

RESIDENT FAQs

TOWER 2, BROADBEACH ISLAND



THE STAR RESIDENCES
GOLD COAST



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CONGRATULATIONS ON YOUR PURCHASE!

Welcome to Epsilon, Tower 2 Broadbeach Island. The Star Residences is the Body Corporate appointed Caretaker and Letting Agent. We are excited to welcome you to the community and our experienced Property Services team looks forward to meeting you soon.

If you will be residing in your new apartment, we have included important information about living in Tower 2. This should answer any questions you may have about key collection, utility connections, and other everyday living details and ensure a smooth transition into your new home.

If your apartment will be managed by The Star Residences, either in the short-term or long-term letting pool, rest assured that our experienced onsite team has everything under control. From connecting your utilities and organising lift bookings for furniture installations to collecting your keys at settlement, our team will handle everything for you, providing a stress-free experience for your new investment.

If you are not residing in your apartment and would like to discuss the flexible management options available at The Star Residences with one of our experienced and licensed Investor Liaison Manager, please email us at star.residences@star.com.au or call us on +61 (07) 5592 8199.

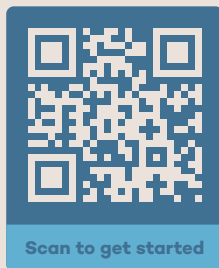
Kind Regards,
The Star Residences Team



RESIDENT PORTAL

We're excited to introduce MyBos, our building management application, designed to make your experience as an owner more convenient and connected. MyBos is a powerful tool available to all owners, residents, and managing agents, providing a seamless platform to make Private Dining Room bookings, report common property repairs and maintenance, and access important information in real time. By using MyBos, you'll have everything you need at your fingertips - from booking common areas to accessing building procedures and documents, all within an easy-to-use portal.

We encourage all occupants to take full advantage of MyBos, as it not only streamlines communication but also helps to create a more efficient and cohesive community for everyone. Regular updates will keep everyone informed, and you will have access to the latest news and developments regarding the building. Simply scan the QR code to get started, and you'll receive your login details shortly.



Username: Tower2Broadbeach
Password: Tower2Residence

APARTMENT ACCESS

The Body Corporate for Tower 2 Broadbeach Island has entered into a Caretaking Agreement with The Star Residences to perform specific duties regarding the Common Property. However, these duties do not include granting access to individual apartments.

Owners have the option to rent their apartments either independently or through a managing agent. When an agent is appointed, they assume responsibility for matters related to the apartment, including providing access for themselves or their tenants. Tenants of apartments not managed by The Star Residences must reach out to their agent or the owner for a new key or access. Agents are encouraged to arrange a suitable process for key access with their tenants.

BEFORE MOVING IN



KEY COLLECTION

As each lot is private property, access and the distribution of keys are managed by each individual lot owner. As the Caretaker, The Star Residences will oversee the administration of building access keys, provided that adequate identification is presented.

MOVE-IN PROCEDURES

On behalf of the Tower 2 Body Corporate, the team at The Star Residences is committed to ensuring a smooth and efficient move-in process for all residents.

During certain periods there can be high demand for access to the building. We understand that moving can be a stressful experience, so we've outlined procedures to help make the process as smooth as possible. Please review the following important guidelines and share them with your chosen removalist to ensure everything runs smoothly on moving day.

It is essential that removalists adhere to their scheduled booking times. Lift and loading dock access will be booked back-to-back, and we cannot accommodate multiple move-ins simultaneously. If you are delayed, there is no guarantee you will be able to move in at a later time, as this will depend on other appointments for the day. Please communicate any delays to us, and we will do our best to find a solution, though we cannot guarantee an alternative slot.

Thank you for your cooperation in helping us ensure a seamless move-in process for all residents.

MAKING A LIFT BOOKING FOR MOVE-INS

Lift bookings are unable to be made until your apartment has settled and must be made at least 48 business hours before your move-in date and are subject to availability at the time of booking. To reserve a lift, please complete the booking form at the end of this document and email it to The Star Residences at T2Strata.residences@star.com.au. Be sure to specify whether you are requesting a full move-in or an ad hoc delivery.

After we receive your completed Lift Declaration Booking form, a representative from The Star Residences will reach out to confirm your move. You'll receive a confirmation email with lift booking procedures and a map to the Tower 2 loading dock. A lift will be assigned for a maximum of 90 minutes during your full move-in. You can expect a booking confirmation, including a QR code and detailed move-in instructions, within 48 business hours.

Please remember that all move-ins and large deliveries must be coordinated through the loading dock; access via the Porte Cochere or main lobby is not permitted at any time.

LIFT BOOKING AVAILABILITY AND TIMES

You will have a maximum of 90 minutes for your move-in. Please note that these hours may change depending on demand and availability. Standard hours of operation are Monday to Thursday, 8am - 2pm.

AD-HOC DELIVERIES

An ad-hoc delivery happens when you order items from a supplier (like Harvey Norman) but they can't give a specific delivery time. Instead, they provide a delivery date or a broad time range (e.g., between 10am and 3pm). The exact arrival time can vary due to the supplier's schedule or other factors.

Managing these deliveries can be challenging because they need access to the building's loading dock and lifts, which might need to be pre-booked. Since the delivery time isn't fixed, it's important to plan ahead and make the necessary arrangements.

If you're expecting an ad-hoc (one-off) delivery, flexibility is key. You might need to be available during the delivery date to ensure access to the building and avoid delays. While we will try our best to accommodate your delivery, we can't guarantee it. If the loading dock or lift is already booked, you may need to wait until one is available. Please note that there is only one lift available for move-ins.

REMOVALIST INSURANCE

Before your move begins, your removalist company must provide proof of Public Liability Insurance with a minimum coverage of \$20,000,000 to cover any potential damage to common property resulting from the move.

SELF-MOVES

Self-moves are permitted. When submitting your booking request, please indicate this on the booking form.

INSURANCE

Please refer to your Body Corporate Manager for information in relation to Building Insurance policies. Please note that obtaining and maintaining personal contents and/or Landlords insurance is the responsibility of each individual lot owner.

LIFT DIMENSIONS

Please take note of the lift dimensions below if you have larger items, and ensure this information is shared with your removalist.

Residential Lift

- 2600mm (High) x 1500mm (Wide) x 2025mm (Depth)
- Lift/Landing Entrance Size
- 2200mm (High) x 1000mm (Wide)

DELIVERIES

No items, including smaller deliveries, oversized items, and heavy goods like whitegoods, large furniture, and electronics, can be accepted or stored on-site. Building Management cannot handle these deliveries, as there is no secure storage area available and no appropriate equipment to move them safely in compliance with Occupational Health and Safety guidelines.

Residents expecting delivery of large or oversized items must be present at the time of delivery. Once accepted, residents are responsible for transporting the items to their residence. To ensure the smooth operation of the loading docks, we ask that you make an advance booking through the lift booking procedure for any ad-hoc moves. Please make sure to communicate all of the above details with your removalists prior to booking, to ensure your move-in process is completed efficiently and without unnecessary delays.

UTILITIES CONNECTION INFORMATION

Apartment owners and occupants are responsible for connecting utilities and service accounts, ensuring they are in your name after settlement. The application process is straightforward and can be completed online through the Active Utilities website. If you are part of The Star letting pool, The Star will handle these applications on your behalf.

ACTIVE UTILITIES INFORMATION

Active Utilities is a leading provider and innovator in Australia's utilities sector. For any inquiries regarding utility services or billing, please contact Active Utilities.

General Enquiries

- Phone: **1300 587 623** (Mon-Fri 8:30am to 9:00pm, Sat-Sun 8:30am to 7:00pm, (excluding public holidays AEDT))

Tech Support

- Phone: **1300 026 667** (Available 24/7)
- Website: **www.activeutilities.com.au**
- Your unique site code is **AUPN92964**

Active Utilities will bill all residents directly for electricity, hot water, air conditioning, and cold (potable) water. Further details on these services are provided below.

ELECTRICITY

The apartments feature an Electrical Embedded Network designed to lower overall electricity costs for the building. By purchasing bulk electricity for the entire site, individual residential units benefit from reduced rates. This embedded network is managed and operated by Active, which individually meters electricity for each apartment and provides monthly billing through Active Utilities.

HOT WATER

Hot water is provided to apartments through a centralised hot water system. These large storage units can hold thousands of litres of hot water, serving as a replacement for individual hot water systems. Each apartment is equipped with a bulk hot water meter that tracks the amount of hot water consumed. Your monthly account from Active Utilities reflects your hot water usage based on the volume consumed.

COLD (POTABLE) WATER

Your cold-water supply comes through a private network instead of being delivered directly from the Gold Coast City Council. Like your other utilities, your cold water is metered individually and billed similarly to how you would be charged by the Council. You will receive a monthly invoice for your cold-water usage from Active Utilities.

HOT AND COLD WATER SUPPLY

In the event of an emergency the hot and cold-water supply shut off valves can be isolated from inside each lot. The location of the shut-off valves is dependent on the apartment type. They can be found either under the laundry sink, or kitchen sink. For further shutdown of apartment services, please contact the caretaking team. Isolation can be carried out from the corridor services cupboard.

CENTRALISED AIR-CONDITIONING

Your apartment is equipped with a centralised air-conditioning system for both heating and cooling. This system features a main unit that distributes conditioned air, but it isn't connected to a separate condenser within your apartment. Instead, it connects to the central chilled water system. Your usage is individually metered and billed to you on a monthly basis.

For further shutdown of apartment services, please contact the caretaking team. Isolation can be carried out from the corridor services cupboard.

COOKTOP GAS

You will incur a daily fee to cover the cost of the cooktop gas supply, which is included in your hot water account.

BROADBAND INTERNET AND TELEPHONE

All apartments are equipped with a fibre optic national broadband system by ASN Telecom, providing internet and phone services.

Each apartment includes an ASN Telecom-branded Network Termination Device (NTD), ready for internet activation. You can select from several service providers for internet, phone, and Pay TV services. Please refer to your Owners Manual or the resident welcome brochure for the provider options.

A Wi-Fi modem is pre-installed in your apartment at no additional cost, and connections are typically activated within 2-5 business days after signing up.

NBN NEW DEVELOPMENT FEE

For first-time users of the national broadband service, a one-time new development connection fee (\$300) will apply, payable to your chosen Internet Service Provider (ISP), in line with the Telecommunications in New Development Policy.

TELEVISION

Your apartment is equipped with plug-in points connected to a "free-to-air" (FTA) television aerial located on the building's roof. Each apartment has a TV point in the lounge room and master bedroom.

FOXTEL

Your apartment is ready for Foxtel! To set up your connection, call **1300 130 799** between 9:00am and 8:00pm, Monday to Friday. Please be aware that additional charges will apply.

You have two options for connecting to Foxtel: you can opt for Foxtel TV (Satellite) after a technician installs a set-top box or choose Foxtel Now (online streaming service) *.

**Compatible media devices are required.*

POST SETTLEMENT APARTMENT MATTERS

At settlement, you will receive a Handover Pack that includes the Owner's Information and Maintenance Manual.

This manual provides detailed guidance on operating and maintaining your apartment, along with appliance manuals, warranties, and defect procedures. For any questions, please refer to the manual first, and always hire experienced, licensed tradespeople for repairs and maintenance. For Star-managed apartments, we will securely store your handover packs and keys.

DEFECT REPORTING PROCESS

Defects within private apartments must be reported as follows:

- Tenants must advise their managing agent or apartment owner of any defect or maintenance issue.
- Owner-occupiers may report defects directly.
- Tenants are not to contact the builder or defect email directly.

It is the responsibility of the owner, owner-occupier, or managing agent to review the issue and, where appropriate, report it to: Tower2@dgcc.com.au

Defect reports should include the apartment number, address, contact details, a clear description of the issue (listed room by room where possible), photos if applicable, and occupant details where relevant.

If confirmed as a defect within the applicable defect liability period, the builder's representative will arrange rectification and coordinate access as required.

Please note that The Star Residences team can only manage defects for apartments in their letting pool in the capacity as Managing Agent. All defect reporting and coordination is the responsibility of owners, owner-occupiers, and managing agents.



EVERYDAY LIVING



Tower 2 Broadbeach Island provides exceptional facilities, maintained for the use of residents, their guests, and invitees (where applicable). We kindly ask that residents and their guests respect the privacy and well-being of all. To ensure a pleasant living environment for everyone, please adhere to the established guidelines for shared areas. Together, we can create a harmonious community where everyone enjoys their home.

OFFICIAL ADDRESS

Unit XXXXX, Tower 2
16 Casino Drive, Broadbeach Island, Broadbeach
Queensland, 4218

MAIL DELIVERY AND LETTERBOXES

Each apartment has its own numbered letterbox located on Level 5. Mail is usually delivered to your designated letterbox by 7pm daily. You'll find the keys to your mailbox in your settlement pack. Please remember to check and empty your mailbox regularly to minimise the risk of theft.

For parcel deliveries from Australia Post and couriers, residents will be notified by the postal courier via the intercom at the front of the building. Residents will need to come down and sign for each delivery. Unfortunately, The Star Residences cannot accept parcels on your behalf or hold them at reception.

PARCEL LOCKERS

The installation of parcel lockers is an integral part of the Tower 2 development, featuring a 42-door standard locker and one 8-door refrigerated locker. This parcel locker service is provided free of charge to residents, if parcels are collected within the designated pick-up period. The process is straightforward: approved couriers, supported by all courier services, access the parcel locker. Once a parcel is delivered and scanned, a locker door opens for the item to be deposited. Residents will receive an SMS notification with a secure code, granting them 24/7 access to the locker. To collect their parcels, residents simply scan the QR code at the locker kiosk, ensuring a contactless experience. If you would like to register to use the parcel lockers, please log in to MyBos and refer to the parcel locker section.

FOOD DELIVERIES

Residents can pick up food deliveries at the Porte Cochere or use the intercom to grant access to the delivery person to their floor. Please note that the lifts will only allow access for 2 minutes. For security reasons, residents should be cautious about who they let in and ensure that delivery drivers leave their bikes outside.

The Star Residences team is unable to handle or collect any food deliveries on behalf of residents.

AMENITIES AND HOURS OF USE

The facilities on level 22 and 23 are exclusively accessible by occupants and guests of Tower 2 and feature:

- 23.5-meter pool
- Poolside lounge terraces
- Steam room and sauna
- Gym
- Lounge and private dining room
- Outdoor BBQ and dining area

PRIVATE DINING ROOM

The private dining room is located on the Level 23 recreation deck, featuring lounge seating, a dining table, kitchen and breathtaking views, creating an elegant space for hosting private events. This area is available for reservations from 7am to 10pm, subject to availability and the terms outlined in the Private Dining Room booking registration procedure. For further details, please visit MyBos. Kindly note that the private dining room is designated for non-commercial activities only.

ACCESS TO OTHER ISLAND FACILITIES

Occupants do not have access to the Tower 2 Level 6 Leisure Deck, which is exclusive to the hotel operator, or to any facilities in Tower 1, The Star Grand, or The Darling Hotel. These areas are not part of the Tower 2 strata scheme. Access to some facilities may be available through the Residential Benefits Program. Applications for this program can be requested from the strata office.

TOWER 1 BROADBEACH ISLAND

Tower 1, located on the Island, is the first tower constructed and features a design similar to Tower 2. Standing at 53 stories, levels 7 to 19 are occupied by the Dorsett Hotel. Residential facilities and apartments begin on level 20 and operate under a Community Titles Scheme (CTS). The amenities in this tower are separate and not accessible to residents of Tower 2, and vice versa.

BUILDING MANAGEMENT

For all general building inquiries—such as lift bookings, key requests, and caretaking matters—please reach out to our dedicated building management team at

T2Strata.residences@star.com.au or call (07) 5592-8512.

USE OF STUDIES AND MEDIA ROOMS

The Tower 2 development approval and the building bylaws do not permit the conversion of studies or media rooms into permanent bedrooms. These spaces have been designed and approved for their specified use only, and modifications to convert them into bedrooms are considered a material change of use.

Owners and residents must not market these areas as bedrooms for short or long-term letting and any breach of this requirement may result in enforcement actions. If you are unsure about the permitted use of any area within your apartment, please contact building management for clarification.

CARETAKING EMERGENCIES

In case of caretaking emergencies outside of regular hours, contact The Star Grand reception at [\(07\) 5592-8164](tel:0755928164). Examples of emergency situations include lift malfunctions or entrapments, broken windows or glass doors, blocked drains or sewage overflows, and any safety concerns requiring immediate attention, such as security breaches, noise complaints, or disturbances. If you require police, ambulance or fire services please call 000.

SMOKING AND VAPING: RULES AND RESPONSIBILITIES

Smoking and vaping are not permitted in any common areas or on apartment balconies, as outlined in the building's by-laws. For those who wish to smoke, please utilise the designated smoking areas located at The Star Casino.

TOILET SYSTEM GUIDELINES

To ensure the proper functioning of the building's plumbing system, it is crucial to avoid flushing anything other than toilet paper and human waste. Please do not flush, nappies, tissues, wet wipes, or sanitary items. Even those labelled as "flushable" can cause serious blockages, leading to significant damage to apartments and common areas, as well as incurring costly repairs for owners.

We encourage all owners to communicate these guidelines to their guests and tenants to help maintain the integrity of the plumbing system.

INTERCOMS

The intercom system manages access to the entrance doors at the front of Tower 2 and facilitates entry to each occupant's floor via the lift. It is designed to offer convenience and security for residents and guests. Intercom units are situated at the Porte Cochere entrance of Tower 2, the level 3 promenade lobby, the car park lift lobby on each level, and beside the entry gates to the residential car park. To begin, please follow the prompts displayed on the intercom screen.

LIFTS

The Tower 2 Residences will feature five high-speed, security-controlled lifts serving various areas, including the Low- and High-Rise Residential apartments, the Residential Recreation Level, car park levels, and the Residential Lobbies. The lift configuration is as follows:

- **Two Lifts Dedicated to High-Rise Residential Apartments (Levels 1-5M, 44-63)**
- **Two Lifts Dedicated to Low-Rise Residential Apartments (Levels 1-5M, 22-43)**
- **One Back-of-House Lift Shared Among All Residential Levels**

Please note that the residences lifts are exclusively for resident and guests staying within the residential component of Tower 2; ANDAZ hotel guests use designated hotel lifts.

GENERAL WASTE AND RECYCLING

Each floor has a waste and recycling chute for appropriate disposal. Clear signage in the refuse and bulky waste rooms details the acceptable waste items for each area.

Please do not leave any rubbish or items loose in the garbage chute rooms or corridors.

For safety and functionality, **do not dispose of hard rubbish, such as building materials, crockery, appliances, or similar items, through the garbage chute.**

Oversized waste is also prohibited.

The following items **must be disposed of in the bulky waste room on Level 3**:

- Any waste bag over 3kg
- Items larger than 300mm in any direction
- Cardboard
- Glass as a primary component
- Liquid waste
- E-waste
- Construction debris
- Green waste

Residents are responsible for disposing of hazardous or non-permissible waste and must make private arrangements as needed.

Please be aware that these areas are monitored by CCTV cameras.

Important Notice: Waste Disposal Fines for Misuse

Please be aware that improper disposal of waste in the chutes can lead to serious blockages or damage to the system, causing blockages and even creating fire hazards. To ensure the system remains functional and safe for all, CCTV monitoring is in place. Fines will be issued for any misuse of the waste disposal system, and call-out charges relating to blockages will also be passed on to the responsible party. Please follow the guidelines carefully to avoid penalties and maintain a clean, safe environment for everyone.

BULKY WASTE

All bulky waste must be disposed of and sorted in the designated bulky waste room, located on Level 3 of the residential car park, adjacent to the lift lobby. Please ensure that the bins are not overfilled.

Important: No hard rubbish should be left on-site.

Individuals found dumping hard rubbish will be required to remove it or will incur charges for its removal.

Please be aware that these areas are monitored by CCTV cameras.

E-SCOOTER AND E-BIKE POLICY

In accordance with Body Corporate by-laws, E-scooters and E-bikes are not permitted inside apartments. These devices must not be transported through lifts or any common areas of the building.

All E-scooters and E-bikes must be securely stored in the designated bike cages located in the carpark.

Access to these bike cages is available using your white swipe card.

Please note: Charging of E-scooters or E-bikes is strictly prohibited anywhere on the Island, including apartments, common areas, and bike storage facilities.

We appreciate your cooperation in maintaining a safe and compliant living environment for all residents.

PARKING

If your apartment has an allocated car parking space, the relevant details will be provided to you by your managing agent or at settlement. You will be issued with a car park access card for entry via the secure roller door to Level 5. One access card is provided per allocated car space for entry to and exit from the main Star car park.

For added convenience, license plate recognition (LPR) is also available. Vehicle details must be registered with The Star Residences team as advised.

Important - Access System Use:

The car park operates on a loop system, meaning the car park access card and license plate recognition cannot be used at the same time for the same vehicle. Mixing access methods (for example, entering via license plate recognition and attempting to exit using an access card, or vice versa) may result in access being denied or the system failing to register the vehicle correctly. Residents should therefore use the same access method consistently for entry and exit.

Residents must only park in their designated allocated space. Unauthorised parking may result in enforcement action, including towing, at the vehicle owner's cost.

If you're concerned about unauthorised parking in your space, consider installing a car park bollard. Please note that installation approval is required.

Car parking bays must be kept clean and well maintained at all times. Owners, occupiers and tenants are responsible for ensuring their parking space is free from oil, fuel or fluid leaks and spills. Any spills must be cleaned immediately, and vehicles causing repeated or ongoing leakage may be required to be repaired or removed from the car park. Costs associated with cleaning or rectification may be charged to the responsible lot owner.

For further information or assistance regarding parking matters or bollard installation approvals, please contact:

T2Strata.residences@star.com.au

Bollard installation requests will only be approved once all apartments have settled, as car space reallocations may be necessary during this period.

Access to the Tower 2 parking area is available via Casino Drive (Yellow Car Park entry) through the Level 2 car park. Please follow the directional signage to Tower 2. Note that the car park entry has a height limit of 1.95 meters.

CASUAL PARKING RATES

Casual parking rates are provided for general information only and are correct at the time of publication. Rates are subject to change at any time. Owners, residents and guests are encouraged to check the applicable signage or confirm current rates on The Star Gold Coast website.

ENTRY AFTER 6:00 AM DAILY	MONDAY TO THURSDAY	FRIDAY TO SUNDAY
0-30 minutes	Complimentary	Complimentary
30 minutes – 3 hours	Complimentary	\$10
3-6 hours	\$10	\$20
6-9 hours	\$15	\$30
9-12 hours	\$20	\$40
12-15 hours	\$25	\$50
15+ hours / daily rate per 24 hours and lost tickets	\$30	\$60
Motorcycle flat rate per 24 hours* (must park in the designated motorcycle bays)	\$7	\$7
Enter car park after 12:00 am and exit prior to 6:00 am the same day	Complimentary	Complimentary

Additionally, a new entry on Level 1 from Darling Avenue will be available, with clear signage indicating the entrance. However, please be aware this entry may not be open at the time of apartment settlement. If you do not have an allocated car park, casual parking is available at the rates listed right. Please note that these prices are subject to change.

VISITOR PARKING

Visitors can park in the main car park at The Star Gold Coast. Casual parking is available at standard rates.

EV CHARGING

As part of the Tower 2 development at The Star Gold Coast, it is intended that electric vehicle (EV) chargers will be strategically installed throughout The Star car park. This initiative aligns with the growing demand for sustainable transportation solutions, providing convenience for EV owners within the community. The chargers will operate on a user-pays system, ensuring accessibility while supporting responsible energy use.

ANDAZ GOLD COAST

Andaz Gold Coast has been appointed to operate the 202-room hotel set to open in the second half of 2026, occupying floors six to twenty-one of Tower 2. The Andaz brand, managed by Hyatt Hotels, includes 30 properties worldwide, and this addition in Tower 2 will be the first for the brand in Australia and the Pacific region.

PORTE COCHERE

The Tower 2 Porte Cochere is accessible via Casino Avenue and is designated strictly for drop-off and pick-up only. No parking is permitted. Please be aware that this driveway is shared with the Andaz Gold Coast Hotel.

BIKE STORAGE FACILITIES

There are two designated bike cages on Level 5 of the car park, located adjacent to the up ramp, just beyond the roller door. These cages are accessible exclusively with your swipe access card, ensuring only authorised residents have entry. To maintain building cleanliness and safety, please only bring bikes into the building via the car park entry. Remember to secure your bike within the cage and ensure the cage door is closed after entry to prevent unauthorised access.

STORAGE

For owners who have purchased a storage cage, these are conveniently located within the Level 5 and Level 5M car parks. Each storage cage is numbered to correspond directly with your car park license agreement, ensuring easy

identification and access. Please make sure to use only the storage cage allocated to you, as per your agreement, to avoid any confusion. Additionally, remember to keep your storage area secure and follow any guidelines for storage to maintain a safe and organised environment for all.

KEYS

Spare apartment keys cannot be cut by regular locksmiths, as they are restricted. Additional keys for the apartment door can be ordered through The Star Residences. To request keys, please email your order to T2Strata.residences@star.com.au. Please note that only authorised managing agents and property owners are allowed to place key orders. Once approved, we will submit the request on your behalf. Payment for the keys must be made directly to Surfers Paradise Locksmiths. Keys can be collected from their location, or they can arrange delivery to you for an additional fee.

SECURITY ACCESS CARDS

Building entry is electronically secured, and residents are required to use their access cards. Each card provides access only to the floor where your apartment is located. Additional access cards can be purchased for \$60 (including GST) through The Star Residences. Please note that prices may change in line with service and supply costs.

IMPORTANT: If you lose your access card or remote, please report it immediately to maintain security. Note that processing key and access card orders requires 48 business hours.

ORDERING NEW OR REPLACEMENT ACCESS CARDS

The cost for a new or replacement access card is \$60 (including GST). However, re-coding an existing access card is free of charge.

Please note that access cards that are lost, damaged, broken, bent, demagnetised, or stop working due to misuse or wear and tear will require paid replacement. Charges apply regardless of the cause of damage. Prices may change in line with service and supply costs.

To order additional or replacement access cards, please contact The Star Residences by emailing:

T2Strata.residences@star.com.au

All orders must comply with Body Corporate protocols.

Only authorised managing agents or apartment owners may place orders for access cards. Tenants must contact their managing agent or apartment owner to request new or replacement access cards. Orders are processed during caretaking hours (9:00am - 4:00pm).

ALLOWABLE NUMBER OF ACCESS CARDS PER APARTMENT

According to the Tower 2 Body Corporate by-laws, the number of access cards allowed per apartment is as follows:

- **1-bedroom apartment:** up to 3 cards
- **2-bedroom apartment:** up to 5 cards
- **3-bedroom apartment:** up to 7 cards

REPAIRS AND MAINTENANCE

If you notice any areas requiring repair or maintenance in the common or public areas of the hotel, please contact the caretaker by email or phone – please refer to the ‘useful contacts’ provided below.

AIR CONDITIONING

Your apartment is equipped with a central chilled water system that supplies fan coil units for air conditioning. These units serve both the living area and the bedroom(s). Each apartment has a local controller, allowing you to turn the unit on and off, adjust the fan speed, set temperature preferences, and switch between heating and cooling modes.

Power for the air conditioning unit comes from a labelled circuit breaker in your apartment’s switchboard.

To ensure optimal performance, please keep all windows and doors closed while the system is in operation. During certain times of the year, it’s advisable to use internal blinds to minimise heat gain from direct sunlight.

EXHAUST FANS

The bathrooms and ensuite are equipped with a ventilation exhaust system that activates when the light is switched on, continuing to run for about 5 minutes after the light is turned off.

For your laundry, the ventilation system is controlled by a switch on the power point for the washing machine and dryer. This means that the washer and dryer will not function unless the fan is running. To prevent moisture buildup in the laundry area, it’s advisable to keep the doors open while using the washing machine and/or dryer. Once the switch on the power point is turned off, the ventilation fan will stop immediately.

KEEPING OF PETS

The keeping of pets is subject to the conditions of by-law 18.1 being met. A pet application form can be accessed on the Mybos portal. Please complete the form and submit it along with all required documentation to the Body Corporate Manager.

Owning a pet in a high-rise building can be a great experience, but it’s important to be mindful of both building

rules and your neighbours. Pets are not permitted on the Level 22 and 23 recreation deck, so please ensure your pet stays in designated pet-friendly areas.

Always keep your dog on a leash in common areas, including corridors and lobbies, to ensure safety and prevent accidents. Be sure to clean up after your pet and dispose of waste in the appropriate bins. Noise can be an issue, so try to minimise barking or disturbances, especially if you’re leaving your pet alone for extended periods.

Additionally, while balconies can offer pets some outdoor space, please never leave them unattended there.

By following these simple guidelines, you can help maintain a peaceful and respectful environment for everyone in the building.

DOGGY AREA

The dog area is a designated space conveniently located next to the Level 3 car park and is provided for dogs to exercise and attend to toileting needs. This area is intended to assist residents with pet management within the building. Access will be granted once your pet application has been approved by the Body Corporate.

BALCONY FURNITURE GUIDELINES

The Gold Coast is subject to adverse weather events, including strong winds at various times of the year. To ensure the safety of your property and prevent damage, residents are required to take reasonable precautions to secure their balcony furniture or bring items indoors during such events.

To reduce the risk of items being blown off balconies or outdoor areas, any belongings (including furniture) placed on these spaces must adhere to the following guidelines:

- a) Be of sufficient weight to resist being blown away by strong winds;
- b) Be designed to be permeable, allowing wind to pass through rather than lifting the item;
- c) Ensure that any light objects, such as seat cushions, are securely fastened to the furniture.

BALCONY USE

Residents will be liable for any damage or personal injury that occurs due to items falling, being thrown, or disposed of over the balcony. Deliberatively throwing items from balconies is a criminal offence and can cause serious injuries or even death. This behaviour will not be tolerated and will result in Police involvement. Residents are advised not to store any items on their balcony that will affect the façade of the building on their balcony. When cleaning or watering plants, take care to avoid excess water flowing over the edge onto apartments below.

For everyone's safety, CCTV cameras monitor the building's exterior.

THE STAR RESIDENTIAL BENEFITS PROGRAM

Prepare to elevate your living experience with The Star Residential Benefits Program!

We are thrilled to present owner-occupiers of Tower 1 and Tower 2 with an exclusive program designed to enhance your lifestyle through a range of luxurious hotel-style services. Indulge in the convenience of housekeeping, maintenance, dry cleaning, and valet services, all available right at your doorstep. Please note that these services are user-pays and may not all be available at the opening of Tower 2.

But that's not all! The program also offers an impressive array of discounts and monthly specials at selected food and beverage outlets, extended to all residents, making your living experience even more rewarding. Welcome to a new level of comfort and convenience!

The availability of services and venues is subject to change at the sole discretion of The Star.

Additional charges may apply for some or all of the services provided. Furthermore, the hotel-style services offered may originate from the broader precinct and are not necessarily confined to the Tower 2 scheme.

SAFETY AND SECURITY

Tower 2 has implemented robust security measures to protect the safety and well-being of all residents and their properties. To sustain this high level of security, we need the cooperation of everyone. The security features include:

- CCTV surveillance
- Secure parking
- Visitor access via intercom
- Lift security for all floors
- Emergency stairwells

CCTV SECURITY CAMERAS

Please be aware that the building is continuously monitored by video surveillance (CCTV), with all cameras recording on behalf of the Body Corporate. Cameras are positioned at key locations throughout the building.

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 Tower 2 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 for Tower 2 is

'Body Corporate for Tower 2 Broadbeach Island Community Title Scheme 57199'.

BODY CORPORATE MANAGER

The Body Corporate Manager is appointed to handle specific administrative duties to ensure compliance with the BCCM Act and other relevant laws. Their focus is to manage the scheme effectively for the benefit of all owners.

Archers Body Corporate Management has been appointed as the Body Corporate Manager for the CTS. Any concerns related to the Body Corporate should be directed to their team via:

Email: goldcoast@abcm.com.au

Phone: (07) 5552 0700



CARETAKER

The Star Entertainment Letting Pty Ltd has been appointed as the Caretaker for Tower 2. The responsibilities of the Caretaker are outlined in the caretaking agreement, which serves as the contract between the Body Corporate and the Caretaker.

In general, the Caretaker's responsibilities include:

- Managing the Body Corporate's duties related to the upkeep of common property.
- Assisting the Body Corporate in meeting a key requirement of the BCCM Act, which mandates that the Body Corporate "must maintain common property in good condition."
- This includes tasks like maintaining and cleaning pools and spas, as well as keeping common areas tidy.

For any issues or feedback related to Caretaking, please email T2Strata.residences@star.com.au.

BODY CORPORATE COMMITTEE

The Body Corporate Committee consists of volunteer owners (up to 7) elected to represent their fellow owners in the daily management of the Community Title Scheme (CTS).

This committee functions similarly to a company's board of directors and includes the following positions:

- Chairperson
- Secretary
- Treasurer
- Ordinary Committee Members

BY-LAWS

A copy of the Body Corporate by-laws will be included with your settlement and is also available for download from the MyBos portal. These by-laws establish the rules and regulations for the use and management of common property and shared facilities in Tower 2's community titles scheme. They help maintain order, ensure safety, and protect residents' rights by defining acceptable behaviour, maintenance responsibilities, and dispute resolution procedures.

If your property is rented out, it is your responsibility as the landlord to provide your tenant with a copy of the Body Corporate Rules. Familiarising all residents with these rules will help create a safe and harmonious community.

TRADEMARKS

Please note that 'The Star Residences' is a registered business name of The Star Entertainment Letting Pty Ltd and a registered trademark of The Star Entertainment Group. These registered business names cannot be used in anyway without written authorisation from The Star Entertainment Group. Managing agents and purchasers that rent their apartments privately must not reference The Star's trademarks and should refer to the building as "Tower 2 Broadbeach Island" in all advertisements.

FIRE AND EMERGENCY

In the event of an emergency requiring evacuation, please follow these steps:

- 1. Use Fire Stairs Only:** If you need to exit the building, please use the fire stairs exclusively.
- 2. Know Your Exits:** Familiarise yourself with the Emergency Exits on every level of Tower 2. Regularly check the emergency signage throughout the property.
- 3. Follow Evacuation Plans:** Always adhere to the fire evacuation and location plans.

Steps to Take During an Emergency:

- 1. Alert Tone:** When you hear the ALERT TONE (Beep Beep Beep), stop what you're doing and prepare to evacuate. Listen carefully for instructions.
- 2. Evacuation Tone:** Upon hearing the EVACUATION TONE (Whoop Whoop Whoop), evacuate the building immediately via the nearest exit.
- 3. Stay Calm:** Do not panic.
- 4. Notify Tenants:** If your apartment is tenanted, ensure that occupants are aware of the evacuation location and procedures.

Important Note: *Under no circumstances should lifts be used during an emergency. Always follow the directions of the Fire Wardens and the Queensland Fire and Rescue Service.*

APARTMENT SMOKE ALARMS

Each apartment is equipped with 240V photoelectric smoke alarms that are battery-backed and installed on the ceiling. These alarms are in every bedroom and in most living areas, depending on the apartment's size. They are interconnected, ensuring an audible alarm sounds throughout the apartment if one alarm is triggered. If the red cover is still attached, please remove it.

The smoke alarms use non-replaceable lithium-ion batteries, which typically last about 10 years. The units should be replaced at least every 10 years. If the unit emits intermittent beeping, it may indicate a failing battery. Please refer to the manufacturer's documentation or consult a qualified electrician for assistance. Please note that the maintenance and replacement of these alarms are the responsibility of the apartment owners, not the body corporate.

EXTERNAL WINDOWS AND BALUSTRADES

The external windows of Tower 2 will be cleaned by a professional window cleaning company; this is limited to all the external windows and glass balustrades which are not accessible by residents. This is a Body Corporate responsibility. Residents will be notified when the window cleaning is scheduled.





THE STAR RESIDENCES
GOLD COAST