



THE STAR RESIDENCES

Tower 2 – Pre-Settlement & Move-In

Dear Purchaser,

We are delighted to be bringing the **Epsilon - Tower 2** community to life and look forward to welcoming you to a world-class residential and resort lifestyle. Whether you are preparing to move into your new home or are finalising arrangements for your investment, this information has been prepared to **guide you through the settlement and initial move-in process.**

Purpose of This Information

This cover letter is specific to **off-the-plan purchasers** and outlines the key steps involved **from settlement through to move-in.** The **enclosed Residents FAQ Brochure** explains the day-to-day operations of living within Tower 2 and should be retained for ongoing use after you have settled and moved in.

Settlement & Key Handover

Please refer to the information provided by **Property Settlement Solutions** regarding the key handover process at settlement. As each lot is private property, access and the distribution of keys are managed by each individual lot owner. In its role as Caretaker, **The Star Residences** oversees the administration of building access keys only.

Owner-Occupier Key Handover

At settlement, owner-occupiers will receive their keys directly from their settlement agent. Further details are outlined in the documentation provided by **Property Settlement Solutions.**

If Tower 2 will be your new home, we are delighted to welcome you to the community. We look forward to supporting you through settlement and well beyond. Within this pack, you'll find helpful information designed to support your living experience - from what to expect after settlement to how to access The Star Residential Benefits Program. The Star Residential Benefits Program is designed to elevate everyday living, bringing modern comforts together with unmatched convenience.

Investor Key Handover

If your apartment is managed by The Star Residences, we take care of every detail on your behalf including managing key collection at settlement, arranging utility connections, coordinating lift bookings for furniture deliveries, and ensuring a seamless and stress-free experience from day one. Alternatively, if you have elected to rent your apartment independently or through an external agent, you may wish to provide them with your authority for any matters relating to the apartment, including coordinating access and key handover.

Move-in Procedures

On behalf of the Tower 2 Body Corporate and Destination Gold Coast, the team at The Star Residences is committed to supporting a smooth and efficient move-in experience for all residents. Access to the loading dock is shared with Multiplex until construction is complete. Therefore, due to high demand during the initial settlement period, access to the building will be carefully coordinated.

Lift Bookings

- Lift bookings may be reserved **once settlement of your lot has occurred**
- Requests must be submitted **at least 48 business hours prior** to your intended move-in date
- All booking requests are **subject to availability**
- Each booking allows a **maximum of 90 minutes exclusive lift access**

To reserve a lift following your settlement, please complete the booking form at the end of this document and email it to: T2Strata.residences@star.com.au During the initial move-in period, the following booking hours will apply:

- **Mon to Fri:** 7am – 1pm Access Via Porte Cochere & 1pm – 8pm Access Via Loading Dock
- **Sat & Sun:** 7:00am – 8:00pm Access Via Loading Dock

Please note that these hours may vary depending on demand and availability.

Further details about the move-in process are provided in the **Residents FAQ Brochure**.

Meet Our Strata & Asset Management Team

Our dedicated team of licensed real estate professionals are here to support you through settlement and ongoing ownership. Our Building Management Team is based onsite and will help support a smooth and welcoming transition into your new home. Please let us know when you're planning to visit The Star Gold Coast – we would love to host you for coffee.



Above - Building Management: From left to right: **Vanessa Rodrigues Rocha**, Building Management Assistant; **Warren Hall**, Property Operations Supervisor; **Semir Zecivic**, Building Manager

Investor Liaison: From Left to Right: **Troy Fettes**, Senior Strata & Asset Manager; **Olivia (Meng-Han) Lu**, Investor Liaison Manager; **Poh Leng Kee**, Business Development Manager; **Leanne Willmott**, Residential Services Executive; **Juliet Foley**, Residential Property Manager; **Jessica Wilkie**, Head of Strata & Asset Management

We look forward to speaking with you personally and to welcoming you to **The Star Gold Coast**.

Warm regards,

The Star Residences

Strata & Asset Management Team