

# WIL & CO

34-40 WILSON STREET, SOUTH YARRA



**ELEMENT  
FIVE**

**McLaren**  
DEVELOPMENTS

# APARTMENT OWNER'S MANUAL

## Welcome to your Apartment

Congratulations on your purchase and becoming a purchaser of Wil & Co Apartments.

Please read this apartment owner's manual in detail as it contains important information about use and care of the apartment and building. Most questions and issues can be addressed by reading and following this guide. For items that cannot be resolved please contact Element Five using the contact details at the end of this manual.

Element Five provide a 12 month defect liability period from practical completion of the building.

## Looking after your apartment

It is very important that you maintain your apartment as to ensure the longevity of its finishes and fixtures. Consult your Owner's Manual and Owner's Pack for care and maintenance instructions – ensure experienced and licensed tradespeople are engaged to carry out repairs and maintenance works.

The Owner's Manual provides useful information about your new apartment. It is a guide to moving-in, establishing your service accounts, understanding the Owners Corporation and caring for your apartment.


The Owner's Pack includes essential items such as your keys, manufacturers' instructions, operating manuals and warranty cards for your appliances.


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## About this manual

 An icon like this indicates important information.

 An icon like this refers you to additional documentation included in your Owners Pack.

# 1 Moving-in guide

## 1.1 Moving-in procedures and protection measures

All residents are required to follow moving-in procedures, to ensure adequate access to building and loading facilities, protection of common property and minimal disruption to residents.

Residents must contact the Building Manager prior to moving in to arrange access and confirm move in procedures.

Procedures may involve:

- J Booking a suitable moving-in time: to ensure loading facilities are available, adequate protection measures are installed in the lift and common property, and residents are not disturbed;
- J A refundable deposit: to cover damage to common property;
- J Insurance: to ensure your removalist company has suitable insurance to cover damage to common property; and

The following are recommended measures for protecting the building and your apartment while moving-in:

- J Ceilings, Walls and Doors: Use common sense as to avoid scuffing or chipping ceilings, walls and door frames. Pay particular attention to avoid damage to sprinkler heads.
- J Flooring: Do not drag heavy object across carpets/flooring – use appropriate moving equipment and/or carry all objects.
- J Flooring: As part of the acoustic treatment to the apartments, some areas of tiled and timber floors are laid over an acoustic underlay. As the underlay is flexible, a protective layer of soft fabric and stiff load distribution sheeting (i.e. plywood) should be used when moving heavy furniture and whitegoods over tiles. This will prevent potential damage to the tiles and grout joints.

## 1.2 For your action: service connections

You are responsible for ensuring that service accounts are connected in your name upon occupation of your new home.

The following contact details of common service providers have been listed for your convenience. The list does not include all potential service providers.

Refer to Section 4: apartment services for detailed information regarding services.

Service	Provider	Contact number
Electricity	OC ENERGY	1300 494 080
Water	SOUTH EAST WATER	131 851
Gas hot water	ORIGIN ENERGY	132 461
Telephone	TELSTRA	1800 670 017
Pay TV	FOXTEL	1300 788 796



## 2 Being in an Owners Corporation

### 2.1 Strata title

34 Wilson St, South Yarra is a strata titled building. As an owner of an apartment, you are the owner of a lot within a strata scheme.

All areas within the building which do not form part of an individual apartment lot are common property, such as the entry lobby, lifts, car park, building structure and services. The common property is owned by the Owners Corporation, and all owners contribute financially to the maintenance of these areas.

The Owners Corporation is the body which represents all the apartment owners collectively. As an apartment owner, you are automatically part of the Owners Corporation and are responsible for how the building is managed and for financial contributions to maintenance of the common property.



To protect your property asset, it is strongly recommended all owners take an active role in the Owners Corporation to ensure an appropriate maintenance plan for the building is put in place.

The Owners Corporation is responsible for insuring the common property building and common property contents. Each owner and/or occupant is responsible for insuring their apartment (including home and contents/contents). We recommend each owner and/or occupants seek advice from a professional insurance broker.

### 2.2 Owners Corporation

The Owners Corporation deals with all matters associated with the management and administration of the common property including:

- J maintenance, cleaning and repairs;
- J insurances (such as building, public liability, workers compensation etc);
- J control, cleaning and use of the common facilities;
- J matters relating to garbage, noise, pets and the like;
- J administration and sinking fund;
- J by-laws; and
- J administration of the Executive Committee.

The Executive Committee is a body of volunteer owners who are elected to represent the Owners Corporation in the day to day running of the strata scheme.

Owners Corporation Details:

Owners Corporation no. 73453101

Email: [oc73453101@binksandassociates.com.au](mailto:oc73453101@binksandassociates.com.au)

Address: Binks & Associates, 2/390 Canterbury Rd, Surrey Hilly

Mailing Address: PO Box 67, Surrey Hills Vic, 3127

## 2.3 Strata Managing Agent

The Owners Corporation has appointed Binks & Associates as manager of the Owners Corporation.

Their responsibilities include:

- J organisation of repairs and maintenance of common property;
- J arranging of quotations for services/works;
- J engagement of caretaker, cleaners, gardeners, tradespeople;
- J convening , recording and attendance at Annual General meetings;
- J maintaining all accounting records, bank accounts, collecting levy contributions, issuing levy notices, etc.;
- J routine inward and outward correspondence;
- J insurance renewal, valuations and lodgement of claims;
- J maintenance of the Owners Corporation Register, supervision of the common seal;
- J preparation of Owners Corporation certificates;
- J generally implementing the decision and instructions of the Owners Corporation; and
- J providing guidance to the Owners Corporation in performance of its duties and functions.

The Strata Managing Agent is appointed by the Owners Corporation at their general meetings.

## 2.4 Strata/Owners Corporation by-laws

Strata or Owners Corporation by-laws are a set of “rules” that the owners and tenants in a strata scheme must follow. They set out the rights and obligations of all parties involved within the building and have been created to ensure a cohesive living environment. They can be amended, and new by-laws can be introduced, by the Owners Corporation.



A copy of the Owners Corporation By Laws are included. They cover topics such as moving goods and furniture, keeping of pets, cleaning, concierge/security, parking etc.

## 2.5 Modifications to your apartment

Prior to any building work being undertaken in your apartment, you may need to obtain the required consents from local council, Owners Corporation and any other relevant authority.



Refer to your by-laws included in your Owners Pack for relevant clauses relating to Owners Corporation Consent, including behaviour of Owners, Occupiers and Permitted Persons, Common Property, External Appearance, Floor Coverings, Building Works and Alterations (Consents, Notice to Owners Corporation, Carrying out of Building Works and Alterations).

Consistent with the by-laws, the following is a summary of the procedures which must be followed:


1. Contact the Owners Corporation and local council to confirm required approvals;
2. Ensure proposed modifications are consistent with by laws and any relevant codes;
3. Submit details of proposed modifications to Owners Corporation for approval prior to undertaking any work. Include description of works, estimate of time for undertaking works, and all necessary supporting documentation and other approvals; and
4. During the works:
  - Z protect, keep clean and make good all common property; and
  - Z ensure consideration of all residents – works are not to produce excessive noise, work hours are to be as imposed by local council, use of lifts is to be reasonable, dust to be kept to a minimum, rubbish is to be disposed of, etc.

## 2.6 Acoustic and fire separation between apartments

Considerable care has been taken to ensure that floors, ceilings and walls to all apartments have been designed to achieve a high standard of acoustic and fire separation between dwellings.

Any proposed modifications to these surfaces, such as a change to the floor finish from carpet to tiles, installation of down lights in the ceiling, installation of entertainment/sound system components (i.e. plasma screens, speakers etc.) or the hanging of artwork, must:

- J be designed to maintain the existing standard of acoustic and fire separation; and
- J be installed by an experienced tradesperson.

 Poor workmanship, inadequate acoustic provisions or any unacceptable noise transference may lead to the work being reversed and reinstated at the owner's expense.

Please note:


- J Floor mounted speakers must be acoustically isolated when positioned on hard surfaces such as timber floor or tiles.
- J Wall mounted speakers for sound systems or plasma TVs must be installed on appropriate acoustic isolation brackets.
- J Chasing for electrical work on walls between apartments will generally not be acceptable.

## 2.7 Safety: cleaning and maintenance protocol

Please assist the Building Manager in its role by reporting any common property cleaning or maintenance needs when noted.

As the owner of an apartment, you are responsible for the cleaning and maintenance of your apartment and all areas within your lot, including your balcony, courtyard, terrace, car park and storage area, if relevant.

The Owner's Manual, aims to provide a helpful guide on the cleaning and maintenance of your apartment.

 However, where appropriate, the use of professional cleaners and licensed tradespeople with necessary safety equipment is recommended.

For your safety, and that of other residents:

- J consult this manual and the by-laws, prior to undertaking maintenance and cleaning works;
- J untrained or unlicensed persons should not attempt to service or alter electrical, communications, gas, water or plumbing fixtures or services;
- J children must always be supervised (particularly on balcony or external areas);

- J do not stand on a chair to clean, service or repair any item – use an approved for purpose ladder;
- J do not stand on a raised platform, chair or ladder of any height on balconies or adjacent to windows or stairwells; and
- J do not lean out of windows or over balconies to clean, service or repair any item.

Any activity that requires external work, or the use of ladders, must be carried out in accordance with all relevant legislation, codes and guidelines.

## 3 Common facilities

### 3.1 Resident entry and security

The main pedestrian entry is off Wilson St, the car-park entry is off Ellis St. A second pedestrian entry is available From Ellis St.

The building is electronically secure, which means residents are required to use their proximity card or remote control to gain access throughout the building. The proximity card or remote will provide access at the following points:

- J Automatic sliding doors in main entry foyer;
- J Glazed pedestrian entry door from Ellis Street.
- J Car park entry and exit gate;

Along with the proximity card, residents are required to use their standard apartment entry door key to gain access to their apartments.



The following items are included in your Owner's Pack

1. Apartment entry door key;
2. All other relevant door/window key/s;
3. Proximity Card;
4. Carstacker key (as applicable);
5. Car park remote control (as applicable);
6. Mail box key; and
7. Air-Conditioner Remote



To maintain security, contact the Building Manager immediately to report lost proximity cards or remote controls, and to purchase additional cards.



In the event of power failure, residents will be able to enter the building from the Ellis St pedestrian entry and take the fire stairs to their apartment level. The lifts, proximity card system & intercom will not work.

## 3.2 Resident parking

The car park is protected with a security gate, controlled by the use of a remote control.



To maintain security, do not permit "tail gating" through the garage door.

Car parking spaces within the car stacker system are allocated. Residents must ensure that they park only in their allocated parking space.

Please note the following:

- J Prior to use of the car stacker system, residents must be trained in the safe use of the system. Please contact CSI (refer to appendix B) to arrange training in the use of this system.
- J use the convex mirrors on the ramp to observe around corners to avoid other vehicles;
- J speed limit is 8km/h;
- J follow all signs and directional marking;
- J be aware of pedestrians at the driveway crossing when entering and exiting the car park;
- J visitors are not permitted to park in the car park;
- J pedestrians should not use the vehicle driveway ramp;
- J headlights should be on when driving in the car park.

The following are step by step instructions for resident parking:

1. Resident Car Park Entry: To activate the opening of the garage door by remote control on approach to the car park, press the first call button on the transmitter.
2. Car Stacker Operation: Refer to the car stacker instruction manuals included in your Owner's Pack. (if applicable)
3. Car Park Lifts & Stairs: To leave the car and proceed to the apartment, use the lift or stairs;
4. Exit: To exit the car park, drive to car park gate and activate its opening by remote control. Proceed once the door opens, which will close automatically.

## 3.3 Visitor access

To maintain security throughout the building, visitor access can only be authorised by a host resident, via the intercom system.



Please ensure that visitors are identified PRIOR to providing access to the building.

The following are step by step instructions for granting entry to visitors:

1. Identify Visitor: The visitor must press the host's apartment number into the video intercom, located adjacent to the lobby doors on Wilson St, and press the "📞" button. This calls the video handset within the host's apartment. The host resident must simply press the talk button on their handset to communicate back to the entry intercom point.
2. Authorise Entry: To grant access, the host must press the button with the key symbol on their handset to open the main entry door.
3. Exit: Authorisation is not required for visitors to exit the building using the main entry.

See the detailed operational instructions on the security system included in the handover manual.

### 3.4 Mail



An individually keyed mail box is provided for each apartment – the mailbox area is located on the ground level. Keys for the mailbox are included in your Owners Pack.

### 3.5 Garbage and recycling

The building is provided with a combined rubbish/ recycling chute. Residents should select either 'waste' or 'recycling' and deposit the material in the chute. Residents on ground floor should place their waste in the bin room on ground floor.

Large items such as cardboard boxes should be placed in the bin room on ground floor. The apartment entry key opens the bin room door.

### 3.6 Fire procedures and safety

The Owners Corporation is responsible for maintaining an Emergency Management Plan and ensuring all residents are adequately advised of fire safety procedures. In summary:


- )] ensure you are familiar with Emergency Management Plan(s) and evacuation procedures established by the Owners Corporation;
- )] note the nearest fire exit to your apartment;




- J fire doors must not be held open;
- J in the event of a fire, do not use lifts;
- J fire sprinklers are provided throughout the building. If a sprinkler is activated, the fire brigade will be automatically called; and
- J fire extinguishers are located in the residential corridors for use in fighting small fires

The Owners Corporation is responsible for the repair, maintenance and annual fire certificate of all building fire services, such as fire doors (including your apartment entry door), fire stairs, sprinklers, audible warning system, fire extinguishers, fire hose reels, common area smoke detectors, manual call points, emergency lighting etc.

The Owners Corporation or Building Manager will arrange access to each apartment, if necessary, for the annual inspections of these services.

 Please note that your apartment door is also a fire door and contributes to the fire protection system for the building. If you wish to install new or additional locks or door hardware, you must notify and obtain permission from the Owners Corporation in writing and ensure a qualified locksmith undertakes the work to install fire rated hardware.

 Each owner is responsible for maintaining the smoke detectors within their apartment. This detector is not connected to the fire brigade. (Refer to Section 4: Apartment Services - Smoke Detectors).

Please note that smoke detectors in the common areas are linked to the Melbourne Fire Brigade (MFB). Cooking smoke should not be dispersed into the common hallways as this will activate attendance by the MFB; expensive fines apply for false alarms. Any contractors engaged should also be aware that sanding equipment and heat equipment may also activate attendance by the MFB. You should seek advice from the Owners Corporation or Building Manager.

### 3.7 Bicycle Parking

Bicycle storage for residents are available on ground floor in the corridor. Additional storage racks are also located in the services room accessible from the front foyer. The apartment entry door key opens the services room.

The storage racks are available for all residents to use and are not allocated to any one apartment or individual.

It is recommended that bicycles are locked to the storage racks.

## 3.8 Roof Terrace Common Area

Level 8 roof terrace is a communal facility available for use by all residents.

The Owner's Corporation may set rules regarding use of the facility and the times of day and night that access is allowed.

Residents are required to remove all rubbish and leave the area clean after each use.

The lighting to the roof terrace is controlled by motion and daylight sensors. If the lighting switches off whilst you are on the roof, move in front of a sensor to switch the lights back on.

There are two natural gas ornamental fireplaces on the roof terrace. The fireplaces are controlled by a switch and will turn off automatically after 30 minutes.

## 4 Apartment services

### Utilities

#### 4.1 Electrical service

Your apartment has a normal domestic 240 volt, single phase power supply, for its own use.

OC Energy has been contracted to establish and maintain an embedded network of electricity for the property. A detailed fact sheet on how to connect electricity to the apartment is contained in the handover kit. The electrical meter is located in the electrical meter/services cupboard in the hallway on you floor, not within your apartment.

Your apartment's electrical switchboard is located inside your apartment. All light, power, air conditioning, range hood, oven, dishwasher and exhaust fans circuits are protected by circuit breakers at the switchboard. For added personal protection, power and lighting circuits have a safety switch.



Should your safety switch trip for any reason, follow these steps:

1. Isolate/turn off all GPOs and lights, and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.
4. Turn on the GPOs one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. Plug your appliances back into GPOs one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.



For safety reasons, ensure an adequate air space is left around the apartment switchboard. Do not store items in front of or in contact with the switchboard.



Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

#### 4.2 Gas service

Your apartment has a separate gas supply for the kitchen cooktop.

In the event of an emergency, the Gas isolation valve is inside the kitchen cupboards or behind draws, adjacent to the cook top.

Billing for the gas usage for the cook tops in all apartments will be billed to the Owners Corporation.

Please note that a licensed plumber must be engaged to locate and fix any fault with the gas supply.

### 4.3 Water service

Cold Water is provided by South East Water. Please contact them on 131 851 to establish an account upon occupation of the unit.

To turn off the water supply to your apartment, use the stop cock located in water meter services cupboard on your floor. Contact your Building Manager for access to this cupboard.



A licensed plumber must be engaged to locate and fix any fault with the water supply, or fix or replace any fitting such as a tap or showerhead.

### 4.4 Hot water

Hot water is supplied from a central gas hot water heating system on the roof and is maintained by the Owners Corporation. Contact Origin Energy on 132 461 to establish an account.

Origin Energy measure the quantity of hot water used for each apartment using a hot water meter. The meter is located in the ceiling outside the apartment entry door. Each apartment will receive a gas bill based on the amount of hot water used.

### 4.5 Air conditioning

Your apartment is supplied with an air-cooled, reverse cycle, split air conditioning system for heating and cooling your home. In most instances, your air conditioning condenser unit is located within the apartment courtyard/balcony, however some may be located on the plant platform at roof level. These condensers will be labelled with your apartment number. Contact the Building Manager if you require access to your condenser if not located on your balcony.



The air conditioning system can be operated in a variety of ways, to suit your preferences. To take full advantage of the air conditioning system and to ensure correct maintenance, refer to the Operating Instructions for the Control Panel, included in your Owners Pack and appendices.



Owners are responsible for the maintenance of their own air conditioning system, including the air conditioning condenser. Please note that the 12 month warranty provided is conditional on maintenance being undertaken during the warranty period, including routine maintenance, cleaning the air filter and checking various items annually. Refer to the Resident's Instructions, Warranty and Warranty Checklist included in your Owners Pack.

## Communications

### 4.6 Telephone and Internet Connection

Your apartment has been provided with a telephone connection point.

These points are suitable for connecting your telephone(s), fax machine(s) and/or ADSL, and are interchangeable (i.e. they can be used for either/or telephone, fax or internet).

### 4.7 Telephone lines

You will need to establish a telephone/ internet account and pay a new connection fee with a service provider. A licensed electrician must be engaged if additional telephone lines are required.

### 4.8 Future Provision for NBN

NBN services were not available at the time of construction of the development. Provision has been made for future connection to the apartment. A blank plate is provided within a wardrobe in your apartment where future NBN will run to (conduits have been provided through the building to this location).

### 4.9 Free to air TV

A community master antenna is located on the roof of the building and is tuned to receive a quality signal for free-to-air commercial television. The signal is reticulated throughout the building to each apartment.



The TV reception outlets in the walls are "screw in" (F Type) connections and may not fit your existing television lead. "Conversion" (F type to pal) fly leads are required to connect your TV or video to the outlets.

As the frequency of the signal may vary slightly from your previous antenna system, your television may need to be re-tuned to ensure an optimum quality reception. We recommend you engage the services of an experienced technician to assist you in re-tuning your TV if necessary.

#### 4.10 Pay TV (cable)

The apartment has been wired to enable pay TV to be connected to the apartment. It will be necessary to establish an account with a pay TV provider and have equipment installed to access this service.

## Apartment security and fire safety

#### 4.11 Intercom

An intercom video unit is located within each apartment. This unit has a control button to allow visitor access to the building.



Please refer to the Intercom Instructions included in your Owners Pack.

#### 4.12 Smoke detection

Your apartment is provided with one or more 24 volt DC main powered smoke detector unit with a backup battery, generally fixed to the ceiling outside the bedroom(s). An alarm is sounded from a detector when smoke is present, to alert occupants.

Please note, an alarm on a smoke detector within an apartment will not call the fire brigade.

#### 4.13 Door and window security

Apartment entry doors are key lockable. Balcony sliding doors can be latched internally and do not require a key.

Your apartment entry door key will also open the door to the fire stair on the level which your apartment is located on. Your apartment entry key will also open the bin room door and bike store door on ground level.





Keys for your door are included in your Owners Pack.

#### 4.14 Apartment ventilation

The exhaust grill in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes. The removable ceiling diffuser should be cleaned every 4 months with a soapy cloth and dried prior to replacement. Do not alter the position of the exhaust vents when cleaning.

A single fan operates to the bathroom, ensuite and laundry. This can be switched on or off from the fan switch in your bathroom.

The apartment has a booster fan connected to the rangehood. There is a switch for this on your kitchen splashback. Please ensure that this is switched on along with your rangehood at all times when using your cooktop.

-  Leaving a window within your apartment slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen range hood), and will aid to minimise any naturally occurring condensation.
-  To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use.

## 5 General maintenance

### 5.1 Finishes schedule and sub-contractor and suppliers list

A detailed Finishes Schedule and a list of the major Sub Contractor and Suppliers are included as Appendix B and C of this manual.

### 5.2 Appliances



Refer to your Owners Pack for Manufacturers Instructions/Operation Manuals and Warranties for the following appliances:

- J Cooktop;
- J Oven;
- J Dishwasher;
- J Rangehood;
- J Fridge (if applicable);
- J Washing Machine/ Dryer (if applicable);
- J Smoke Detector;
- J Intercom; and
- J Air Conditioner.

To maintain the appearance and durability of your appliances, follow the instructions, hints and advice in these documents.



Please note that the Manufacturers' Warranties are often conditional, and require regular maintenance. We also recommend appliances be inspected every two (2) years by an authorised service agent.



Ensure you mail your product registration cards to the appliance manufacturer.

In the event an appliance malfunction, follow these steps:

1. Check power at the switchboard;
2. Follow relevant instructions in the Operation Manual; and/or
3. Check the warranty and call the manufacturer's service centre.



## 5.3 Paint



Refer to Appendix C: Finishes Schedule for paint specification, including colour. As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future colour matching be based on a paint sample.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface. Refer to paint care instructions on line where required.

## 5.4 Timber Flooring

The timber flooring to your apartment has been selected to provide a rich, high quality feel. Regular maintenance will result in prolonged life of your flooring. Manufacturer's recommendations are included within your owners pack but are summarised below:

- J Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- J Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach into the flooring.
- J Use felt protectors under heavy pieces of furniture. Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- J Spiked heels or shoes in need of repair can severely damage your floor.
- J In areas of excessive traffic and wear, make use of runners or area rugs.
- J Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly. Never use oil, soap, wax or other household products to clean your floor.
- J Keep animal nails trimmed.
- J Maintain relative humidity levels between 30% and 70%.

## 5.5 Lighting

Before changing a globe, please ensure that you have turned off the power switch.

## 5.6 Aluminium doors and windows

Aluminium windows and doors have a powdercoat finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove air born deposits such as salt, atmospheric pollution and dirt.

To clean:

- J remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- J remove any marks by the use of a warm, mild detergent or mineral turpentine;
- J wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- J always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners, harsh solvents (including window cleaner or industrial strength solvents or solvents recommended for the removal of sealant or mastic), scouring pads or other harsh materials such as powder based cleaning products as these may scratch the finish. Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.



Window furnishings are not to be mounted on any part of the aluminium door or window frame.

## 5.7 Door and window hardware

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- J tighten fixing screws;
- J re-align strike plates;
- J lubricate internal mechanism with an aerosol lubricant; and
- J lubricate "sticky" locks with dry powder graphite sprinkled on the key.

## 5.8 Glass windows and balustrades, shower screens, splashbacks, vanity and robe mirrors

To clean glass and mirrors, use clean water with mild soap, diluted methylated spirits, glass cleaner or a slightly acidic (vinegar) cleaning solution on a soft, lint free, damp cloth or chamois. Always apply the cleaner onto the cloth first and not directly onto the glass.

To avoid scratching, do not use caustic or abrasive substances such as polish, silicon based cleaners powder-based cleaning agents and other harsh materials, and do not use cleaning items such as steel wool, scouring pads or razor blades. If using a solvent cleaner, care should be taken to avoid contact with the glazing sealant and any other materials which may be affected by the solvent. Avoid using a broom and hose to clean windows as this can result in scratched glass and leaking windows.

Please note that the external face of windows and glass balustrades should be cleaned by a professional cleaner with the required safety equipment.

Damaged glass and mirrors cannot be repaired. They must be replaced by an experienced glazier.

## 5.9 Tapware

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- J clean tap filters every two months; and
- J check tap washers every two years, and replace as necessary.

A licensed plumber is required to replace the ceramic washer in lever mixer taps.

Remember to turn off the water supply to your apartment prior to carrying out maintenance or in the event of a tap or fitting breaking.

## 5.10 Benchtops

The benchtops retains a degree of porosity. However, simple protection measures are the most effective way to ensure the appearance is maintained.

- J Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.

- J Avoid sitting or standing on the benchtops.
- J Wipe up spills immediately, to avoid potential absorption of substances into benchtop material.
- J Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- J Do not use acids, wax, sealers, steam cleaners or petroleum products on benchtops.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders/cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the benchtop surface gloss.

### 5.11 Tiles floor, walls – porcelain or ceramic

To clean, use a mix of warm water with a biodegradable detergent and a cup of methylated spirits. When dry, buff with a dry mop or woollen cloth.

### 5.12 Stainless steel kitchen sink, laundry tub, trims etc.

To clean, wipe with a soft damp slightly soapy cloth, let dry and wipe with a dry cloth. Always wash and wipe with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

To brighten, use a non-abrasive cleaner or specialist stainless steel product.

Do not use steel wool, abrasive cleaner, or oil based cleaners.

### 5.13 Cupboard joinery

All Joinery surfaces are 2pac paint or laminated board.

To clean and maintain, follow these guidelines:

- J remove soiled particles from surfaces or light stains with warm soapy water and a soft damp cloth, or a non-abrasive spray and wipe cleaning agent;
- J do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for recoating.);
- J ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- J buff out minor fine scratches (note the gloss level will diminish);
- J check, tighten and adjust hinges every six months; and
- J do not apply oil or grease to any joinery hardware, such as hinges, runners etc.

#### 5.14 Sanitary-ware porcelains

To preserve the polish surface of your basin, clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile and/or the sanitary ware.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry cleaning fluids etc.

#### 5.15 External tiles

The external tiles on L1, L2, L3 & the rooftop terrace are laid on proprietary support pieces. Any water that falls on the tiles will flow through the gaps in between the tiles and into the drainage system below. The balcony must be kept clean and the gaps between the tiles must be kept free of debris for water to drain as intended. The tiles can be lifted for maintenance of the waterproof membrane or drainage system.

To ensure good drainage and prevent a build-up of dirt or dampness around outdoor pot plants, all pots should be raised slightly off the tile surface. Very large, heavy pots should also be avoided, to prevent excessive loads on the building structure.

## Appendix A: Draft Owner's Corporation Rules

## Appendix B: Sub contractor and supplier list

The following list of sub-contractors and suppliers has been provided for your future reference and convenience. Please note, Element Five is not responsible, and cannot warrant, any future work undertaken by these trades as a result of your direct negotiations or instructions.

TRADE	CONTRACTOR	CONTACT	PHONE
Builder	Element Five	Tom Lavery	9646 9155
Plumbing	Avantage Plumbing	Adrian Vann	0433 233 829
Electrician	GMB Electrics	Glen Booth	9466 2673
Mechanical	Lakes Heating & Cooling	Sebastian	9310 7477
Fire Services	Zero Fire	Peter	0488 125 871
Structural Steel	Truline	Ian	9455 1577
Carpentry	Premier Built	Jason	9878 9490
Plaster	Hyatt & Co Constructions	Jason	0430 916 159
Waterproofing	Tile Effect	Michael	9551 3850
Car stackers	Car Stackers ternational	Braden	9462 7400
Lift	Schindler	Paul	9646 5744
Metal roof	Unlimited Roofing	Marcus	5977 8860
Aluminium Windows	Alcon	Steven	9568 2229
Joinery	Paradise Joinery	John	9364 7458
Tiling	Tile Effect	Michael	9551 3850
Painter	Durabond	Emanuel	9938 3849
Glazing (Showers & Mirrors)	MSG	Dean	9543 9543
Glazing (Balustrading)	Mason Fencing	Dane	9462 2221
Stone Benchtops	Tile Effect	Michael	9551 3850
Wardrobes	Flexirobes	John	9469 6104
Landscaping	The Botanical Group	Gus Gordon	0412 500 080
Garage Door	Bespoke Garage Doors	Brett Ross	0417 062 040
Carpet	Carpetworld Pakenham	Andrew Brophy	5940 3666
Disability Lift	PR King	Thomas Garner	9748 3488
Vapour Barrier	Cetco	Michael	0407 092 230
Timber flooring	Pacific Flooring	Michael	8825 6780
Door Hardware	LSC	Dean	8329 8392
Plumbing Fixtures/ Appliances	E&S Trading	Cam	8808 7977
Light Supply (Downlights)	LEDficient	Steven	8672 0707
Light Supply 2 (Kitchen, Bathroom & Front Entry Feature Lights)	Random Spaces	George	0402 384 531
Light Supply (Lobby, Rooftop, External & Kitchen Strip Lights)	Lights N Tracks	Adrian	9870 1722
Blinds	Norfolk Blinds	David	1300 557 544
Façade Access System	Resourcity	Paul	0418 378 242

## Appendix C: Finishes schedule

### Paint colour

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#### Apartments

Apartment Walls	Dulux Natural White
Apartment Entry Doors & Frames	Dulux Domino
Ceilings	Dulux Natural White
Woodwork & Doors	Dulux Aquanamel Satin
Stone Benchtops	RHF Quartzstone - Black
Balcony Soffit	Rockcote Render Pain Flat - Shale Grey Half Strength
Timber Flooring	Pacific Floors Island White
Joinery Textured Scheme	Vanilla Quake 2pac/ Black Matte Laminate
Joinery Light Scheme	Laminex Impressions Laminate / Black Matte Laminate
Carpet Textured Scheme	Feltex Impressionist Flint
Carpet Light Scheme	Feltex Impressionist Wisteria

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## Appendix D: Attachments

1. A/C Operational Manual
2. Appliances Manuals
3. Car Stacker Manual
4. Carpet Information
5. Intercom Operational Instructions
6. Sanitary Fixtures Specifications
7. Condensation in apartment's information sheet
8. Timber Flooring maintenance information
9. Stone and Tiling maintenance information
10. Door Hardware Specifications and maintenance
11. Blinds Information