



Welcome to Chelsea Croydon Apartments

We wish to extend to you a warm welcome to your new Inner West Sydney home. Whether you are an Owner or an Occupant we hope that you find this “Welcome Pack” useful in settling into your new residence and the guides assist all in harmonious use of the facilities provided at Chelsea Croydon Apartments.

Introducing your - **Building Management Team**

Paul Golack | Part Time site Building Manager | [0499 299 072](tel:0499299072) – Please call for all site related matters.

Brent Jeffree | Head Office Managing Director

Vision Building Management Group Pty Ltd

PO BOX 5327 Marrickville NSW 1475

Head Office: 1300 88 11 96 | E Fax: 02 8004 0159 | Head Office Email: info@visionbm.com.au

www.visionbm.com.au

IMPORTANT INFORMATION

LOCAL COUNCIL	Inner West Council P: PO Box 14, Petersham NSW 2049 T: +61 2 9392 5000 (8am-5pm Mon to Fri) E: council@innerwest.nsw.gov.au Translation service – 13 14 50
BUILDER	Duffy Kennedy Constructions
STRATA MANAGEMENT	Strata Republic Pty Ltd T: 1300 88 41 04
BUILDING MANAGEMENT	Vision Building Management Group Pty Ltd Head Office T. 1300 88 11 96 Chelsea Croydon Site Mobile: 0499 299 072 Building Manager Email: chelsea@visionbm.com.au

Please note: Instructions contained in this Guide must be read in conjunction with the builders' apartment manual and are intended to assist you to fully enjoy your new property. This guide will cover many, but not all circumstances that may arise from time to time. Whilst we endeavour to maintain a high level of service at all times, this information is provided by third parties and Vision Building Management Group Pty Ltd will not be held liable for any omissions or information contained herein. Failure to follow maintenance instructions may void warranties.

CHELSEA CROYDON FACILITIES

Building Managers Office:

Located in the ground floor common room during the initial period to assist with the move-in procedures.

Common Property Control:

The use and control of all common property is regulated by By-Laws. Please become familiar with the By-Laws. The Owners Corporation has the ability to amend the By-Laws and codes (subject to compliance with the Strata Management Act and DA conditions).

Mail allocation:

The postal address is as per your settlement notice. Australia Post will deliver mail directly to the mailboxes located in each building which are numbered to the corresponding apartment.

ACCESS AND SECURITY

Security Devices and Keys

Each apartment is issued with two (2) apartment keys and two (2) access fobs. The access fobs will provide access to the car park entry/exit, your buildings entry, gate(s) and lift(s).

The Building Manager is responsible for sourcing additional keys and access fobs. If a key or fob is lost / stolen / misplaced, please advise the Building Manager immediately to ensure all measures can be taken to protect the buildings security.

Once the Owners Corporation is formed and a strata committee elected the Building Management will be able to facilitate providing additional keys and fobs for an Owner and or Owner's Agent. Please be aware items will only be ordered upon completion of order form and receipt of payment by the Owners Corporation. No cash taken by BM.

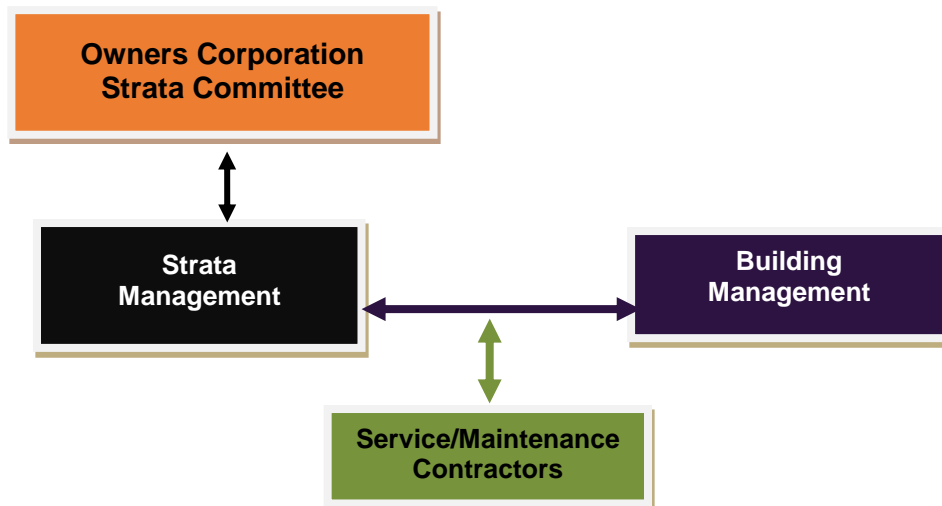
Car Parking Entry and Basement Car Park Areas

The main entry is via 17 Grosvenor Road. Please take care in the car park and note that it is a 10km/h speed limit. Residents are not permitted to park in the visitors parking spots at any time they are strictly for visitors and visiting contractors only. Take advantage of your storage cage and please do not store any items in your car space as its common property and against WH&S regulations and the By-Laws to leave any items there.

Access to your apartment for you and your visitors

Access is via each building's formal ground floor lobby area lift or via the carpark if applicable.

BUILDING MANAGEMENT STRUCTURE



Owners Corporation:

The Strata Scheme will have its own council, to be known as the Strata Committee, which will be appointed at the First Annual General Meeting (FAGM). Each owner of a Strata Lot can participate in the functioning of the building by attending, participate in the election of or seek election to be a member of the Strata Committee of the Owners Corporation.

Strata Manager:

Strata Republic is currently appointed as the Strata Manager for the strata plan for the period up until the First Annual General Meeting. The Owners Corporation will have the opportunity to review the appointment of Strata Republic as the Strata Manager at this meeting.

The Strata Manager's role is to assist the Owners Corporation to perform the administrative and financial functions, which include but are not limited to:

- ✓ Preparing and distributing notices and minutes of meetings.
- ✓ Attending meetings and providing advice.
- ✓ Collecting and accounting for strata levies.
- ✓ Keeping the books and records of the Building.
- ✓ Expenditure and budget control.
- ✓ Issuing financial statements in accordance with legislative requirements.

Building Management:

Vision Building Management Group has been appointed to manage all of the services/facilities within Chelsea Croydon Apartments. Among other things, the Building Manager will be responsible for the following matters in relation to the building:

- ✓ Security Services.
- ✓ Control of Key and Access systems.
- ✓ Advising the Strata Committee of issues concerning the building's common property areas.
- ✓ Supervision of contractors undertaking works on common property including cleaning and maintenance work.
- ✓ Supervision of the observance of By-Laws and other House Rules as determined by the Strata Committee/ Owners Corporation in relation to the building operations and maintenance.
- ✓ Management and disposal of garbage and recycling.
- ✓ Co-ordination of owners and residents moving in and out of the building.
- ✓ Co-ordination of owners and residents' deliveries that require exclusive use of a lift or the loading dock area.
- ✓ General repair and preventative maintenance of all common property facilities.

INSIDE YOUR APARTMENT

Telephone - Please contact your preferred Telecommunication provider to set up an account in the occupant's name.

Internet - Same as Telephone- please note that some suppliers offer discounted "bundled" packages. This site is NBN ready. There is an NBN box in your apartment and this box has a serial number that you need to quote for connection. There is usually a one-off connection fee.

Electricity and Gas – Savant Energy has been appointed by the Developer to provide your building with an embedded network. This means that the electricity, hot water and gas in the apartments, and the common areas of the building is provided by Savant Energy. Please refer to Savant Energy welcome pack in Annexure 29 and fill any required form to register for services.

For information on embedded networks and your energy rights please visit the Australian Energy Regulator's information page on the link below:

<https://www.aer.gov.au/consumers/information-for-electricity-customers-in-embedded-networks>

Water - Please contact Sydney Water to arrange account set up in name of occupant. - Sydney Water (Meter numbers located in lobbies of respective floors).

Fire Alarms - Each unit has a hard-wired smoke detector with back up battery that must be maintained via routine testing and inspections at least annually. The battery in your smoke alarm should be replaced annually.

Renovations / Building Works and Fit-Outs - Any Renovations / Building Works or Fit-outs are subject to Owners Corporation approval and will require Architectural Plans and Drawings certified by a registered agent. Please see the By-Laws for window covering colours and options as these need to be uniform to keep the consistent architectural look of the apartment building.

MAINTANANCE REQUIREMENTS

General Apartment Maintenance:

Each owner is responsible for the maintenance and upkeep of their residence. To maintain the value of the apartment it is recommended that the resident undertake regular cleaning and servicing of any internal systems and assets. Please note you must clean your own balcony with a mop and strictly no hosing as this will affect other apartments and regular cleaning of sliding door tracks to maintain smooth function.

Routine Common Area & Plant Maintenance:

The Building Manager is responsible to ensure that all structural and common property services and equipment at Chelsea Croydon are maintained according to the service schedule and to ensure they are operating to specifications. If you notice any area of Chelsea Croydon being neglected or in need of attention, please bring this to the attention of the Building Manager.

Corrective Maintenance:

Corrective maintenance/ repairs may be required at Chelsea Croydon common areas as a result of accidental damage or machinery breakdown. It is the responsibility of the Owners Corporation to address such. If you become aware of any damage or deterioration of the building or any services, please advise the Building Manager either in person or via an email with photos and with a description and we will seek further instructions to arrange and rectify the problem.

It is important to rectify any damage as soon as possible so as to alleviate any further damage. The damage may also be a symptom of another underlying issue. As Chelsea Croydon Apartments contains various items of equipment which need replacing due to fair wear and tear over time, it is necessary to monitor the performance of all plant / equipment.

We keep and maintain a full site-specific asset register and we keep this up to date and report to the Owners Corporation on regular service agreements and preventive maintenance programmes to insure the building runs in the most efficient manner whilst keeping to a strict budget, as set by the Owners Corporation.

We as your Building Managers are very happy to discuss any concerns or issues you may have on any building related matters whether for common property or pertaining to your own apartments. We serve the Owners Corporation and follow their instructions.

MOVE IN / MOVE OUT- FURNITURE & APPLIANCE DELIVERIES

Following is a guide to assist with your smooth move-in, move-out and/or major delivery of household items to your apartment.

It is important to book at least 4 days before your moving in date to ensure a parking spot for your removalist, availability of the lift and that the lift wall protection is installed.

You will need to book your move-in, move-out or major delivery of household items during one of the time slots by emailing the appointed building manager on the email address: chelsea@visionbm.com.au

Monday to Friday (excluding Public Holidays)

8am to 10am / 10.30am to 12.30pm / 1pm to 3pm (Lift 1 and Lift 2 are both available)

Please confirm with the building manager 48hrs before your move-in via the site appointed mobile phone – [0499 299 072](tel:0499299072)

BEFORE MOVING IN YOU WILL NEED TO NOTE THE FOLLOWING:

IMPORTANT: It is essential that you have completed the Resident Registration, Pet Registration Form (if applicable) and selected a Move-in, Move-out, Furniture & Appliance time slot with the building manager via site specific email address: chelsea@visionbm.com.au and have received a reply confirmation.

If you are a tenant, we will need a copy of the front page of your lease or formal notification from the owner or property manager. Please email to chelsea@visionbm.com.au and address attention to the Building Manager.

WHAT TO DO ON THE DAY YOU ARE MOVING

- Please report directly to the building manager.** He/she will give final instructions for your move. If damage has occurred during your move the Building Manager will take a photo of the damage and make a report and will advise the cost after a quote is obtained.
- Removalist trucks parking need to do so in a safe and courteous manner.** Please do not block other traffic or pedestrian access and ensure that they do it in a way that cannot damage the property. Please make sure your removalist has appropriate public liability and workers compensation cover.
- No removalist trucks are permitted into the basement car-park areas as it is height restricted.**
- All Removalists packaging and waste materials must be removed by the Removalist or yourself.**
- You should carry out a 'path of travel inspection' before and after your Removalist commences moving you in or out** (we recommend you do this with your Removalist). Please notify us immediately if you find damage on your path of travel.
- Doors can be carefully wedged open to give clear access.** When you are finished please ensure the wedge is removed.
- Do not prop open or hold open any lift doors during your move.**
- Lift doors may only be held open by using the lift door open button.** When the lift alarm sounds you must let the doors close or you risk damage to the lift, and this could prove very expensive for you.

BUILDING MANAGERSITE HOURS OF OPERATION

Monday to Friday 8am – 4.30pm (*excluding Public Holidays*) only for the first 6-8 weeks to assist with moves.

Normal Part-Time building management hours are Tuesday and Thursday 8am to 1.30pm on-site and 3 hrs off-site for phone and email communications.

Note - This may change if required by the Owners Corporation.

The building managers office is temporarily located in the ground floor common room and the Building Manager is best contacted on the site-specific mobile number - **0499 299 072**.

Please call the building manager on the site mobile: **0499 299 072** at least two days before your move and we will explain the process you need to follow with your removalists on the day appointed for your move.

Your Building Management Team,

Paul Golack | Part time site Building Manager | 0499 299 072

Brent Jeffree | Head Office Managing Director | 1300 88 11 96

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MOVING OF FURNITURE, GOODS AND ITEMS PLEASE NOTE THE FOLLOWING INFORMATION:

Work Health & Safety (WHS) & personal protective equipment (PPE)

All removalist staff must comply with WH&S legislation and ensure the correct PPE is worn during the relocation. This is a minimum of clear visible safety vests in the car park areas.

Please follow the same path for all furniture entering from the loading zone appointed to your removalist in University Road.

LIFT 1	
# of Elevators in Bank	= 1
Door Width:	0.9m
Door Height:	2.1m
Car Type:	Passenger
Car Internal Height:	2.25m
Car Internal Width:	1.4m
Car Internal Depth:	2.0m

LIFTS 2	
# of Elevators in Bank	= 1
Door Width:	0.9m
Door Height:	2.1m
Car Type:	Passenger
Car Internal Height:	2.25m
Car Internal Width:	1.4m
Car Internal Depth:	2.0m

FIRE STAIRS DIMENSIONS	
Fire stair door openings:	Height: 2.0 meters Width 0.9 meters
Fire stair corridor width:	1.2 meters

CAR PARK HEIGHTS	
Minimum height clearance basement B1:	2.2 meters or as indicated
Minimum height clearance basement B2:	2.2 meters or as indicated

TYPICAL APARTMENT ENTRY AND DOORWAY DIMENSIONS	
Standard Entry:	2.0 meters
Doorway:	0.9 meters

POST SETTLEMENT CHECK LIST - OWNERS WHO ARE MOVING IN



If moving in during the settlement process you would have been provided with the “Welcome Pack” and should have completed the Owner / Resident Registration form which we require on-site to facilitate the move-in process.

- Have you read the registered by-laws, so you understand your rights and obligations.
- Have you registered for all utilities; Electricity, Gas and Water with service providers.
- Do you know where your car space is located (*if applicable*).
- Do you know where your storage cage is located (*if applicable*).
- Do you know what to do on the day you move in and have you booked a time slot with the building manager via site email address chelsea@visionbm.com.au and confirmed via site mobile phone **0499 299 072**.
- Have you received confirmation of your move in booking via email? ***Please Note - No move in will be permitted without a booking a time slot booked directly with the Building Manager.***
- Have you let your Removalist know what is required, height restrictions, where to park and path of travel to your apartment - (*please call the Building Manager at least 48hrs before your move for final instructions*).
- You will need check for any damage caused by your removalist company and confirm with the building manager once move is completed.

POST SETTLEMENT CHECK LIST - OWNERS WHO ARE NOT MOVING IN



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Be sure to complete the Owner / Resident Registration form in this welcome pack in which we require to be retained on-site in the building managers office.

- Have you registered for water.
- Have you read the registered by-laws, so you understand your rights and obligations.
- Have you provided your property manager contact details to the Building Manager.
- Have you provided your property manager with “The Welcome Pack” information that they need to provide tenants.
- Does your Property Manager have a copy of the registered by-laws.
- Does your property manager know the requirements for move in's (*please have them call us to discuss*).
- Does your property manager know where your car space is located (*if applicable*).
- Does your property manager know where your storage cage is located (*if applicable*).

CHELSEA

CROYDON



We look forward to meeting you and assisting with your enjoyment of living in the Chelsea Corydon Apartments.

We strive to create a harmonious community environment for all residents.

Your Building Management Team,

Paul Golack | Part time site **Building Manager** | 0499 299 072

Brent Jeffree | **Head Office Managing Director** | 1300 88 11 96

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