

The information contained in this sheet will help guide you through the things you need to know following settlement, from the collection of your keys, to connecting your electricity and moving in.

POST SETTLEMENT KEY COLLECTION

Keys and manuals will be available for collection from the lobby located at 218 A'Beckett Steet, Melbourne, following settlement. If you are authorising a friend or managing agent to collect keys on your behalf we will require your written authorisation. A signed leasing management agreement will suffice.

KEYS AND HAND OVER PACK WILL NOT BE GIVEN OUT WITHOUT PHOTO ID.

You will receive the following items together with your Owners Manual:

Item	Number	Access to the following
Apartment Keys	2 keys	Your apartment entry door
Mail Box	2 keys	Your mailbox
Swipe Card	2 Proximity Cards	Main entrances, stairs & lifts
Air conditioning Remote	1 Remote	Air Conditioning Unit
Garage Remote (if applicable)	1 Remote	Car Park

Additional apartment keys, garage remotes and proximity cards can be purchased from the Owners Corporation at Essential Community Management on 9981 0077 or info@essentialcommunity.com.au.

MOVING-IN

Please ensure that removalist trucks do not block the car park entrances or driveways of neighbouring properties. Please note the garage has a vehicle height limit of 2,100mm. No furniture etc. is to be moved in via the front entrance.

In accordance with the Owners Corporation Rules, 48 hours' notice must be given to the Owners Corporation prior to the proposed move in time. No move-ins are to occur without receiving approval from the Owners Corporation for the day and time of the proposed move.

You will only be allowed to move-in after you have settled.

Given the number of owners/occupants who wish to move in as soon as possible, it's critical that you book a date and time for your move-in.

Only move-ins that have been confirmed by the Owners Corporation will be allowed to proceed.

Please take extra caution and care whilst moving in to ensure no damage to common areas or your new apartment. Ensure that your furniture will fit inside the lift and through your apartment door prior to arranging removalists. A lift protection blanket will be fitted by the Caretaker for your move. The cost to repair any damage to the building or common arrears will be recovered from the Lot owner.

Please note the dimensions of the lifts below:

Lift	Levels Accessible	Height(mm)	Width(mm)	Depth(mm)	Door Opening(mm)
Move-In Lifts	All levels	2400	1550	2000	1100

ENTRY INTO CAR PARK

If you own a car space at The Istana, your remote control will give you access to the car parks. There is no visitor parking available in the car parks at Istana. Your vehicle must only be parked in your designated car space which will be marked as per your apartment number.

RUBBISH

For residents' convenience, garbage chutes are located on each level, which empty into the bins located in the Bin Room. A recycle bin will also be available on each level in the recycling cupboard adjacent the bin chute.

CONNECTING YOUR SERVICES

Before you move in you will need to establish your electricity, water and gas hot water accounts.

For your convenience, electricity is currently connected in the name of the Builders but will be within 2 weeks of settlement. If you have not established an account immediately following before settlement, we recommend you do this immediately after settlement (only takes a couple of minutes). Your water is also connected, but you will need to contact City West Water to set up your new account.

SERVICE	PROVIDER	CONTACT DETAILS
Electricity	OC Energy	Online application form – www.ocenergy.com.au
Water	City West Water	131 691
Gas Hot Water/Cooktop	Origin	Online application form (select Hot Water option) – www.originenergy.com.au/3345/open-an-account
Telephone/Internet	NBN	1800 687 626 or info@nbnco.com.au
Pay TV	Foxtel	1300 130 799

WINDOW FURNISHINGS

To maintain architectural consistency of the building when viewed externally, Owners Corporation rules have been established which outline the type and colour of window furnishings which may be installed in apartments at The Istana.

A proprietor or occupier of a lot must not install or permit the installation of any window coverings other than as outlined below, or as approved by the Owners Corporation Committee of Management.

All window furnishings must be a Roller Blind type. Either manual operated or motorised, and be of **WHITE** colour when viewed from the exterior.

DRYERS

Please note as per the OC rules the use of a conventional dryer (requires an external vent) is prohibited and a **condenser dryer** is required.

POST SETTLEMENT MATTERS

Your first port of call for all queries about your apartment should be your Owner's Manual. This package of information contains more detailed information regarding Owners Corporation rules, apartment appliance manuals, useful contacts etc. Your Building Manager will help answer any other queries you may have.

DEFECTS

For matters concerning minor defects in your apartment, please refer to your Owner's Manual for information relating to your 3 month defect liability period. Any items that you believe require rectification within the defect liability period should be logged directly with Hickory Constructions following the online steps below or by ringing Hickory Customer Care on +613 9429 7411.

STEP 1

Visit hickory.com.au/customer care

STEP 2

Log in using the following details –

Apartment ID: The Istana

Password: theistana

STEP 3

Use the online booking form to make a time for us fix the problem.

All matters concerning the general building and common areas please see the Building Manager or contact the Owners Corporation Manager. These numbers are also provided below.

USEFUL CONTACTS

Owners Corporation

Essential Community Management

→ Ph: +61 (3) 9981 0077

info@essentialcommunity.com.au

Level 2, 58 Lorimer Street

Docklands VIC 3008

Building Manager

Details to be confirmed 0400 706 706 Gary.

Local Council

City of Melbourne

GPO Box 1603

Melbourne VIC 3001

P +61 3 9658 9658

Frequently Asked Questions



Who is OC Energy?

OC Energy is a specialist supplier of electricity to multi-unit high rise developments. We operate a number of embedded networks across Melbourne and we are continuing to grow.

OC Energy purchases electricity at the point of supply to the embedded network and then on-sells electricity to residents at a discount to normal electricity prices. The benefit to the tenant of the bulk-buying of electricity means a cheaper rate for their electricity usage than is available from other retailers.

What is an embedded network?

An embedded network is a formalised arrangement providing consumers within the embedded network to purchase cheaper (bulk) electricity.

What are the benefits of an embedded network?

There are considerable benefits to owners, managers and tenants in the form of cheaper electricity, easier management of electricity situations, greater flexibility in electricity relationships and opportunities to further reduce costs by introducing energy saving measures. Embedded networks can also minimise the impact of any future electricity price increases

Do I have the right to choose an energy retailer?

Since 2002, all Victorian electricity and gas customers have been able to choose their energy retailer and type of contract or energy plan.

How often will I receive bills from OC Energy?

OC Energy issues bills every 2 months. Your OC Energy bill will state the date of the next scheduled meter reading for your apartment. You can expect to receive your OC Energy bill 1 to 2 weeks after the date of the meter reading. Bills will always be based on actual meter reads, never estimates.

What tariff am I on?

The most obvious place to find your tariff is on your most recent bill. If you need assistance, please call us on 1300 49 40 80 or email us at info@ocenergy.com.au – don't forget to include your address and account details.

How can I pay my OC Energy bill?

OC Energy offers a range of payment options, including:

Credit/Debit card: Please call 1300 49 40 80.

BPAY: Please refer to invoice for Biller Code and your customer reference number.

Cheque/Money Order: Mail your cheque or money order (payable to OC Energy Pty Ltd) together with the payment slip from your bill to:

OC Energy Pty Ltd
PO Box 7285
Melbourne Vic 3004

The rest can be found in OC Energy invoices.

What should I do if there is an interruption to my electricity supply?

Energy providers do their best to ensure interruptions do not occur, but from time to time something may happen that affects your power supply. Such interruptions can be caused by storms, heat waves or work being done in your area.

Your first step should be to check whether the problem with your electricity supply is limited to your apartment – do your neighbours have power, and is there power to the common areas? If the outage is confined to your apartment, please check that all of the switches in the switchboard in your apartment are in the “on” position and/or contact your preferred electrician for assistance.

If the interruption extends to your neighbours and the common property you should contact CitiPower, your local distributor, on 13 12 80 for information about the status of your power supply.

CitiPower’s website (<http://www.powercor.com.au/>) also contains frequently updated information on current outages in your area.

I am renting out my apartment – what do I need to do?

Please ensure that the incoming tenant and your managing agent are aware that OC Energy operates the embedded network for the development.

Your tenant will need to provide us with certain information in order to enable the electricity account to be transferred into their name. This information can be provided via the connection form available at our website at www.ocenergy.com.au. Alternatively, your tenant can contact us directly by calling 1300 49 40 80 or by email to info@ocenergy.com.au.

What should I do if I'm moving out of my apartment?

As soon as possible, please notify us of the date you intend to move by filling out and returning to us the disconnection form available on our website at www.ocenergy.com.au. You must ensure that a forwarding address is provided to us prior to moving out of your apartment. We will then arrange for a meter reading to be undertaken and for a final bill to be issued to you.

Am I entitled to a concession on my OC Energy bill?

Depending on your individual circumstances you may be entitled to a concession on your electricity account. Concessions may be available to customers holding an eligible Pensioner Card, Healthcare Card or Goldcard on behalf of the Department of Human Services. To claim the concession, you will need to submit a Non-Mains Energy Concession Form to the Department of Human Services. The form can be obtained from the Department’s website at www.dhs.vic.gov.au.

