

SWANSTON
SQUARE





Welcome

As a new resident there is plenty to learn about the range of services and amenities available to you at Swanston Square. The following information provides you with the essentials to get you started and ready to join the Swanston Square community.



Building Manager

The building management office is located on the ground floor, through the mailroom.

Building Management hours are:

Monday to Wednesday from 8am - 4pm | Thursday and Friday from 8am - 4am the next morning

Saturday from 4pm- 4am Sunday morning

Phone: 0419 812 006

Email: sq@buildingmgr.com.au

Safety

EMERGENCY

Residents should make themselves familiar with the evacuation plan posted in the corridor of their apartment level. The evacuation plan shows the location of the emergency exits and the meeting point where residents should await further instructions from the Fire Brigade.

The fire alarm will first sound an alert tone (Beep Beep), when you hear this you should prepare to evacuate. When required the fire alarm will provide a verbal announcement (Evacuate! Evacuate now!), when you hear this announcement, you should immediately make your way to the emergency exit and make your way out of the building and go to the meeting point.

The Fire Brigade is called automatically at the time the alarm is triggered. Fire Brigade personnel will attend and inspect the cause of the alarm. The Fire Brigade will advise residents at the meeting point when it is safe to re-enter the building.

Any resident with a mobility issue, who requires assistance in an emergency, can register their details with building management, to ensure authorities are aware of their needs in the event of an evacuation.

In the event of an emergency call '000' for Fire, Police or Ambulance.

SMOKE ALARM

In the event your internal apartment smoke alarm is triggered during cooking or smoking, DO NOT open your front door. Instead, open your balcony doors and windows until the smoke has cleared from your apartment before opening your front door. Allowing smoke into the corridor will trigger a false alarm and building evacuation. Residents deemed liable for false service callouts will be fined by the Fire Brigade. Fines start from \$3,500.

SECURITY

Swanston Square has a state-of-the-art security system, including CCTV surveillance cameras for monitoring all of the common areas throughout the building.

All resident access doors and lifts are secured requiring an authorised key-fob to provide entry. While every effort is made to provide a secure environment, we ask that you undertake some simple measures to ensure your own security:

- Locking balcony doors • Locking car doors
- Store possessions in lockers/cages • Reporting issues to Building Management

FOBS AND REMOTES

Lost fobs and remotes must be reported to Building Management immediately, so that that can be disabled, and not compromise building security. Additional or replacement fobs and remote controls can be ordered through the Owner's Corporation, note terms and conditions apply.





Moving & Deliveries

MOVING IN / OUT

All residents must be registered on BuildingLink, which is the internet-based building management portal. BuildingLink can be used to book a move appointment, which includes exclusive use of one elevator and Loading Dock access for one vehicle, a truck, van, or car. Move in bookings will not be approved until residents have registered on BuildingLink.

MOVE TIMES ARE AS FOLLOWS:

Monday to Friday 9am - 10:30am, 11am - 12:30pm, 1pm - 2:30pm, or 3pm - 4:30pm.

Weekend and Public Holiday moves are strictly prohibited.

You must send a copy of your removalist company's insurance certificate to sq@buildingmgr.com.au at least 48 hours prior to your move-in. If this is not received your move will not be approved.

MOVING AND DELIVERIES

All moves and large delivery vehicles must enter the building via the Loading Dock located on Level LG. Access to it is from 28 Bouverie Street, Carlton, at the rear of the building and building management must be present at the time.

Maximum truck height is 4.0 metres

The lift dimensions are:

Door: 2100 (H) x 1400 (W)

Internal: 2385 (H) x 1500 (W) x 1800 (D)



Services

WASTE MANAGEMENT

There is a rubbish room located on each apartment level with recycle bin chute and another for general rubbish.

Only small garbage bags with general waste can be placed into the rubbish chute. Any large items, such as cardboard boxes or bed linen, etc, is very likely to cause a chute blockage, which can be very costly to clear.

Larger recycle items can be placed into the green bins with the yellow lids at the Level LG Loading Dock.

Larger bags of general rubbish are to be placed into the green bins with the green lids at the Level LG Loading Dock.

Cardboard boxes that are completely emptied of any plastic or foam packaging materials must be flattened and placed into the large blue bins at the Loading Dock at Level LG.

For more information on rubbish disposal please contact Building Management.

Residents are liable for rubbish chute blockages caused due to misuse. Cost to repair blockages will be passed to the resident responsible, and call outs can be upwards of \$1,500. Hard Rubbish is collected once a month. A Building Link communication will be issued prior to the day. Residents must not leave unwanted items on common property. Anyone found leaving or dumping items on common property will be fined by the Owner's Corporation.

UTILITY PROVIDERS

Electricity: Winenergy (Winconnect) (use 555 Swanston Street, Carlton)

- Online Application: <https://www.winconnect.com.au/get-connected/>
- Gas hot water: Active Utilities – Online Application: <https://www.activeutilities.com.au> for registering using your unique site code AUPN92917 (use 551 Swanston Street, Carlton)
- Water: City West Water – As a tenant moving into a property, you're not required to do anything. If you are moving into a newly leased property (residential or business), it is the responsibility of your landlord, real estate agent or other authorised agent to set-up a new account for you under the Water Act 1989.
- NBN internet: Any provider is able to be used for NBN internet. Try either 551 or 555 Swanston Street, Carlton. And the building name Swanston Square should also help.

Owners Corporation Rules

To help maintain an enjoyable environment for all residents there are some general housekeeping rules you should follow:

Car Parking – There is no car parking at Swanston Square for visitors. Visitors need to use the street parking. Vehicles parked without authorisation in another resident's car space, or on common property can be towed at the car owner's expense.

Noise – The Owners Corporation rules state that noise must be kept to a minimum and not impact neighbouring apartments. Sound equipment, including televisions and stereos should not be turned up loud, and must not be positioned against common walls or directly onto floors. Noise is a reportable offense where Victoria Police may called in.

Balconies – The Owners Corporation Rules state; to maintain the external appearance of the building, no washing, clotheslines, clothing, bedding or other items can be hung on balconies.

Balcony Safety – For Fire Safety reasons hanging items over, or obstructing air-conditioning condensers on balconies is strictly prohibited. Throwing any items, including cigarette butts, rubbish, etc. from your balcony is a serious criminal offense that can cause damage to property and other people. Breaches will be reported to Victoria Police for investigation.

The Skydeck on Level 31 – all residents are required to complete an induction and accept the terms and conditions of use before access to The Skydeck will be granted.

Guests – Residents are responsible for the behaviour and safety of their guests when on common property. Guests must be accompanied by a resident at all times.

Pets – Animals must be on a leash when passing through common areas, and the owner is liable for any damage that their pet causes

Children – Children must be accompanied by a resident adult at all times while on common property, including at the common area Skydeck.

Smoking – Smoking or the drinking of alcohol isn't permitted in any common area, including in the building corridors and stairwells, in the lifts, at the building entries or exits, or in the Loading Dock or at the Skydeck.

Weather Warning – residents should close windows and balcony doors when leaving their apartment and during bad weather, to avoid damage caused by high winds and the possibility of the sound from it disturbing neighbours.