

# USEFUL CONTACTS

## EMERGENCY SERVICES

FIRE	000	The common area smoke alarm will engage the MFB. Please evacuate the building immediately by following evacuation plans (found on each level near the fire stairs). If you believe you would need additional assistance during a building evacuation (eg: using fire stairs): please contact Bluestone OCM on <b>8535 2770</b> , so they can advise relevant parties. This is to ensure your welfare can be checked whilst the MFB are on site.
MEDICAL	000	If for whatever reason Ambulance Victoria cannot access the building, they have key safe details to do so.
CRIME / CONFLICT	000	The police are the only party able to respond to such incidences.
POLICE	131 444	Reporting non-urgent matters. When you need police, but not the sirens.
COVID-19 HOTLINE	1800 020 080	Department of Health National Coronavirus Helpline. If it is in relation to any breaches of public health restrictions in the State of Victoria please contact <b>131 444</b> .

## BUILDING / COMMON PROPERTY MAINTENANCE

BUILDING MANAGER	0468 383 820	Nick Thorn jaques@gerrardps.com.au Mon-Fri – 7am-4pm Saturday – 8am-11am  Common Property Maintenance: They will log a job and arrange repairs.
24/7 HELP DESK	1300 258 963	Contact outside of the above listed Building Manager's hours.

## OWNERS CORPORATION

BLUESTONE OCM	8535 2770	info@bluestoneocm.com.au Mon-Fri – 8.30am-5pm  – OC fees enquiries – Complaints – Dispute prevention / resolution – Update your contact information.
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## SECURITY

MonJon	0417 666 566	24/7 Security Company.  <b>Please note:</b> If a resident calls for a security guard to attend and the offending party is identified, that party will be liable for the call out fee. If a resident calls for a security guard and there is no legitimate concern occurring while the guard is on site, the person who called is liable for the call out fee. The OC Committee has the final say on who is liable for the cost of a call-out.  Please note for emergencies and serious situations the police should be notified immediately.  Residents are encouraged to call the MonJon 24/7 security hotline for any issues that may arise <b>out-of-hours</b> , particularly substantiated noise / behavioural complaints.
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# USEFUL CONTACTS

## PRIVATE PROPERTY MAINTENANCE

### LOT OWNER RESIDENTS

Refer to Owners Manual received on settlement of your property. This manual supplies you with much detailed information about your apartments, fittings, fixture, care/maintenance/manufacturers warranties and who to contact.

### TENANTS

Contact the after-hours hotline provided to you with your tenancy agreement.

## BOOKING RESIDENTS LOUNGE OR ROOFTOP GARDEN

### BUILDING MANAGER 0468 383 820

Contact Nick Thorn (Building Manager) [jaques@gerrardps.com.au](mailto:jaques@gerrardps.com.au) in advance to fill out the appropriate paperwork for scheduling. Bookings by email only.

## ORDERING ADDITIONAL KEYS/FOBS/CAR PARK REMOTES

### BLUESTONE OCM 8535 2770

Fobs & remotes are ordered through building management. Make requests through Bluestone OCM via email: [info@bluestoneocm.com.au](mailto:info@bluestoneocm.com.au).

## MOVING IN AND OUT OF BUILDING

### BUILDING MANAGER 0468 383 820

Bookings are by email only. Contact Nick Thorn (Building Manager) [jaques@gerrardps.com.au](mailto:jaques@gerrardps.com.au). Please notify Nick at least 2 Business Days in advance to schedule date/time. Procedure document: see "Jaques Owners Corporation Management Summary", pg 8. This is found on the Jaques Community Portal under the "Documents" tab.

## COMMUNITY PORTAL

### [www.my-community.com](http://www.my-community.com)

This is the authorized Jaques information site, available to both Lot Owners and Tenants. If you are not on this portal and wish to be, please email Bluestone OCM on [info@bluestoneocm.com.au](mailto:info@bluestoneocm.com.au) for this request.

#### Examples of information found on this portal:

- Update your contact information (under "My Contact Info" tab)
- OC Levy statement and payment ability
- Community Notices (with email alert capabilities)
- Ability to update your own contact details direct (under "My Contact Info" tab)
- Plan of Subdivision
- Committee Meeting Minutes
- Jaques OC Rules
- Moving in and out procedure
- Process of obtaining keys/fobs/remotes
- Waste chutes and window furnishings.
- Overview of services and roles of Owners Corporation Manage & Committee, Building Manager & Security Manager (MonJon)
- Fire Safety – resident obligations and balcony safety
- OC fees/levies.

### MY COMMUNITY

## NOISE COMPLAINTS

### YARRA CITY COUNCIL 9205 5555

#### Pets /People:

- Contact the Building Manager at Jaques
- Contact Bluestone OCM
- Make an on-line **Domestic Noise Complaint** to council [www.yarracity.vic.gov.au/about-us/governance/local-laws-in-yarra/noise-complaints](http://www.yarracity.vic.gov.au/about-us/governance/local-laws-in-yarra/noise-complaints).

Please always initially try to resolve this with the source of the noise. There maybe a valid reason why noise has occurred.