

# MONARC

## QUICK REFERENCE GUIDE FOR NEW RESIDENTS

**Street and Postal Address:** (Your Apartment Number)/ 74 Queens Road Melbourne VIC 3004

### **Owners Corporation Manager**

The Owners Corporation Manager is **Maureen Brill** from The Knight Alliance.

Telephone: (03) 9509 3144 Email: [maureen@theknight.com.au](mailto:maureen@theknight.com.au)

### **Owners Corporation Rules**

Monarc is governed by a set of Rules; a copy is included within your Residents Guide. Please ensure you abide by these Rules. Please contact the Building Manager or Owners Corporation if you need clarification on any Rules.

### **Building Manager**

Monarc has a dedicated building manager Buddhika Batuwatta. Buddhika is contracted by the Owners Corporation to manage the daily operations of the building.

**Mobile: 0448 025 374 Email: [bm@monarcapartments.com.au](mailto:bm@monarcapartments.com.au)**

You will see Buddhika around Monarc week days between 8am and 4pm. Buddhika can be contacted outside of business hours if there is a building emergency. Additional onsite building support will be available from 4pm-8pm Monday to Friday and at various times over the weekend to be advised.

### **Moving In & Moving Out Procedure**

**It is very important that you follow the proper procedure for moving in and out of Monarc**

- Email move-in/move-out form to Building Manager
- A minimum of 48 hours notice is required to the Building Manager
- Moves are only to occur during hours that Building Management staff are in attendance.
- Items are to be moved in/out of the building via the loading dock accessed from Queens Lane only.

**Strictly no items are to be moved through the main entrance foyers**

### **Lift Car Dimensions**

- Internal car size 1450mm (1.45m) wide x 2220mm (2.22m) deep x 2400 (2.4m) high
- Door opening 1100mm (1.10m) wide x 2100mm (2.1m) high

### **WARNING - DO NOT DAMAGE FIRE SPRINKLERS**

Monarc is fitted with covered fire sprinklers in all apartments and common areas. If these sprinklers are activated the cover will pop off and water will automatically burst from them. If they are accidentally knocked they will be activated. Damage to fire sprinklers can cause severe flooding to apartments and common areas. Call outs for non-emergency or non-warranty items will be charged to you directly. Do not cover these sprinklers in any way or hang/tie anything to or from them.

### **Aerial Connection for TV**

You need the following connection for all TV points – F Type to Pal Mal

## **IMPORTANT CONNECTIONS TO YOUR APARTMENT**

### **Electricity**

Monarc has an embedded network, meaning that you will enjoy supply rates cheaper than a standard energy supplier.

- **Contact WINEnergy asap on 1300 791 970 to arrange connection or visit [www.winenergy.com.au](http://www.winenergy.com.au) to do an online connection (please note you will be on a 'residential account')**
- Individual electricity meters are located on apartment floor in a locked cupboard.
- **Please note that the power connected in your apartment at the time of your inspection is only temporary supply and will be disconnected shortly after settlement.**

### **NBN (National Broadband Network) – Internet & Phone**

- Monarc is NBN ready! NBN equipment is located in the wardrobe of each apartment.
- Contact your preferred service provider to arrange connection.
- The service provider will require access to Main Distribution Frame (MDF)
- Provide your preferred service supplier with the Building Manager's phone number so access can be arranged to MDF.
- See [www.nbnco.com.au](http://www.nbnco.com.au) or call 1800 OUR NBN if you have any questions

### **Centralised Hot Water Service (also known as a Gas Boosted Solar Hot Water)**

- You must arrange for connection of the hot water for your apartment. You will be charged for the hot water you use in your apartment. The only supplier you can use is Origin Energy – 1300 734 533 (between 8am and 6:30pm)
- Provide Origin Energy with the Building Manager's phone number so access to the meter can be arranged.
- Please note that you do not need to create an account for the gas cooktop in the kitchen. This is paid by the Owners Corporation

### **Cold Water**

- South East Water – CONNECT NOW will contact to you to confirm set up of your usage account

### **Foxtel**

- Call Foxtel on 1300 785 622 and speak with 'New Residential Connections' to arrange. All charges are the responsibility of the occupant.

### **Rubbish Removal**

- Monarc has a waste room located on all levels which contains a rubbish chute for general waste and a separate chute for recyclables
- Please ensure your rubbish bag does not have any leaks before you make your way to the rubbish chute room. Please also tie your bag prior to placing into the chute.
- Any boxes, cartons or larger containers used when moving **MUST** be removed by residents and placed in the bin room located on Ground Level.
- If you decide you would like to remove a large furniture item, please organise a date for removal with the Building Manager. Do not dispose of any large bulky items anywhere in the building. Security cameras are positioned in various locations to monitor necessary areas.

### **Ground Floor Resident Areas**

- The Residents Lounge and Gymnasium can be used between 5.30am and 10pm, subject to owners corporation (no booking is required)

### **Bicycle Storage**

- There are a number of bike racks available for resident use accessible through the car park entry or loading dock gate only.
- The racks are not allocated, so you can use whichever space you like.