



Tenants Manual

M Docklands, 677 La Trobe St, Docklands



Property Managed by TM Facilities Management Pty Ltd

WELCOME TO M DOCKLANDS APARTMENTS

We wish to welcome you as a tenant of "M DOCKLANDS". The following information has been provided to inform tenants on the general running of the building as well as the operation of your apartment and other important details.

This manual also provides information regarding moving in/out procedures, connection of utilities, emergency procedures information and information relating to the Building Manager.

1. Building Management Details

Trevor Main Facilities Management has been appointed to M Docklands as day-to-day operations manager, ensuring the common property and related services are attended to efficiently and effectively. The Building Manager is also available to answer questions and to support residents as required.

The Building Manager can be contacted via the Trevor Main Business Centre:

After hours calls should only be made in the case of an emergency

Phone: (+61) 3 8102 1300

Fax: (+61) 3 9640 0229

Email: businesscentre@trevormain.com

2. Owners Corporation Rules

A copy of the Owners Corporation rules can be provided upon request. Please contact our Business Centre.

3. Moving In/Out Policy

To ensure that your move into M Docklands runs smoothly it is very important that you contact the Building Manager at least 48 hours prior to your anticipated moving date and complete a 'Move In /Out Agreement Booking Request' Form. Your booking will then be confirmed. Bookings are essential as only one apartment can move in/out at a time.

Appointments are available in two (2) hour time blocks. Please advise your removalist of this timeframe. All move-ins are to occur from the Lacrosse Loading Dock (accessed via Wurundjeri Way, Etihad Stadium / car park entry D and E entry) which can only be accessed **Monday to Friday, 9am till 4pm**. The access height of the loading bay is 3.7metres. PLEASE NOTE, the Loading Dock is not available to use on weekends.

As the owner / tenant, it is your responsibility to ensure that all care is taken when moving your items through the common areas so as not to damage lobby walls or lifts.

Any cost associated with repairing damage to lifts, common areas or hallways will be the owners / tenants responsibility.

Please note that damage to fire sprinklers can cause severe flooding to apartments and public areas. Call outs for non-emergency or non-warranty items will be charged directly to the responsible party. The Fire Brigade is automatically informed if a sprinkler head is activated and will attend. Fire Brigade attendance to a false alarm is charged at over \$2,500 per truck.

Please alert the Fire Brigade immediately if a sprinkler is accidentally set off, by calling 000. This may help reduce the cost of the false alarm. If you caused a false alarm, then you will be charged for the call out costs.

4. Lifts

It is the responsibility of the owner / tenant to check that furniture will fit into the lifts at M Docklands. The dimensions of the lifts are as follows:

Door opening dimensions

Width 1000mm (1m)
Height 2100mm (2.1m)

Internal Dimensions

Width 1400mm (1.4m)
Height 2400mm (2.4m)
Length 2000mm (2m)

5. Keys & Swipes

The Building Manager will also attend to the provision of additional and replacement fobs and apartment keys. Please contact the Business Centre (businesscentre@trevormain.com) to arrange order forms. Renting tenants are required to have authorisation from their Real Estate Agent (Email to Business Centre) in order to proceed with the order. Please note there will be a charge for any additional security swipes and keys. Please report any lost or stolen security keys or swipes to the Business Centre.

6. Garbage Disposal and Recycling

Residents are responsible for transferring their garbage and recycling to the appropriate area in the building in order to comply with the Waste Management Plan and Hygiene and Safety practises. It is important to separate items and dispose of properly. Please follow the following procedures.

There is a garbage chute on every level on the left hand side of elevator in the fire escape. Recycling bin is in the same location as the garbage chutes.

It is important to NOT put the following down the chute:

NO CARDBOARD or POLYSTYRENE

NO HARD RUBBISH OR RECYCLING

NO LIQUIDS, FLAMMABLE ITEMS, UN-EXTINGUISHED CIGARETTES or LOOSE ITEMS

Cardboard is to be broken down and waste is to be left in cardboard bins located on the Ground Floor in the car park behind the lifts.

Recycling of all bottles, plastics and cans should be placed in the Green and Yellow bins located in the Rubbish Chute room on your level. Recycling should be loose, NOT in plastic bags or boxes. NO FOOD waste to be placed in the recycle bins please.

An area for CHARITABLE GOODS AND HARD RUBBISH is located in the ground level residential waste room. Access to this room is provided by the Building Manager.

Please ask the Building Manager if any of the above is unclear.

7. Parking

Car parks are restricted to those apartments that have been allocated. To enter the car park the tenant must swipe at the bollard to activate the roller door. To exit the car park the tenant must drive up to the exit roller door which will be automatically activated on approach to the door.

Do NOT tailgate or enter / exit whilst door is moving. NB MAXIMUM HEIGHT OF CAR PARK IS 2.1 METRES.

Car parking spaces are not for storage of any items. Your car park number is the same as your apartment number, for example Apartment 1812 is marked on the car park as 1812. Please take note of your car park number and do not park in someone else's car park.

There are no visitor car parks at M Docklands; closest extra parking is at the Stadium or metered parks on Docklands Boulevard or La Trobe Street.

8. Bike Storage

M Docklands has its own bike storage located on the mezzanine level. You must supply your own bike lock or other locking system when using the racks. Bikes are not to be stored anywhere else. Bikes should not to be taken through common areas to apartments.

9. Storage

Some car park spaces have storage cages allocated to them. Storing items in car parks is also NOT permitted. Closest self-storage is:

Knox Self Storage
484 Spencer Street **Melbourne Victoria**
T. 1300 668 638
www.fortknoxselfstorage.com.au

10. Mail Address & Collection

Mailing address is the apartment number followed by 677 La Trobe St, Docklands, Vic, 3008. For example if you live in Apartment 2112, your mailing address will be
Apt 2112
677 La Trobe St, Docklands, Vic, 3008

Mail boxes are located within the second level residential lobby.

Australia Post is located at 313 Spencer Street or 837 Bourke Street (Cnr Seafarer Lane).

11. Swimming Pool & Gym

The area is located on the 4th level of Lacrosse and is open from 6am till 11pm. The pool depth is 1.2 metres. Please follow these simple rules:

NO diving or jumping into the pool.

NO running

NO smoking.

NO glass or alcohol is allowed in the pool area.

Please shower before using the pool.

Please dry yourself before leaving the area.

Please use a towel on the gym equipment.

12. Safety Information

M Docklands is a high-rise residential / Hotel development and there are several specific safety guidelines that are applicable to high-rise living. These are briefly outlined in this section:

12.1 Smoking

M Docklands is a non-smoking building and as such smoking is prohibited in all public and common areas, car parks, lobbies, and lifts. Do NOT throw cigarette butts from balconies.

12.2 Balconies

The balconies are for outdoor furniture only, no storage of hard rubbish, clothes lines or other items.

You must not hang anything over the railing or throw any objects from your balcony.

You also must be aware not to leave unsecured items on your balcony due to the effects of wind. Pot plants, plastic furniture, bottles, litter and other loose items that may be wind affected should not be left on balconies.

12.3 Emergency Services

All emergency services can be contacted by telephoning 000 for assistance. Please be prepared to identify yourself, your location, the problem and the emergency service you require.

12.4 Fire & Evacuation Procedures

Please familiarise yourself with the building evacuation diagrams located near the lift landing on your level.

In the event of a fire within the building, an automatic alarm will sound and the evacuation system will come into operation.

When you hear the alarm sound, evacuate the building immediately by the nearest emergency stairs. Please proceed to the assembly area located on the concourse of Stadium. Wait for further instruction from the MFB (Melbourne Fire Brigade) or Building Manager.

Note: High rise buildings do not evacuate all floors at once and operate a “phased evacuation” in an emergency. In the event of an alarm three floors are evacuated immediately:

1. the floor where the alarm originated;
2. the floor above and;
3. the floor below.

Following this initial evacuation the floors above are evacuated first in a cascading sequence (one floor at a time). Once all floors above are evacuated then the lower floors are evacuated. This phased evacuation mean that in the event of a false alarm, you may not hear the evacuation signal on your floors for several minutes or not at all if the Fire Brigade have attended and turned off the evacuation system in the event of a false alarm.

12.5 Fire Alarm System

A fire alarm can be activated by one of the following:

- Any sprinkler head activation or interference of the sprinkler head, in an apartment and / or public areas

- Any Fire Hose Reel activation
- A lift lobby / common area smoke detector activation
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Activation of a fire alarm signal will cause the Fire Brigade to be called automatically.

N.B. Do not open your apartment front door in the event of you burning food in your apartment if there is no fire. This will cause the passageway smoke detectors to be set off, which are linked to the common areas, not your apartment. In such an instance, it will be considered that you have caused the false alarm and you may be charged for the call out.

Activation of a fire alarm signal will cause the Fire Brigade to be called automatically.

12.6 Fire Sprinkler System

Your apartment is fitted with an automatic fire sprinkler system. In the event of a fire near a sprinkler head, heat generated by the fire will cause the sprinkler to activate.

If the sprinkler is activated, this will release water and flood the immediate area. A fire alarm will also be raised and the Fire Brigade will automatically attend. Fire Brigade attendance to a false alarm is charged at over \$2500 per truck and will be charged to the party responsible for the false alarm.

Please alert the Fire Brigade immediately if a sprinkler is accidentally set off by calling 000. This may help reduce the cost of the false alarm. If you have caused a false alarm, you will be charged for the call out cost.

12.7 Apartments Smoke Detectors

Your apartment has been fitted with a smoke detector/s. Generally, they are located on the ceiling in the corridor directly outside bedrooms. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. If the smoke detector begins to beep at 30-40 second intervals, this indicates that the backup battery is low and requires immediate replacement. Battery replacement should occur twice per annum; generally daylight saving time changeover is a good reminder.

13. Utilities

13.1 Electricity

M Docklands has an embedded network provided by **WINenergy**. You are required to contact **WINenergy** to provide account details for records and billing. It is the tenant's responsibility to transfer the account into the appropriate name. If this is not completed 14 working days after settlement, power to your apartment may be disconnected.

Please phone 1300 791 970 to set up an account for electricity supply to your property.

Electricity is individually metered to each apartment. Supply is provided via the switchboard located within your apartment. The board is fitted with circuit breakers to each electrical circuit. These may trip out if a fault develops in an electrical appliance. If a trip should occur, the appliance should be isolated from the power outlet and the circuit breaker turned to the 'on' (up) position. Push the reset button on the safety switch. If the circuit breaker still trips out then an electrician should be called.

13.2 Water Connection & Supply

City West Water is your local water authority. Each apartment has a separate water meter and will be billed directly by **City West Water**.

Please phone 13 61 91 to set up an account for water supply to your property.

13.3 Cooktop Gas & Hot Water Supply

Contact ORIGIN on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays) to set-up an account.

You may apply on line via **originenergy.com.au/bhwopenonline**.

Please note: If an account is not set-up the hot water will be discontinued.

13.4 Television

Your apartment has free to air television plugs connected to an aerial located on the roof of the building.

Your apartment also has the capacity to receive a Pay-TV service. The connection to your television and Pay-TV service are from separate outlets. The diagram below illustrates which socket to plug your television into to pick up relevant signals.

Information, connection and fees for a Pay-TV service can be obtained directly from **Foxtel** and are the responsibility of the owner / tenant. Please phone Foxtel on 1300 785 622 to set up an account.



13.5 Telephone & Internet

Apartments have been provided with an NBN Broadband service and connection points. The NBN control box is located inside the bedroom robe. Broadband access points are located on the bedroom and living room walls.

Please visit the NBN Co website for the list of Service Providers that have gone through the NBN on-boarding process and can deliver products and services over the NBN to your M Docklands apartment: www.nbnco.com.au/serviceproviders.

Apartments have been provided with a telephone/fax connection point. These points are suitable for connecting telephone(s), fax machine(s) and are interchangeable (i.e. they can be used for either/or telephone or fax).