lasts only whilst you are a resident in the building.

Fact Sheet

CENTRALISED AIR-CONDITIONING

The Traditional Method

In many apartments, heating and cooling is provided to the apartment through an individual split air-conditioning system. These systems have a main unit (or more than one depending on your apartment size) in the apartment that disperses the conditioned air. This unit is provided with the conditioned air from a separate condenser unit that will be located outside your apartment either on the balcony or on the roof depending on design and space.

These traditional “split-systems” are powered by the electricity supply to your apartment and can represent up to 40% of electricity usage and cost.

The New, Centralised Method.

Many newer buildings are now being heated and cooled using a centralised air-conditioning system. In these newer systems your apartment will still have a main unit that disperses the conditioned air. However, your main unit will not be linked to an individual condenser specific to your apartment, but to a centralised system configured to suit the air-conditioning demands of the entire building.

Importantly, the electricity used by the condenser units to provide the conditioned air is not connected to your apartment, therefore the electricity usage from the condenser units will not be billed to you. This could save you a large amount on your electricity bill each month. The cost to you for your use of your air-conditioning is based on your usage ..

Chilled Water Flow (CWF)

Chilled Water Flow (CWF) is commonly found in the warmer states such as Queensland and Northern NSW where cooling is the primary function of the air-conditioning unit.

As its name suggests, this process uses chilled water or refrigerant to cool the air that is pushed into your apartment. Your apartment is individually metered using a Thermal Energy Flow Meter and the volume of chilled water or refrigerant flowing through the meter is used to calculate the cost that is charged to you.

On your bill from Active, this will be shown as Cooling Charge Units (CCU) and you will be charged on a cents per cooling charge unit basis (c/CCU) using the meter reads provided. Please note: the main unit will remain connected to your apartment and be billed to you accordingly.



Fact Sheet

WHAT IS CENTRALISED HOT WATER?

Centralised Hot Water (CHW) is a term that describes water that is centrally heated (usually by gas) and delivered to customers in a multi-dwelling property, such as an apartment building or block of flats.

CHW systems can be large storage hot water units which can hold thousands of litres of hot water. They are used in place of individual hot water systems. The hot water is delivered to each individual apartment in a building via pipes from the CHW system. Each individual apartment has its own water meter that measures the amount of hot water consumed.

Your account for the usage of hot water is supplied to you monthly and is based on the volume of hot water you use.

Resident Benefits

- > Discounts on their hot water bills;
- > Ease of using one supplier – one point of contact, one payment (applies for multiple utility sites);
- > A more responsive and personalised level of service than is usually associated with the utilities industry;
- > Ability to meet occupancy dates due to services already usually pre-provisioned – connection is usually available the same or next business day; and
- > Online access to consumption and account history.



ROUND THE WORLD WITH ACTIVE

For more information please visit our website or contact us on 1300 587 623.

Welcome to your private Utility Network delivered by Active Utilities (Active). In conjunction with your building owner or manager, we have installed a private network in your building allowing us to offer you discounted rates through the power of bulk buying.

Active provides private utility networks for:

- > Electricity
- > Centralised Hot Water
- > Centralised Heating & Cooling (Air-conditioning)

We offer our customers discounts off the published tariff for the area for electricity and fair market rates for hot water and heating & cooling. Connection is completed much quicker than normal as, unlike a regular retailer, we control the process.

We are so confident in our pricing and service we do not require you to sign a contract. You are free to explore and compare our competitors electricity pricing if you choose.

Sign up is very simple and ongoing payments can be done via direct debit from your nominated bank account, so it is one less bill to worry about in managing your household or business expenses.

Get connected in 3 easy steps;

- > Log onto the Active Utilities website (www.activeutilities.com.au),
- > Complete the online registration, complete all fields to avoid delay in connection; and
- > Wait for your confirmation from us on a day and time we will connect you.

It is that easy! We look forward to providing and managing your ongoing services.

مع العالم حول ACTIVE

لمزيد من المعلومات يرجى زيارة موقعنا على الإنترنت أو الاتصال بنا على
1300587623.

مرحبًا بك في شبكة المرافق الخاصة بك التي تقدمها شركة Active Utilities (Active). قمنا، بالاشتراك مع مالك أو مدير المبنى الذي نقيم به، بتركيب شبكة خاصة في المبنى مما يسمح لنا بتقديم أسعار مخفضة لك من خلال قوة الشراء بالجملة.

يوفر Active شبكات المرافق الخاصة بـ:

- > الكهرباء
- > المياه الساخنة المركزية
- > التدفئة والتبريد المركزيان (تكييف هواء)

نقدم لعملائنا خصومات عن التعرفة المعلنة المحددة للمنطقة على الكهرباء ومعدلات أسعار السوق العادلة للمياه الساخنة والتدفئة والتبريد. يتم إنجاز التوصيل بشكل أسرع من المعتاد، حيث أننا نسيطر على مجريات العملية، بعكس مورد التجزئة العادي.

لدينا ثقة كبيرة في أسعارنا وخدماتنا، ولا نطالبكم بتوقيع عقود. لديكم الحرية في استكشاف ومقارنة أسعار الكهرباء لدى منافسينا إذا رغبت بذلك.

التسجيل بغاية البساطة ويمكن سداد الدفعات المستمرة عن طريق الخصم المباشر من حسابك المصرفي المسمى، لذا فالفاتورة أقل من أن تقلق بشأنها عند إدارة نفقات منزلك أو عملك.

قم بالتوصيل بثلاث خطوات سهلة؛

- > قم بتسجيل الدخول إلى موقع Active Utilities (www.activeutilities.com.au).
- > أكمل التسجيل عبر الإنترنت، وأكمل جميع الحقول لتجنب التأخير في التوصيل؛ و
- > انتظر الحصول على تأكيد منا باليوم والوقت الذي نقوم فيه بالتوصيل لك.

الأمر بهذه السهولة! ننطلق إلى تقديم خدماتنا المستمرة وإدارتها لك.

与ACTIVE环游世界

如需了解详情，请访问我们的网站或致电1300 587 623与我们联系。

欢迎使用由Active Utilities (Active) 提供的专用公共设施网络。在您的大楼业主或经理的配合下，我们在大楼中安装了一个专用网络，以便我们享受批量购买的福利，为您提供折扣价。

Active提供以下专用公共设施网络：

- > 电力
- > 集中热水
- > 集中供暖和制冷（空调）

我们根据地区已公布的电价为客户提供折扣价，热水供应、供暖制冷的价格均为公平合理的市场价格。联通的速度远超常规速度，因为不同于常规零售商，我们自己

控制流程。

我们对自己的价格和服务充满信心，所以不强求您签订合同。您可以自由选择并比较其他竞争对手的电价。

注册流程十分简单，而且还可以通过直接付款授权从您指定的银行帐户自动付款，让您在管理家庭或企业开支事务时少操心一份账单。

只需简单三步，即可连接：

- > 登录Active Utilities网站（www.activeutilities.com.au），
- > 完成在线注册，填写所有字段，以免耽误连接；然后
- > 等待我们向您确认连接的日期和时间。

就这么简单！期待为您提供并管理持续的服务。

TOUR DU MONDE AVEC ACTIVE

Pour plus d'informations, consultez notre site Internet ou contactez-nous au 1300 587 623.

Bienvenue sur votre réseau privé de services publics, assuré par Active Utilities (Active). En collaboration avec le propriétaire ou le gestionnaire de votre bâtiment, nous avons installé un réseau privé dans votre bâtiment afin de pouvoir vous proposer des tarifs réduits grâce à la puissance de l'achat en gros.

Active fournit des réseaux privés de services publics pour :

- > L'électricité
- > L'eau chaude centralisée
- > Le chauffage et le refroidissement centralisés (climatisation)

Nous offrons à nos clients des prix inférieurs aux tarifs officiels pour l'électricité et les justes tarifs du marché pour l'eau chaude et pour le chauffage et la climatisation. La connexion au réseau s'effectue beaucoup plus rapidement que d'habitude car, contrairement à un détaillant classique, nous contrôlons le processus.

Nos tarifs et la qualité de nos services nous rendent tellement confiants que nous ne vous demandons pas de signer un contrat. Vous êtes libre de vous renseigner et de comparer nos

ACTIVE

tarifs de l'électricité à ceux de nos concurrents si vous le souhaitez.

L'inscription est très simple, et les paiements en cours peuvent être effectués par prélèvement automatique depuis le compte bancaire que vous avez défini, vous aurez donc à vous soucier d'une facture de moins dans la gestion des dépenses de votre foyer ou de votre entreprise.

Connectez-vous en 3 étapes faciles ;

- > Connectez-vous au site Internet d'Active Utilities (www.activeutilities.com.au),
- > Inscrivez-vous en ligne, remplissez tous les champs pour éviter un retard dans la connexion ;
- > Attendez que nous vous confirmions le jour et l'heure auxquels nous vous connecterons.

C'est aussi simple que ça ! Nous sommes impatients de vous fournir et de gérer les services dont vous avez besoin.

MIT ACTIVE UM DIE WELT

Für weitere Informationen besuchen Sie bitte unsere Website oder kontaktieren Sie uns unter der Telefonnummer 1300 587 623.

Willkommen in Ihrem privaten Versorgungsnetzwerk, das von Active Utilities (Active) bereitgestellt wird. In Zusammenarbeit mit Ihrem Gebäudeeigentümer oder -verwalter haben wir ein privates Netzwerk in Ihrem Gebäude installiert, das es uns ermöglicht, Ihnen ermäßigte Preise durch die Möglichkeit des Großeinkaufs anzubieten.

Active bietet private Versorgungsnetze für:

- > Elektrizität
- > Zentralisiertes Warmwasser
- > Zentrales Heizen und Kühlen (Klimaanlage)

Wir bieten unseren Kunden Rabatte auf den veröffentlichten Tarif für den Bereich Strom und faire Marktpreise für Warmwasser sowie Heizen und Kühlen. Die Verbindung wird viel schneller als normal hergestellt, da wir im Gegensatz zu

einem normalen Einzelhändler den Prozess steuern.

Wir sind von unseren Preisen und unserem Service so überzeugt, dass Sie keinen Vertrag unterschreiben müssen. Es steht Ihnen frei, die Strompreise unserer Mitbewerber zu untersuchen und zu vergleichen, wenn Sie dies wünschen.

Die Anmeldung ist sehr einfach und laufende Zahlungen können per Lastschrift von Ihrem angegebenen Bankkonto ausgeführt werden. Sie müssen sich bei der Verwaltung Ihrer Haushalts- oder Geschäftsausgaben also um eine Rechnung weniger kümmern.

Stellen Sie in 3 einfachen Schritten eine Verbindung her.

- > Melden Sie sich auf der Active Utilities-Website an (www.activeutilities.com.au),
- > Füllen Sie die Online-Registrierung und alle Felder aus, um Verzögerungen bei der Verbindung zu vermeiden.
- > Warten Sie auf Ihre Bestätigung von uns an einem Tag und zu einer Uhrzeit, zu der wir Sie verbinden werden.

So einfach ist es! Wir freuen uns darauf, Ihre laufenden Dienstleistungen bereitzustellen und zu verwalten.

एक्टिव के साथ दुनिया की सैर

अधिक जानकारी के लिए कृपया हमारी वेबसाइट पर जाएं या 1300 587 623 पर हमसे संपर्क करें।

एक्टिव यूटिलिटीज (एक्टिव) द्वारा प्रदान गए आपके निजी यूटिलिटी नेटवर्क में स्वागत है। आपके भवन के स्वामी या प्रबंधक के साथ संयोजन में, हमने आपके भवन में एक निजी नेटवर्क स्थापित किया है, जिससे हम आपको थोक खरीद की शक्ति के माध्यम से रियायती दरों की पेशकश कर सकते हैं।

एक्टिव निम्नलिखित के लिए निजी यूटिलिटी नेटवर्क प्रदान करता है:

- > बिजली
- > केंद्रीकृत गर्म पानी
- > केंद्रीकृत ताप और शीतलन (एयरकंडीशनिंग)

ACTIVE

हम अपने ग्राहकों को बिजली के लिए क्षेत्र के लिए प्रकाशित दरों पर रियायतें तथा गर्म पानी और शीतलन के लिए उचित बाजार दरों की पेशकश करते हैं। कनेक्शन सामान्य से बहुत अधिक शीघ्रता से पूरा किया जाता है, क्योंकि एक नियमित रिटेलर के विपरीत, प्रक्रिया को हम नियंत्रित करते हैं।

हम अपने मूल्य निर्धारण और सेवा को लेकर इतने आश्वस्त हैं कि हम आपको अनुबंध पर हस्ताक्षर करने के लिए नहीं कहते हैं। यदि आप चाहें तो आप हमारे प्रतिस्पर्धियों के बिजली मूल्य निर्धारण का पता लगाने और उसकी तुलना करने के लिए स्वतंत्र हैं।

साइन अप बहुत सरल है और आपके नामांकित बैंक खाते से सीधे डेबिट के माध्यम से वर्तमान भुगतान किए जा सकते हैं, इसलिए आपको अपने घरेलू या व्यावसायिक खर्चों को प्रबंधित करते समय एक कम बिल की चिंता करनी पड़ेगी।

3 आसान चरणों में कनेक्ट हों;

- > एक्टिव यूटिलिटीज वेबसाइट (www.activeutilities.com.au पर लॉग इन करें),
- > ऑनलाइन पंजीकरण पूरा करें, कनेक्शन में देरी से बचने के लिए सभी क्षेत्रों को पूरा करें; और
- > हमारी ओर से इस बात की पुष्टि की प्रतीक्षा करें कि हम आपको किस दिन और किस समय कनेक्ट करेंगे।

यह इतना आसान है! हम आपकी अनवरत सेवाएँ प्रदान करने और प्रबंधित करने के लिए तत्पर हैं।

세계를 선도하는 ACTIVE

자세한 내용은 당사 웹사이트를 방문하거나 1300-587-623으로 문의하십시오.

Active Utilities (Active)에서 제공하는 사설 공익사업 네트워크에 여러분을 환영합니다. 당사는 귀하의 건물 소유주 또는 관리자와 협력하여 귀하의 건물에 사설 네트워크를 설치하여 대량 구매를 통해 할인된 요금을 제공할 수 있게 되었습니다.

Active는 다음에 대한 사설 공공사업 네트워크를 제공합니다.

- > 전기
- > 중앙 온수
- > 중앙 난방 및 냉방 (에어컨)

당사는 고객 여러분께 해당 지역에서 공시된 전기 요금과 온수 및 냉난방에 대한 공정 시장 요금에 대한

할인을 제공합니다. 일반 소매업체와 달리 당사가 직접 절차를 제어하므로 일반적인 경우보다 훨씬 빠르게 연결이 완료됩니다.

귀하는 계약서를 작성할 필요가 없습니다. 당사는 그만큼 저희가 제공하는 가격과 서비스에 자신이 있습니다. 원하신다면 직접 자유롭게 경쟁 업체의 전기 요금을 찾아보고 비교해보시기 바랍니다.

가입은 매우 간단합니다. 게다가 지정된 은행 계좌에서 자동 이체로 계속해서 요금을 지불할 수 있으므로 가정이나 사업체의 지출 관리와 관련하여 걱정할 청구서가 하나 줄어듭니다.

간단하게 3단계로 연결하세요.

- > Active Utilities 웹사이트(www.activeutilities.com.au)에 로그인하세요.
- > 온라인 등록을 완료하고 연결이 지체되지 않도록 모든 작성란을 기재해주세요.
- > 귀하의 연결 일시에 대한 당사의 확인을 기다려주세요.

이렇게 하면 모든게 완료됩니다. 저희가 귀하에게 지속적인 서비스를 제공하고 관리해드릴 수 있도록 서둘러주세요!

VÒNG QUANH THẾ GIỚI CÙNG ACTIVE

Để biết thêm thông tin, vui lòng truy cập trang web của chúng tôi hoặc liên lạc với chúng tôi qua số 1300 587 623.

Chào mừng bạn đến với Mạng Tiện ích riêng do Active Utilities (sau đây gọi là Active) cung cấp. Cùng với chủ sở hữu hoặc người quản lý tòa nhà của bạn, chúng tôi đã cài đặt một mạng riêng trong tòa nhà của bạn để chúng tôi có thể cung cấp cho bạn ưu đãi chiết khấu nhờ mua số lượng lớn.

Active cung cấp các mạng tiện ích riêng cho:

- > Điện lực
- > Hệ thống nước nóng tập trung
- > Hệ thống sưởi ấm & làm mát tập trung (điều hòa không khí)

Khách hàng của chúng tôi được chiết khấu từ giá điện đã công bố dành cho khu vực sử dụng và

ACTIVE

được tính giá thị trường thỏa đáng cho hệ thống nước nóng và sưởi ấm & làm mát. Tín hiệu kết nối nhanh hơn nhiều so với bình thường vì, không giống như một nhà bán lẻ thông thường, chúng tôi kiểm soát quá trình này.

Chúng tôi rất tự tin về giá cả và dịch vụ của mình, chúng tôi không yêu cầu bạn phải ký hợp đồng. Bạn có thể tự do khám phá và so sánh giá điện của các đối thủ cạnh tranh của chúng tôi nếu bạn muốn.

Quy trình đăng ký rất đơn giản và các khoản thanh toán từ nay về sau có thể được trừ trực tiếp từ tài khoản ngân hàng được chỉ định của bạn, vì

vậy bạn sẽ không phải lo lắng về hóa đơn khi quản lý chi phí gia đình hoặc kinh doanh của mình.

Kết nối trong 3 bước đơn giản;

- > Đăng nhập vào trang web Active Utilities (www.activeutilities.com.au),
- > Hoàn thành đăng ký trực tuyến, điền đầy đủ các miền để tránh chậm kết nối; và
- > Chờ chúng tôi xác nhận ngày và thời gian chúng tôi sẽ kết nối bạn.

Chỉ đơn giản vậy thôi! Chúng tôi mong muốn được cung cấp và quản lý các dịch vụ hiện nay và sau này của bạn.

Opticomm Co Pty Ltd
ACN 117 414 776
Unit 8/ 140 Wrecker Rd
Mansfield QLD 4122
www.opticomm.com.au



10th of December 2024

QWB Residential Precinct Operations Pty Ltd
Residential Precinct Operations Trust of
Suite 501, Level 5, 370 St Kilda Road,
MELBOURNE VIC 3004

Dear Bobby,

Re: OptiComm network activation advice for **Queens Wharf Tower 4, 8 Margaret St, Brisbane QLD 4001**

OptiComm is pleased to advise that Telecommunications services delivered via the OptiComm network will be available at **8 Margaret St, Brisbane QLD 4001** from June 2024.

Residents can arrange to connect to the Retail Service Provider of their choice* for superfast Broadband and Telephone services.

*Note – a list of available service providers can be found at: <https://www.opticomm.com.au/service-providers/>

Let me know if I can be of further assistance.

Yours faithfully,

For and on behalf of OptiComm Co Pty Ltd

David O'Reilly

QLD Project Manager

doreilly@opticomm.com.au

0499521051

Your broadband network provider

How to get connected
to the Opticomm fibre
network so you can do
more online.



Make the most of superfast fibre

We build and maintain the fibre infrastructure that connects your home to the internet via your chosen phone and internet provider.

And, with a wide range of providers to choose from, it's never been easier to get your internet on with Opticomm.



Getting connected is simple

To get connected to a phone and internet plan that suits your needs, speak to one of our providers today.

Visit opticomm.com.au/connect to view a list of Opticomm service providers.

Make sure to ask for an Opticomm connection



Quick – START - Guide



1. The window must not be left open if there is no one in the apartment.
2. When leaving the apartment, the window must be closed.
3. Do not use the **STOP button** unless necessary.
4. If the window is in the open position and **is not moving**, pressing the **STOP button** is not recommended.

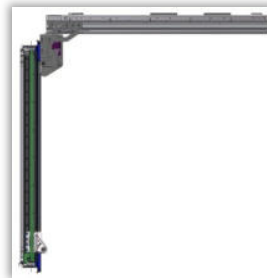
Emergency switch - STOP button

- Immediate shutdown of the entire system when operated by direct pressing.
- The red light will illuminate.
- If the STOP button is pressed the **control panel** on will not be active.

Emergency STOP button



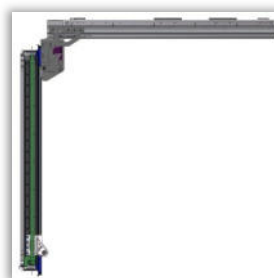
The red light will illuminate



Turn the gently **STOP button** to the right, as shown in the picture below.

Directional arrows are drawn on this button. You will hear a click. Release this button without pulling on it. The red light will turn off.

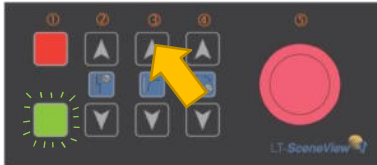
Emergency STOP button





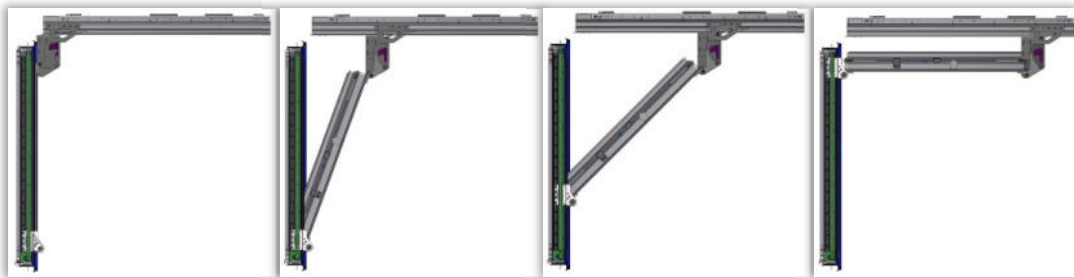
Quick – START - Guide

Open the Window complete



- The sunshade moves up (if it was down)
- The window is unlocked
- The window tilts into the room (approx. 20°)
- The window lifts up under the ceiling.
- The entire opening process takes approx. 90 seconds

Press the „UP“-button for 1 second.



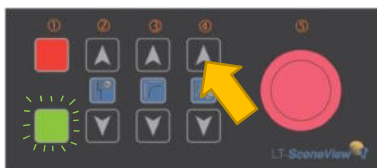
Close the Window complete



- The window lowers to the lower end point
- The window tilts into the closed position.
- The window is locked
- The tilt drive relieves the window
- The entire closing process takes approx. 90 seconds

Press the „DOWN“-button for 1 second.

Open the Window for Night cooling



- The sunshade moves up (if it was down)
- The window is unlocked
- The window tilts into the room (approx. 20°)
- The entire opening process takes approx. 25 seconds

Press the „UP“-button for 1 second.

Close the Window from Night cooling



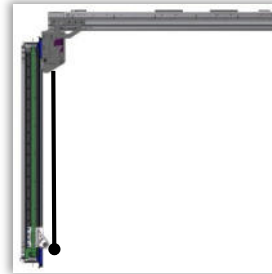
- The window tilts into the closed position
- The window is locked
- The tilt drive relieves the window
- The entire closing process takes approx. 25 seconds

Press the „DOWN“-button for 1 second.



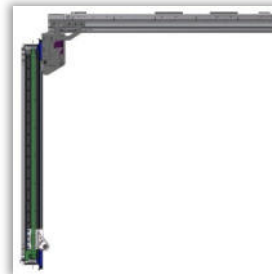
Quick – START - Guide

Sun shading down (complete)



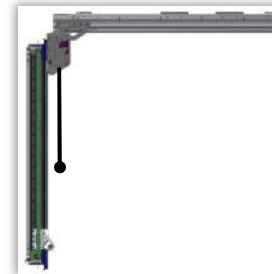
Press the „DOWN“-button for 1 second.

Sun shading up (complete)



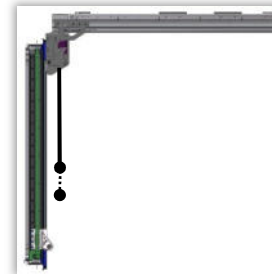
Press the „UP“-button for 1 second.

Stop Sun shading while going up or down (complete)



Press the „DOWN“ or „UP“-button briefly.

Move Sun shading a little up or down



Press the „DOWN“ or „UP“-button briefly.