

centralequity.com.au
1800 638 888



Operational & Maintenance Manual

Flagstaff Place Apartments

flagstaff C @ micm. com. au

Flagstaff Place Apartments

OWNER/OCCUPIERS

For all enquiries during the warranty period, please contact Central Equity Ltd Maintenance Department on

FLAGSTAFF PLACE

Ph: (03) 9329 8978

M: 0481 012 062 TRENT.

TENANTS

For any maintenance issues or queries, please contact your respective Property Manager.

For ongoing enquiries after expiration of warranty period, all tenanted properties should contact our respective Property Manager.

FOR AFTER HOURS EMERGENCY ONLY

PLUMBING

Cooke & Dowsett: Darren Smith - 0417 563 409

ELECTRICIAN

Anova Electrical: Paul Hadenfeldt - 0425 754 519

**PLEASE CHECK YOUR CIRCUIT BREAKERS AND SWITCHBOARD BEFORE CALLING
THE ELECTRICIAN**

LOCKSMITH

Access Hardware: David Hopwood - 0403 454 436

**CALL OUT FOR NON EMERGENCY ITEMS WILL BE CHARGED TO YOU
DIRECTLY**

Discount Electricity Supply for Flagstaff Place Residents

Flagstaff Residential Pty Ltd has contracted WINenergy to implement a private embedded electricity network at 49-53 batman St, West Melbourne. This initiative allows residents to purchase discounted electricity under the standing retail tariff in the area.

- **Discounts to your account**

At Flagstaff Place we offer a 15.5% discount off the standard retail tariff for your area.

- **Service to your apartment**

We offer a same day or next day energisation to your apartment.

- **Buying Power - exclusive to Flagstaff Place residents**

As a resident you will not only enjoy the benefits of bulk energy purchase but also cut down time spent in negotiating tedious energy contracts.

- **No lock in contracts**

There are no fixed term contracts with WINenergy so if in the future you decide to purchase from a retailer WINenergy does not impose any penalties or termination fees.

- **Improved billing services**

Your newly installed interval meter is read monthly to generate bills from actual meter reads only. NO MORE ESTIMATED READS.

- **Customer service team**

Our customer service team is located in Victoria and are on hand to assist you. Interpreter services are available to you by calling 13 14 50.

- **Standard Energisation Fee**

This fee is applied for standard energisation of your electricity supply (which may include the physical connection of supply). A standard energisation would typically be where the completed WINenergy Intermediary Sale of Energy Agreement form is received by 2pm (during business hours) for energisation on the following business day, or a subsequent nominated date.

The standard Energisation Fee of \$35 Ex GST * will appear on your first bill from WINenergy.

- **Priority Energisation Fee**

This fee is applied when an energisation request is required earlier than the standard energisation service (as outlined above). A priority energisation would typically be where the WINenergy Intermediary Sale of Energy Agreement form and Priority Energisation Request are received before 2pm on a business day for energisation to be completed that same day, or where the Sale of Energy Agreement form has been received after 2pm for energisation to be made on the following business day.

The Same Day Energisation Fee of \$125 Ex GST * will appear on your first bill from WINenergy.

- **New Connection Fee to the Private Embedded Network**

This fee is charged for a first-time connection to the private embedded network. It is charged to the first occupant or owner of a new premise and appears on their first bill.

WINenergy, as the exempt distributor, pre-installs meters in a private embedded network to enable residents a quick and convenient connection. The pre-installation of the meter does not alter the obligation by the first occupant or the owner of a new premise to pay for this service. The New Connection Fee charged by WINenergy is generally below those charged by energy retailers for first time connection to the distribution network.

For example the New Connection Fee from Citipower is \$383 Ex GST, the WINenergy discount fee is \$318 Ex GST *

As a tenant, these costs are recoverable from a landlord as per the *Residential Tenancies Act 1997 (Vic) s 53 (1)(a)*:

"A landlord is liable for ... the installation costs and charges in respect of the initial connection to rented premises of any electricity, water, gas, bottled gas or oil supply service."

WINenergy is not an energy retailer but a facilitator of this bulk purchase initiative and operates similar sites throughout Australia.

In order for us to provide the benefits detailed and to organise the connection of electricity to your premise, please complete the WINenergy Intermediary Sale of Energy Agreement form online at www.winenergy.com.au.

Should you need further assistance please contact the WINenergy customer service team on **1300 791 970** Monday – Friday 8.00am to 5.00pm or email us at enquiries@WINenergy.com.au

Yours Sincerely,

Customer Service Team

* These Fees may be updated from time to time to reflect market changes and economic conditions. Updates to these Fees can be found on our website.

Contents

1.0 INTRODUCTION	4
1.1 WHAT IS IN THIS MANUAL?	4
1.2 AREA MAP	4
2.0 MOVING IN.....	5
2.1 BE CAREFUL.....	5
2.2 TRANSPORTATION OF FURNITURE	5
2.3 ELECTRICITY CONNECTION	5
2.4 NATIONAL BROADBAND NETWORK	6
2.5 GAS CONNECTION AND SUPPLY.....	6
2.6 WATER CONNECTION AND SUPPLY	6
2.6.1 LOCATION OF STOP VALVE AND WATER METERS.....	6
2.7 HOT WATER AND THERMOSTATIC MIXING VALVES.....	6
2.7.1 LOCATION OF STOP VALVE	7
2.7.2 THERMOSTATIC MIXING VALVES (TMV).....	7
2.8 HOT AND COLD WATER METER LAYOUT	7
GROUND FLOOR	7
LEVEL 1.....	8
LEVEL 2.....	8
LEVEL 3.....	8
LEVEL 4.....	9
LEVELS 5-13.....	9
2.9 TELEVISION AND PAY TELEVISION	10
3.0 WARNING AND SAFETY INFORMATION.....	10
3.1 SAFE HIGH RISE LIVING	10
3.2 EMERGENCY SERVICES.....	11
3.3 FIRE EVACUATION PROCEDURES	11

4.0 EMERGENCY EVACUATION ROUTES.....	12
GROUND FLOOR	12
LEVEL 1.....	13
LEVEL 2.....	14
LEVEL 3.....	15
LEVEL 4.....	16
LEVELS 5-13.....	17
LEVEL 14.....	26
5.0 BUILDING FEATURES AND LAYOUT	27
5.1 WHAT IS IN THIS SECTION?.....	27
5.2 PEDESTRIAN ACCESS	27
5.3 SECURITY / INTERCOM ACCESS SYSTEM.....	27
5.3.1 OCCUPIER ENTRY	27
5.3.2 APARTMENT ENTRY	28
5.3.3 VISITOR ENTRY	28
5.3.4 THE VISITOR LEAVING THE APARTMENT	28
5.4 KEYS AND PROXIMITY READER REGISTER.....	28
5.5 LIFTS.....	29
5.5.1– GENERAL INSTRUCTIONS	29
5.6 MAIL COLLECTION.....	29
5.7 RUBBISH DISPOSAL	29
5.8 GYMNASIUM.....	30
6.0 OPERATING AND CARING FOR YOUR APARTMENT	31
6.1 KITCHEN APPLIANCES	31
6.2 SYSTEMS	32
6.2.1 HEATING AND COOLING SYSTEM	32
6.2.2 EXHAUST FAN SYSTEM.....	32
6.2.3 CONDENSATION.....	32
6.2.4 FIRE ALARM SYSTEM.....	33
6.2.5 FIRE SPRINKLER SYSTEM	33
6.3 SMOKE ALARMS.....	34
6.4 HOSE REELS / FIRE EXTINGUISHERS / FIRE HYDRANTS / FIRE ESCAPE DOORS.....	35
6.5 SWITCHBOARD	35

Continued

7.0 FIXTURES AND FITTINGS – CARE AND MAINTENANCE.....	35
7.1 GENERAL APARTMENT MAINTENANCE.....	35
7.2 ROUTINE COMMON AREA AND PLANT MAINTENANCE.....	36
7.3 CORRECTIVE MAINTENANCE	36
7.4 APARTMENT FIXTURES AND FITTINGS	36
7.4.1 LIGHT FITTINGS	36
7.4.2 CARPET.....	36
7.4.3 PAINTED SURFACES	37
7.4.4 KITCHEN AND BATHROOM CABINETS; JOINERY CABINETS	38
7.4.5 GLASS SPLASHBACK AND SHOWER SCREENS	39
7.4.6 RECONSTITUTED STONE BENCH TOPS AND TILING	40
7.4.7 GLASS, WINDOWS AND FRAMES, ALUMINIUM AND BALUSTRADE	42
7.4.8 MIRRORS.....	43
7.4.9 TILED SURFACES.....	43
7.4.10 STAINLESS STEEL SURFACES	44
7.4.11 BATHROOM FITTINGS.....	44
7.4.12 HARDWARE, DOORS AND SKIRTINGS	44
7.4.13 Wardrobe Internals, Doors and Sliding Track Systems.....	45
7.4.14 BLINDS	46
8.0 Maintenance of Essential Safety Measures.....	47
Appendix A: Fixtures and Fittings Schedule	
Appendix B: National Broadband Network	
Appendix C: Security Access System	
Appendix D: Whitegoods Instruction Manuals and Warranty	

1.0 INTRODUCTION

This manual provides you, the occupier, with important information about your apartment. Details are included for the following:

1. Connection of your apartment to various utilities to ensure continued supply
2. Emergency contact information
3. Specifications on the finishes, fixtures and appliances within the apartment building. Links to operating instructions are also provided with each of the relevant sections.

1.1 WHAT IS IN THIS MANUAL?

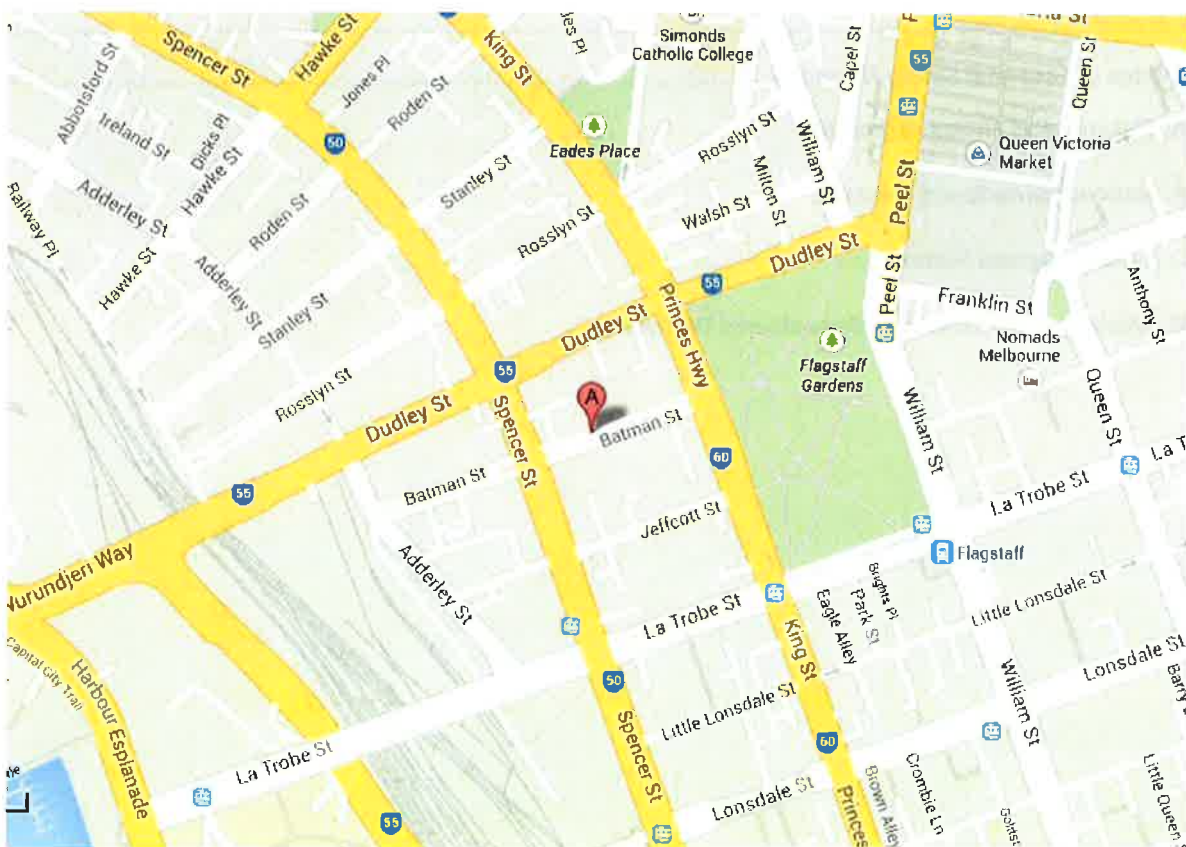
The information contained within this document is provided to help you move in, operate and enjoy your new apartment.

The manual has been broken up into separate sections including WARNINGS AND SAFETY INFORMATION. It is very important that you read this Section 3.

Basic operating instructions and maintenance requirements are included in Sections 5, 6 and 7. A full copy of the appliance instruction booklets and warranty certificates are included in the appendices.

1.2 AREA MAP

Below is a map of the immediate area surrounding 'Flagstaff Place' - 53 Batman St, West Melbourne, 3003



2.0 MOVING IN

2.1 BE CAREFUL

WARNING DO NOT DAMAGE FIRE SPRINKLERS

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 to you directly. Do not cover sprinkler heads in any way.

Do not stack any goods within 500mm of the fire sprinkler heads. Do not hang anything from the fire sprinkler heads eg. Christmas decorations or the like.

As required by the Fire Safety Regulations, the water within the sprinkler piping is continuously under pressure. This will release and flood the immediate area in the event of a fire, or if the sprinkler head is accidentally hit. 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 **\$490 per truck per 15 minutes** or part thereof. A minimum of two trucks will be sent in the first 15 minutes.

Internet Link: <http://www.mfb.vic.gov.au/Incidents/Managing-False-Alarms/False-Alarm-Charging/Current-charges-and-codes.html>

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.

2.2 TRANSPORTATION OF FURNITURE

Take care when transporting furniture or bulky items in the lifts and throughout the corridors. For more detailed instruction regarding the use of lifts please refer to Section 5.5 Lifts.

It is the occupier's responsibility to determine the size of the lift cars available for use of transporting goods and furniture.

Please contact the Concierge for booking a lift to transport goods and furniture.

2.3 ELECTRICITY CONNECTION

Power supply is distributed through the building via an embedded power network system which is managed and operated by WINenergy.

Electricity is individually metered to each apartment and WINenergy will provide electricity supply billing to each residence. A resident may engage an alternate electricity power supply retailer for power supply billing to their property should it be required, noting that where discussions are held with any other retailer not (WINenergy) it should be made clear to that particular retailer that the properties at 53 Batman St are part of an embedded network managed by WINenergy.

For further information on the embedded network and options available through this network, please contact WINenergy to provide account details for records and billing, and to arrange for the power to be turned on.

WIN ENERGY: 1300 791 970

Flagstaff Place Apartments

Supply is provided via a switchboard within your apartment usually located in the living area cupboard. The board is fitted with circuit breakers to each electrical circuit within the apartment. To turn power on in your apartment make sure that all circuit breakers and the main switch are in the 'on' or up position. These may trip out if a fault develops on an electrical appliance. If a trip should occur, the appliance should be isolated from the power, only when the appliance is isolated can you turn on the circuit breaker (switch should be turned to the 'on' position or be switched to the up position). Push the reset button on the safety switch. If the circuit breaker still trips out then an electrician should be called.

2.4 NATIONAL BROADBAND NETWORK

Your apartment is part of the National Broadband Network which has facility to provide both phone and internet services. Refer to the attached NBNCo appendices for instructions on how to connect either service through a range of service providers.

2.5 GAS CONNECTION AND SUPPLY

There is no gas supply to your apartment as the cooktop and heating are electrical devices. You do NOT need to contact the gas authority to connect gas to your apartment. No other gas connection is permitted without the expressed consent of the body corporate. Any alteration to the gas supply to your apartment must be done by a licensed plumber.

2.6 WATER CONNECTION AND SUPPLY

Cold water is presently connected with your local authority City West Water. You are required to contact them to provide account details for records and billing. You may use the forms on the internet link below or call the account enquiries phone number to arrange a meter reading.

Website: www.citywestwater.com.au

Internet Link: https://www.citywestwater.com.au/residents/change_of_tenancy.aspx

PHONE: 131 691

24 HOUR FAULTS & EMERGENCIES: 132 642

2.6.1 LOCATION OF STOP VALVE AND WATER METERS

The water meter and stop valve for the cold water supply for your apartment is located in the corridor service cupboard on your apartment floor and as noted on the following layout plans.

Each stop valve is labelled with the appropriate apartment number. Access to cupboard is obtained via the concierge.

2.7 HOT WATER AND THERMOSTATIC MIXING VALVES

All hot water is supplied to your apartment via a centralised gas fired boiler system located on the roof of the building. The hot water is constantly re-circulated throughout the building. Hot water supplied to your apartment is metered in the same way cold water is metered and usage will be charged directly to you.

The hot water gas supply is provided by Origin Energy and as such account details, for both records and billing, are required to be submitted before hot water supply is connected.

For emergency service, refer to 'Emergency Numbers'

2.7.1 LOCATION OF STOP VALVE

If you wish to stop the supply of hot water to your apartment for any reason, this can be achieved by turning off the stop valve. The stop valve is located in the corridor service cupboard as noted on the layout plan. Access to cupboard is obtained via the concierge.

2.7.2 THERMOSTATIC MIXING VALVES (TMV)

A TMV has been installed in your apartment in line with current Australian Standards and building regulations. The hot water supplied to your apartment is preset to 50 degrees Celsius. The tempering valve, which mixes cold water to the hot, is located in the ceiling space above the access panel within the bathroom and can be used to alter the temperature of the hot water supply.

The valve should not require occupier maintenance and any problems associated with the hot water supply should be checked by a registered plumber. The contact numbers are in the front of this manual. The tempering valve requires periodic (annual) testing and / or maintenance which should be carried out by a registered plumber.

2.8 HOT AND COLD WATER METER LAYOUT

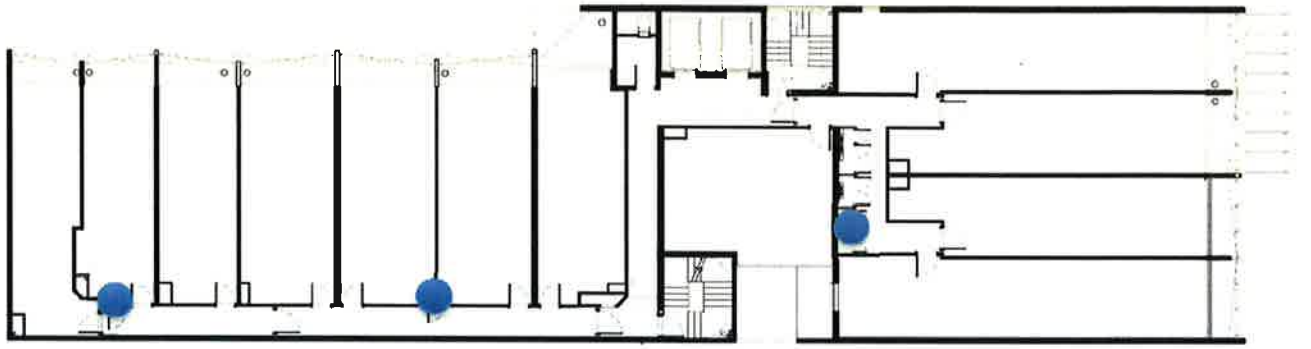
The water meters and stop valves for the cold water supply are located in the corridor service cupboards on your apartment floor and as noted on the attached layout plans. Each stop valve is labelled with the appropriate apartment number. Access to cupboard is obtained via the concierge.

GROUND FLOOR

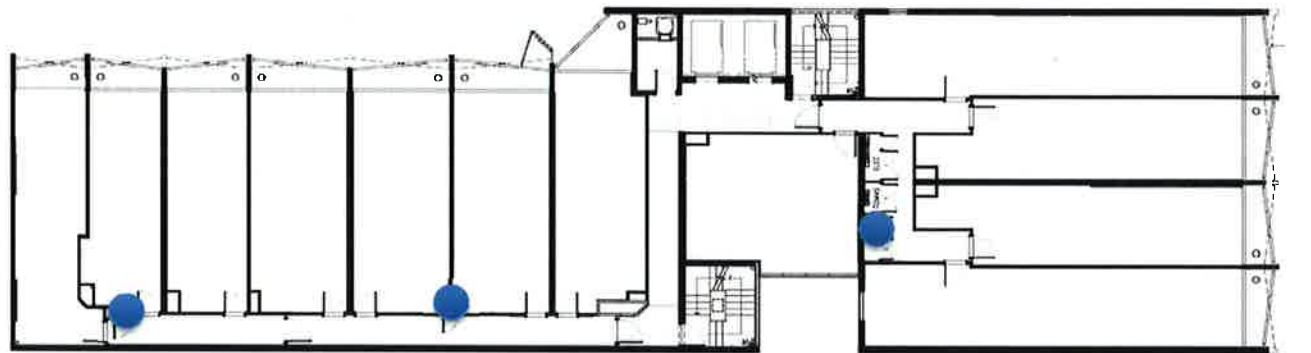


Flagstaff Place Apartments

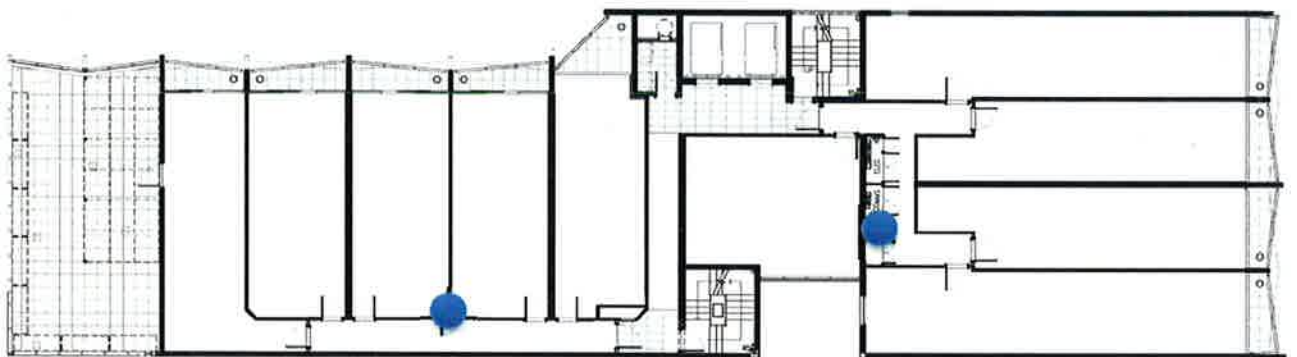
LEVEL 1



LEVEL 2



LEVEL 3

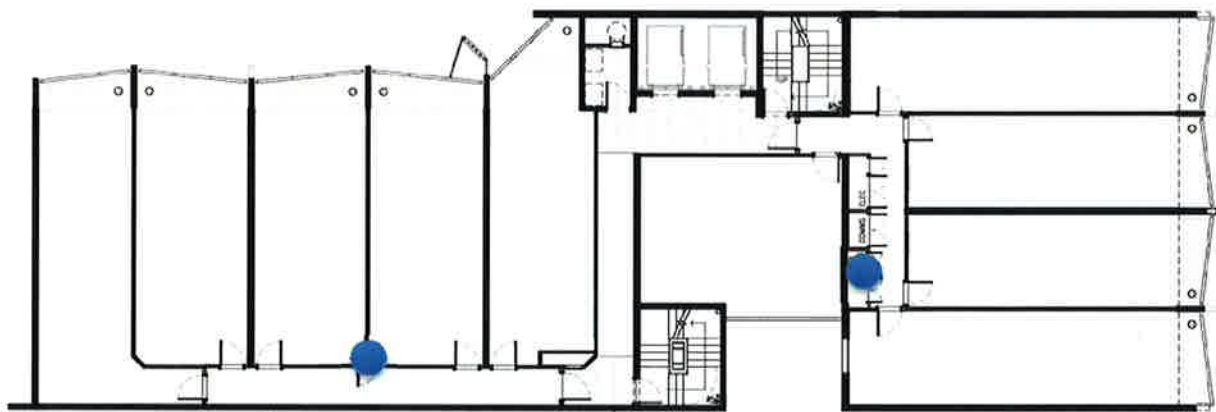


Flagstaff Place Apartments

LEVEL 4



LEVELS 5-13



2.9 TELEVISION AND PAY TELEVISION

Your apartment is provided with plug-in points connected to a 'free to air' (MATV) television aerial located on the roof of the building.

Your apartment also has the capacity to receive a 'Pay-TV' service. The connection to both your television and Pay TV service is from separate outlets.

Information, connection and fees for this service can be obtained directly from Foxtel on 131 999.

www.foxtel.com.au

There is satellite receivers in Flagstaff Place tuned to several alternate channels. These channels will be 'picked up' through the auto tuning function of your television set. If you have any questions about the satellite service, contact SatelVision on (03) 9325 1655

3.0 WARNING AND SAFETY INFORMATION

'Flagstaff Place' is a high-rise residential development. Several specific guidelines apply to high rise living. These are briefly outlined in this section.

Flagstaff Place is a non-smoking building and as such smoking is prohibited in all public and common areas, lobbies, lifts etc.

For further information, contact your Building Manager or Concierge.

3.1 SAFE HIGH RISE LIVING

For **Balcony and Terrace Areas**, please note the following:

- You **MUST NOT** drop or throw any item from a balcony or terrace
- Occupants of this development are advised to be aware of the effects of wind in the area and are NOT to leave unsecured items on balconies and terraces.

Pot Plants, plastic furniture, bottles, litter and other loose items that may be wind affected should not be left on balconies or terraces.

3.2 EMERGENCY SERVICES

In the event of an emergency, Emergency services can be contacted by telephoning 000 for assistance. Be prepared to identify yourself, your location, the problem and the likely emergency service required.

3.3 FIRE EVACUATION PROCEDURES

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

When you hear the alarm sound, evacuate the building immediately by the nearest emergency stair as detailed on the following plans. Locations of Fire Extinguishers and Fire Escape Plans for each floor are shown below. It is important to remain calm and head towards the nearest escape.

IN CASE OF A FIRE – PLEASE DO NOT USE THE LIFTS

You are advised to familiarise yourself with the emergency exits and equipment

4.0 EMERGENCY EVACUATION ROUTES

GROUND FLOOR

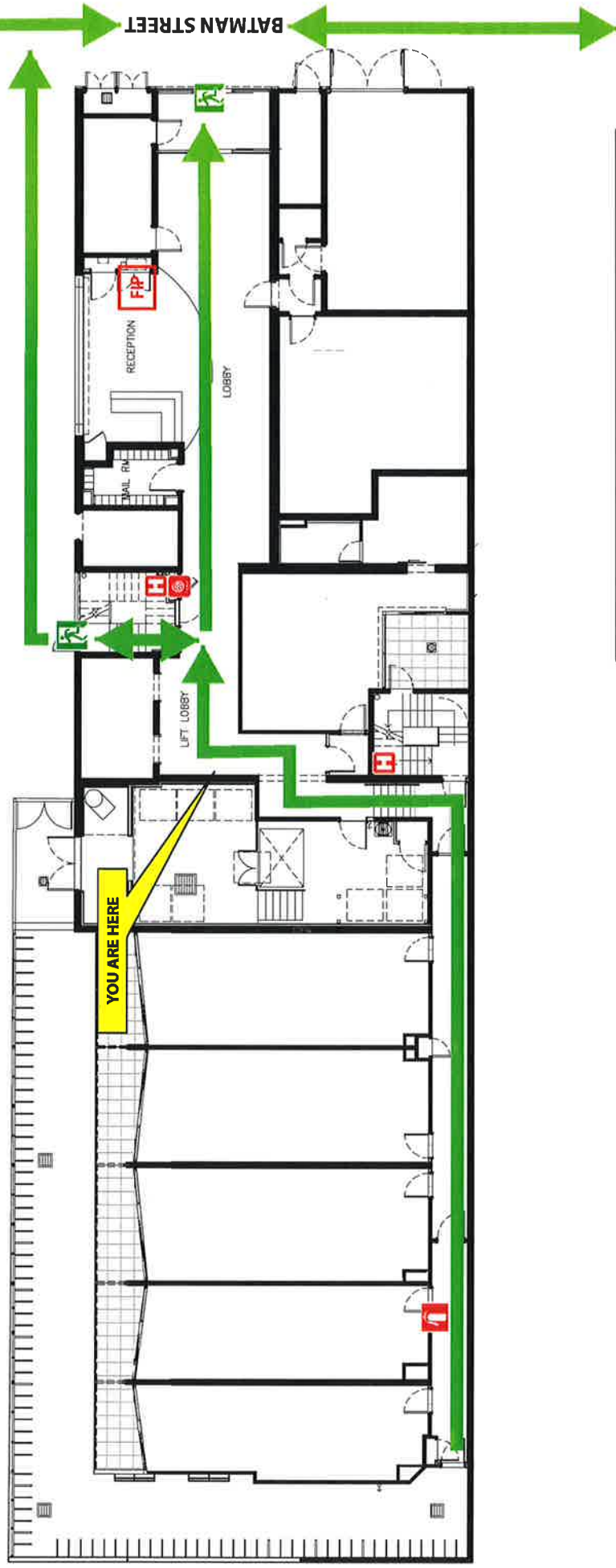
EVACUATION PLAN- 53 BATMAN STREET

GROUND FLOOR

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

LEGEND

- | | | | | | |
|--|-----------------|--|-------------------|--|----------------------|
| | EXIT | | FIRE HYDRANT | | FIRE INDICATOR PANEL |
| | MAIN EXIT ROUTE | | FIRE EXTINGUISHER | | FIRE HOSE REEL |

Flagstaff Place Apartments

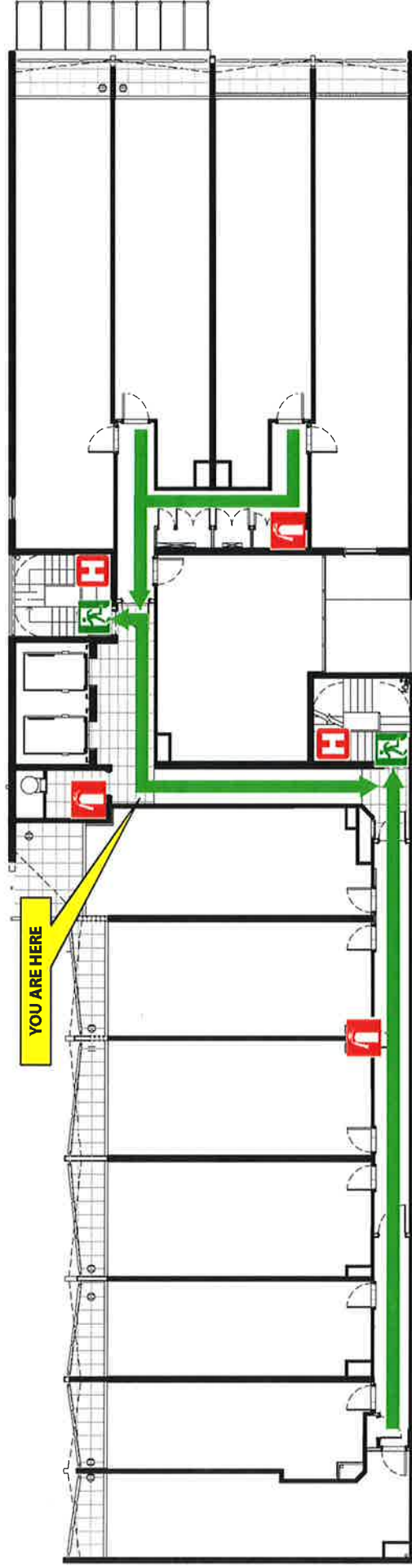
LEVEL 1

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 1

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

LEGEND

- | | | |
|---|---|--|
|  EXIT |  FIRE HYDRANT |  FIRE HOSE REEL |
|  MAIN EXIT ROUTE |  FIRE EXTINGUISHER |  FIRE INDICATOR PANEL |

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



Flagstaff Place Apartments

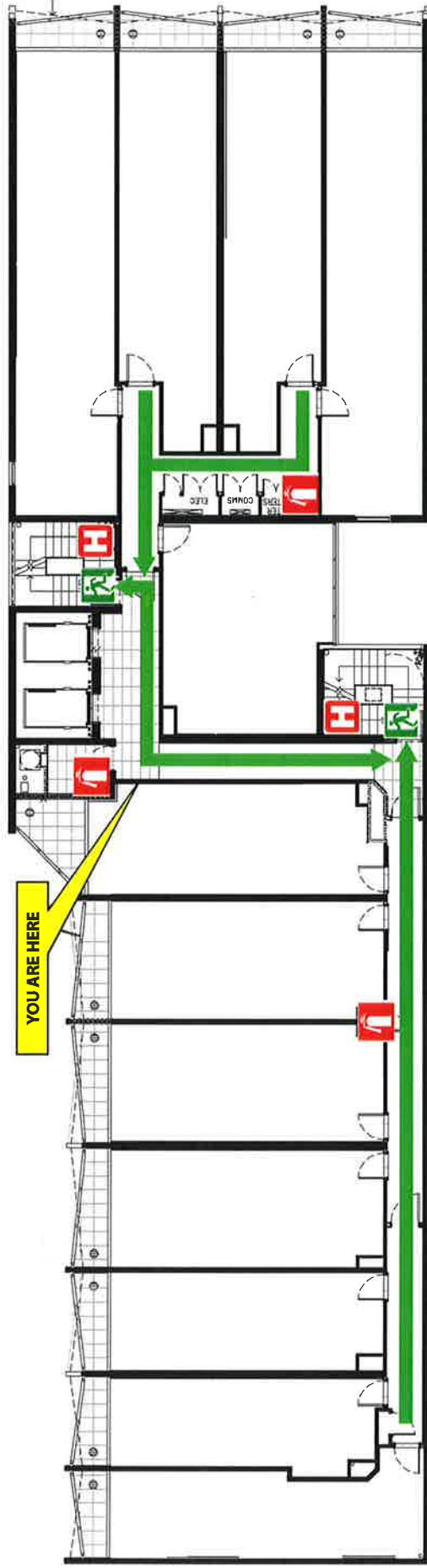
LEVEL 2

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 2

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

MAIN EXIT ROUTE

Flagstaff Place Apartments

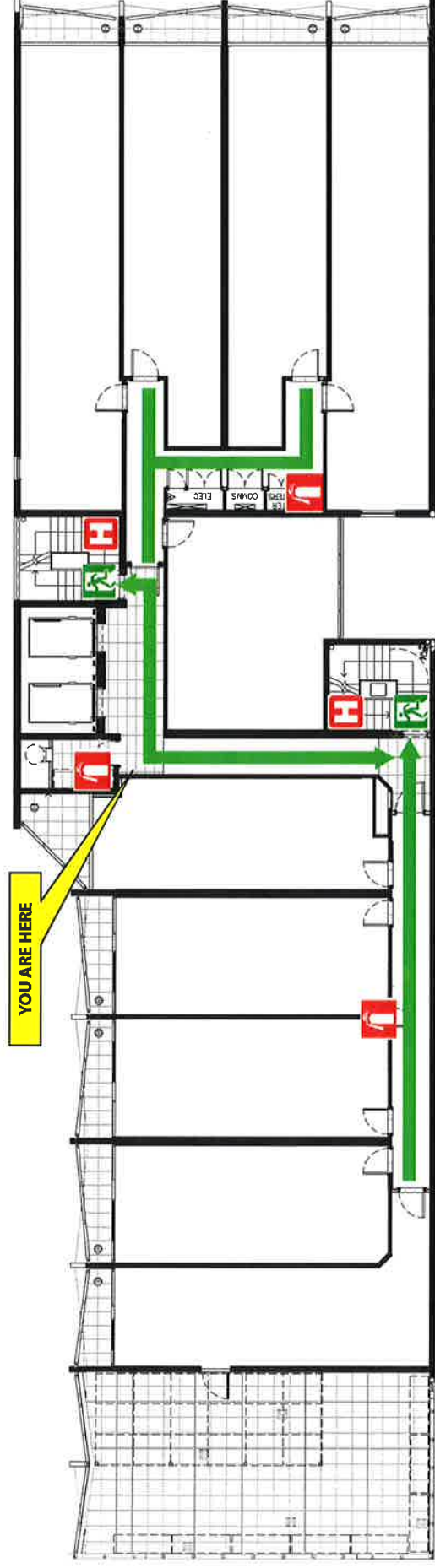
LEVEL 3

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 3

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

MAIN EXIT ROUTE

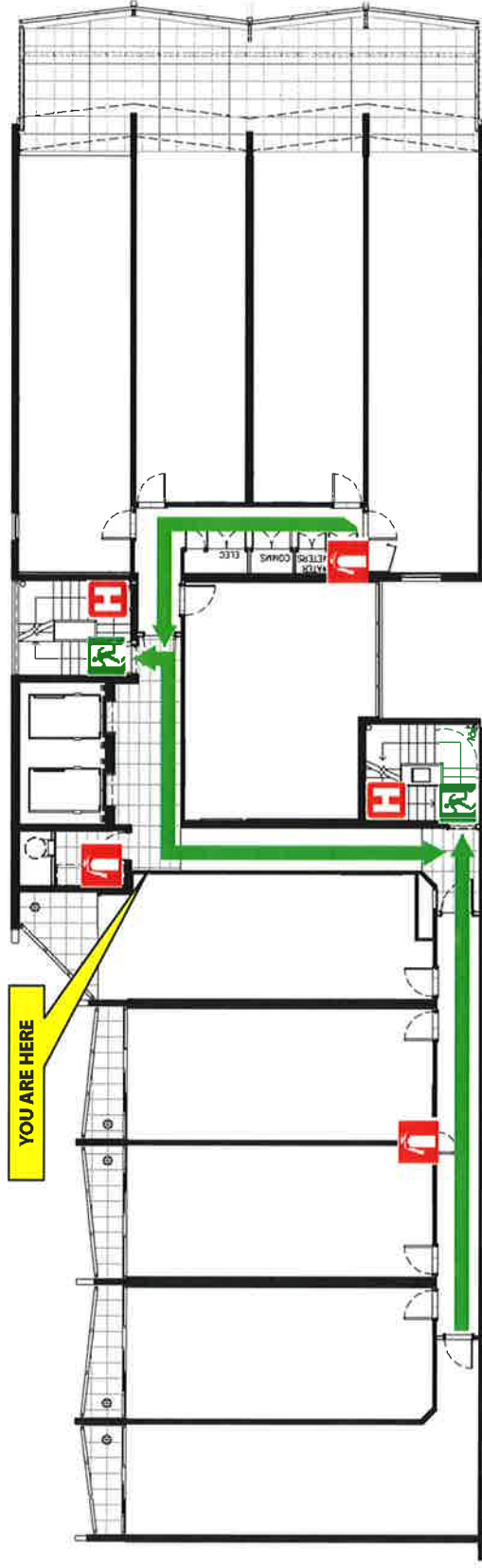
Flagstaff Place Apartments
LEVEL 4

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 4

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT



FIRE HYDRANT



FIRE EXTINGUISHER

MAIN EXIT ROUTE



FIRE EXTINGUISHER



FIRE INDICATOR PANEL



FIRE HOSE REEL

Flagstaff Place Apartments

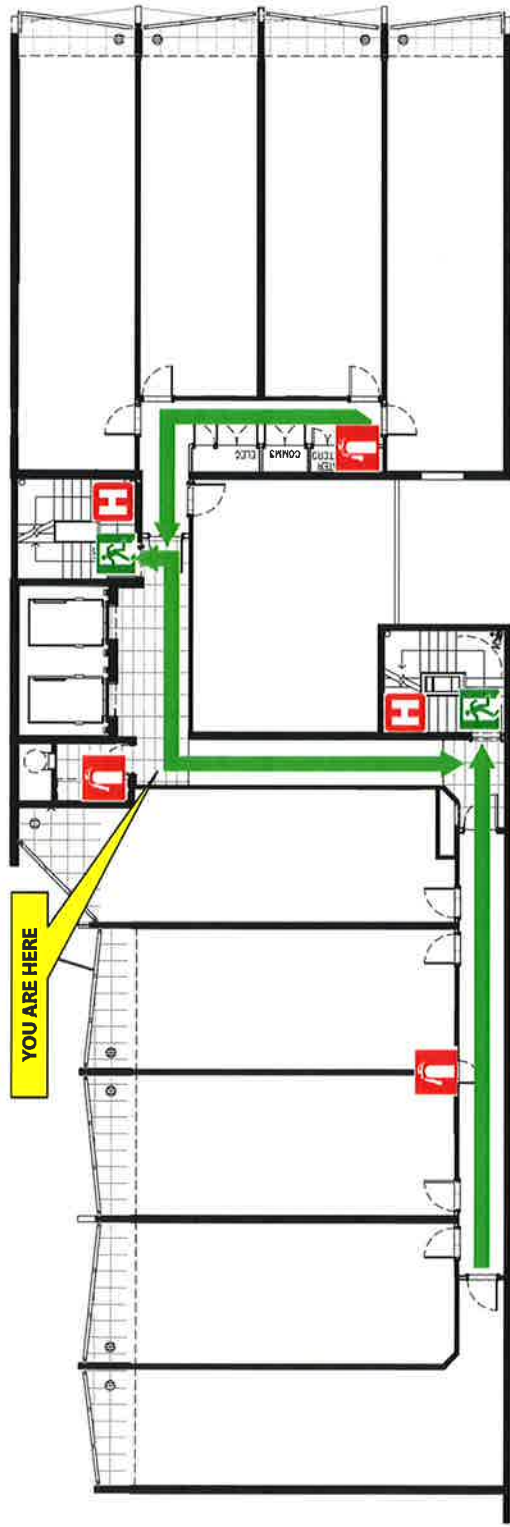
LEVEL 5

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 5

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



LEGEND



MAIN EXIT ROUTE



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



Flagstaff Place Apartments

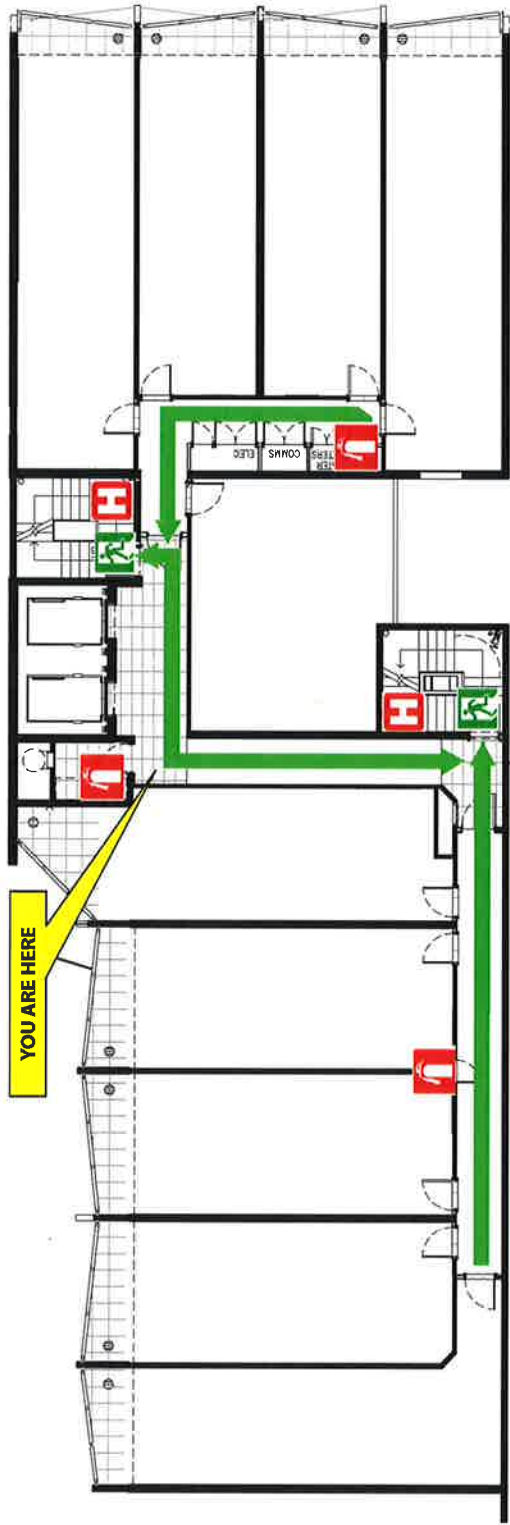
LEVEL 6

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 6

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



MAIN EXIT ROUTE



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

Flagstaff Place Apartments

LEVEL 7

**EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER**

RING 000



3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES

4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

FIP FIRE INDICATOR PANEL



Flagstaff Place Apartments

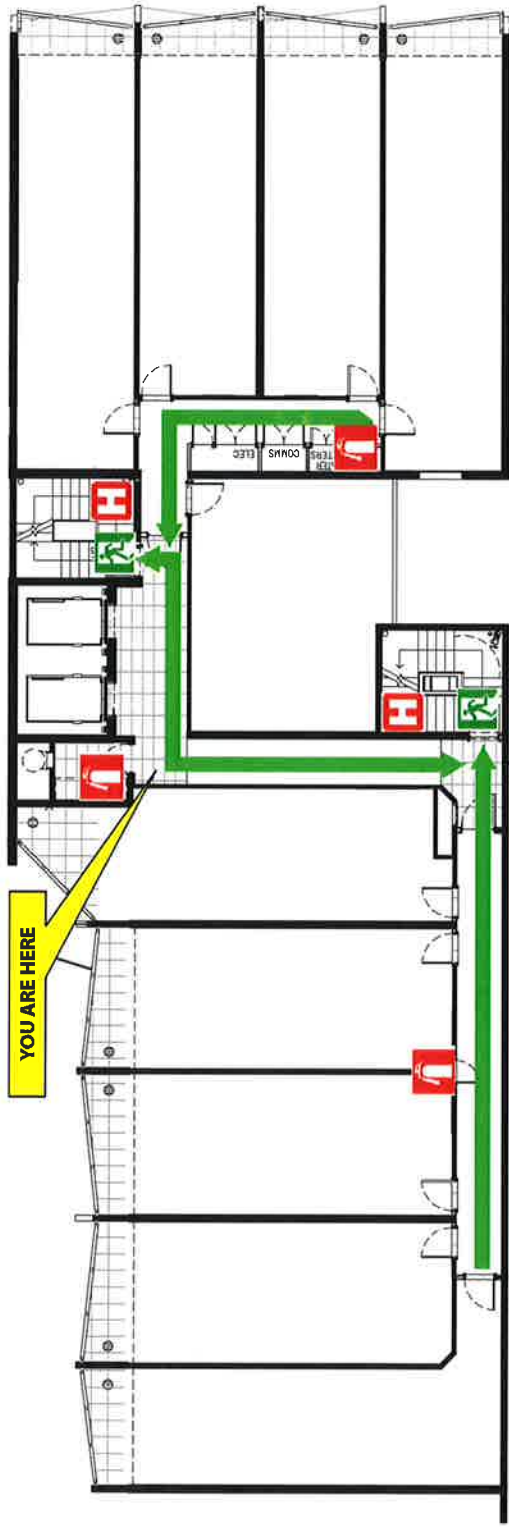
LEVEL 8

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 8

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



MAIN EXIT ROUTE



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL



EXIT

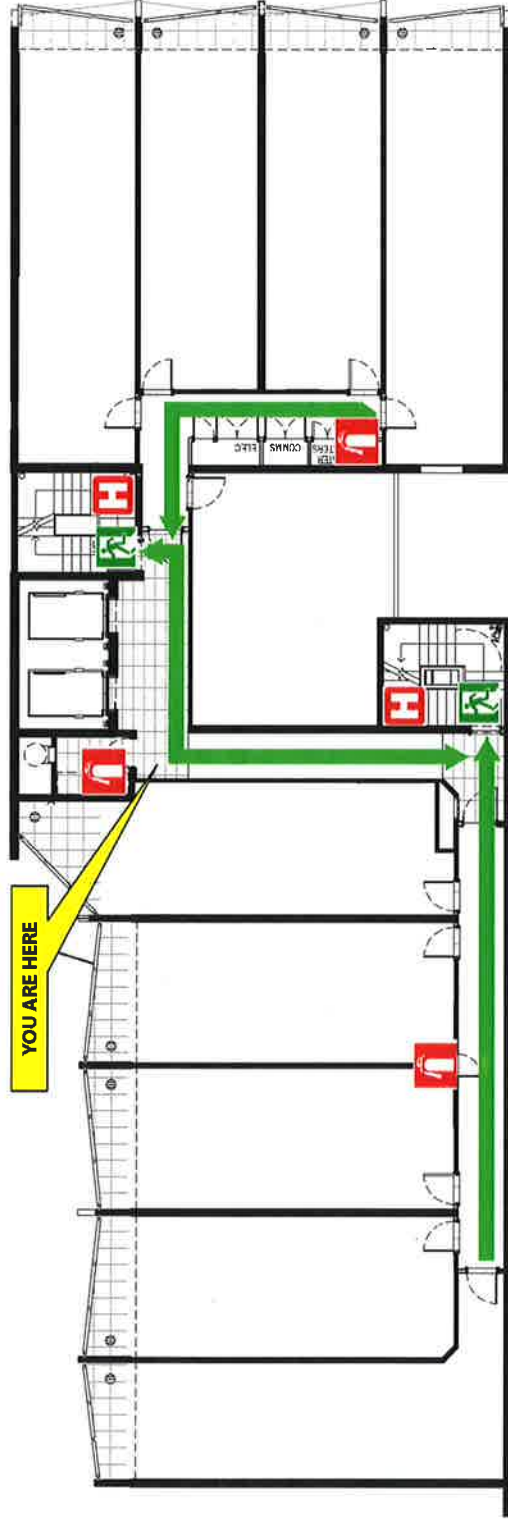
Flagstaff Place Apartments
LEVEL 9

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 9

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

MAIN EXIT ROUTE

Flagstaff Place Apartments

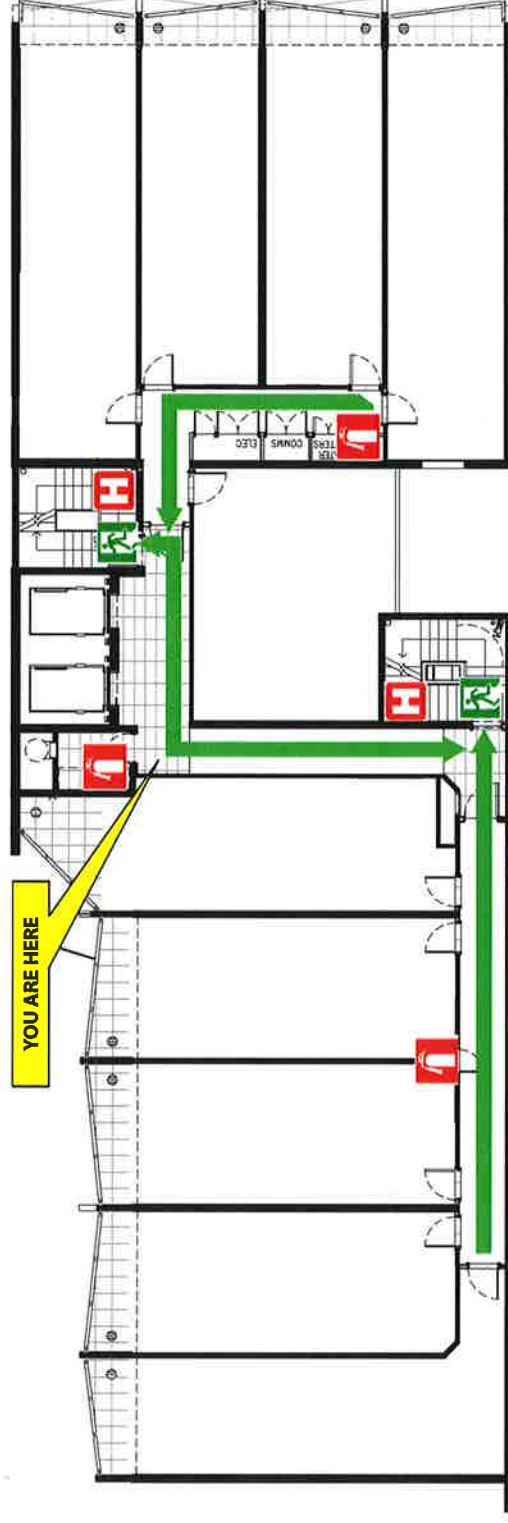
LEVEL 10

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 10

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT

FIRE HYDRANT



FIRE HOSE REEL

MAIN EXIT ROUTE

FIRE EXTINGUISHER



FIRE INDICATOR PANEL

Flagstaff Place Apartments

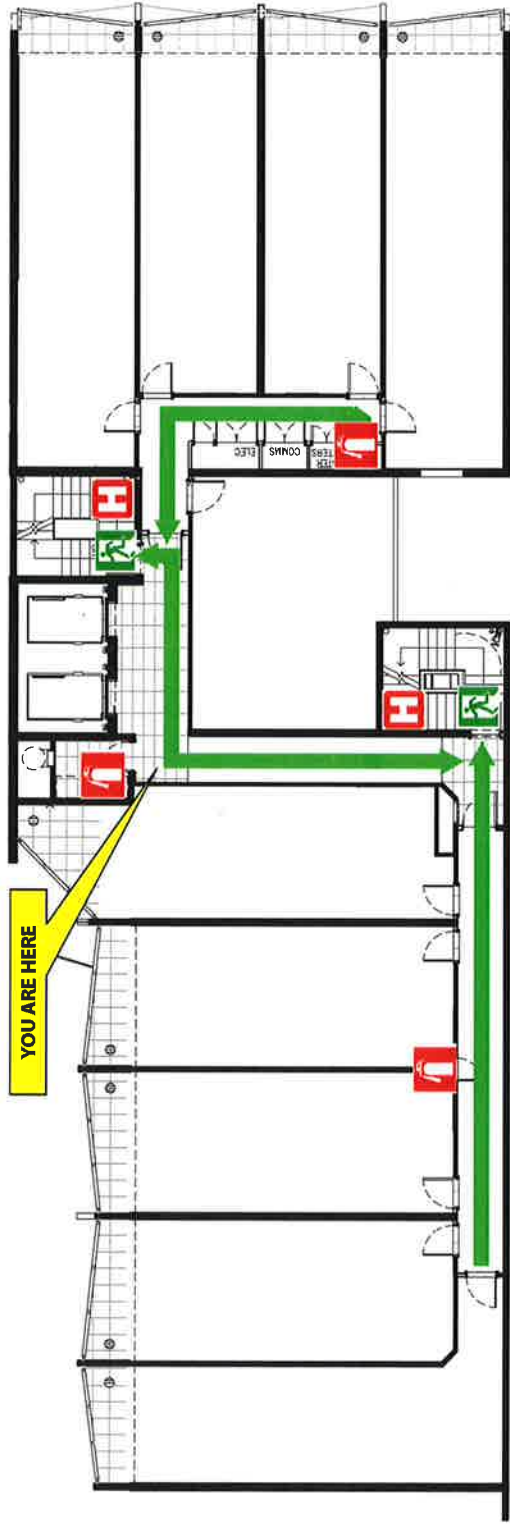
LEVEL 11

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 11

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY
WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

MAIN EXIT ROUTE

Flagstaff Place Apartments

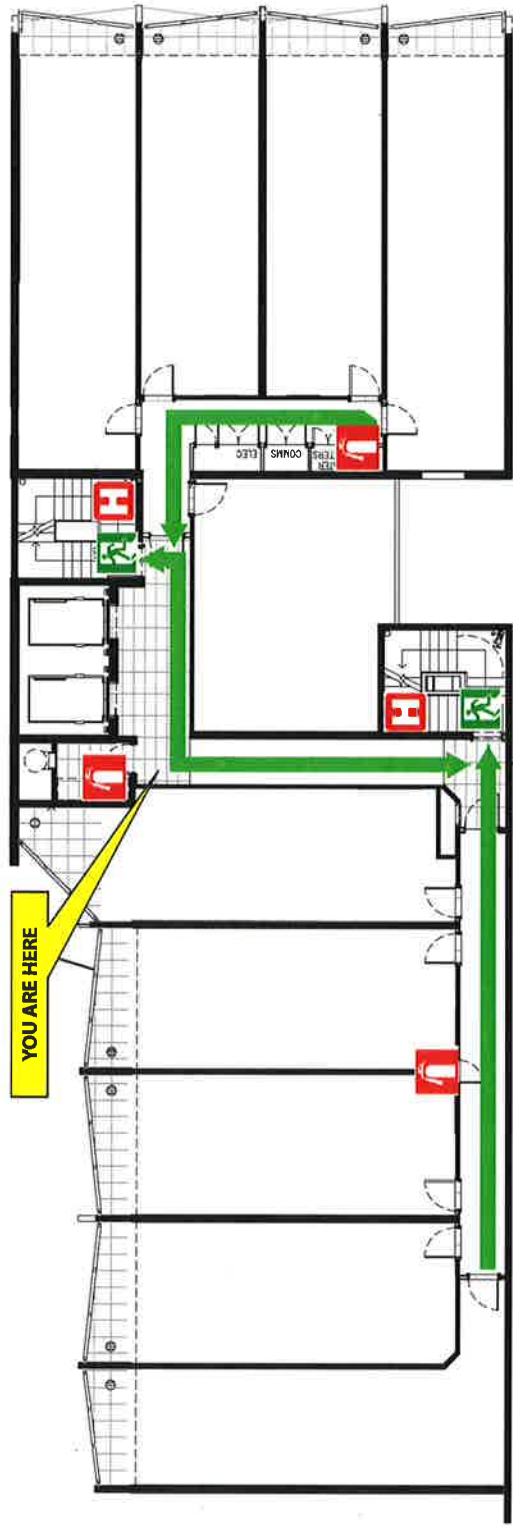
LEVEL 12

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 12

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



- EVACUATION PROCEDURES**
- 1) REMAIN CALM. DO NOT PANIC
 - 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
 - 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
 - 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



LEGEND

	EXIT		FIRE HYDRANT		FIRE HOSE REEL
	MAIN EXIT ROUTE		FIRE EXTINGUISHER		FIRE INDICATOR PANEL

Flagstaff Place Apartments

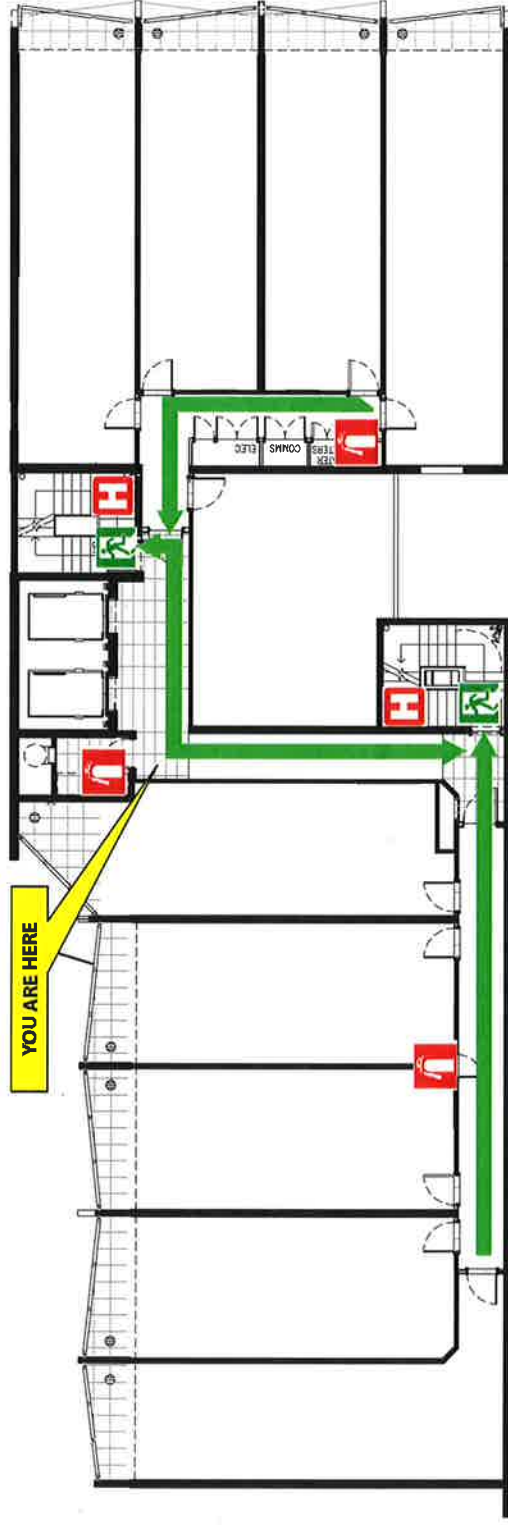
LEVEL 13

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 13

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL

MAIN EXIT ROUTE



FIRE EXTINGUISHER

FIRE INDICATOR PANEL

EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING



Flagstaff Place Apartments

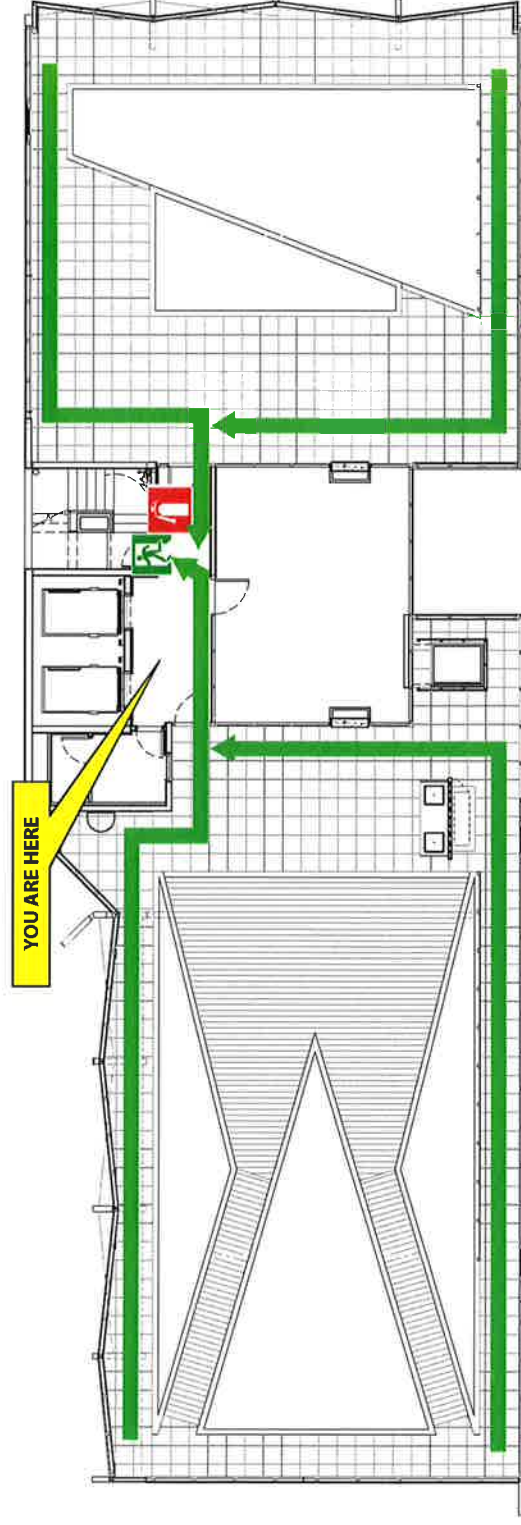
LEVEL 14

EVACUATION PLAN- 53 BATMAN STREET

LEVEL 14

IN CASE OF EMERGENCY
RING 000

EMERGENCY
ASSEMBLY
AREA 1
BATMAN &
SPENCER



EVACUATION PROCEDURES

- 1) REMAIN CALM. DO NOT PANIC
- 2) LEAVE BUILDING BY DESIGNATED EXIT OR NEAREST SAFE EXIT.
DO NOT USE LIFTS
- 3) PROCEED TO CLOSEST ASSEMBLY AREA OR AS DIRECTED BY WARDENS/ EMERGENCY SERVICES
- 4) REMAIN AT ASSEMBLY AREA UNTIL DIRECTED OTHERWISE

EMERGENCY
ASSEMBLY
AREA 2
BATMAN &
KING

LEGEND



EXIT



FIRE HYDRANT



FIRE HOSE REEL



FIRE EXTINGUISHER



FIRE INDICATOR PANEL

MAIN EXIT ROUTE



5.0 BUILDING FEATURES AND LAYOUT

5.1 WHAT IS IN THIS SECTION?

This section of the manual describes arrangements at Flagstaff Place for:

- Access
- Security and intercom operation
- Lifts
- Rubbish disposal
- Mail collection

5.2 PEDESTRIAN ACCESS

All pedestrian access to the building is via the main entrance and foyer off Batman Street. Access to the Bike store is also located off Batman Street via the laneway.

Residents can gain access to Flagstaff Place using the FOB proximity reader provided in the handover satchel.

For visitor's access, refer to the following Section 5.3 Security Intercom / Access System below.

5.3 SECURITY / INTERCOM ACCESS SYSTEM

Your apartment is fitted with a video intercom system. This system allows for visitors to contact an apartment via the key panel located at the front entry door to the main foyer, and monitor visitors through your television. For information on visitor entry refer to section 5.3.3.



Apartment Intercom System

5.3.1 OCCUPIER ENTRY

To enter the building, the apartment occupier must:

Pass the FOB proximity card past the face of the proximity reader which is adjacent to the front door – this will allow you to enter the building. Enter the lift and pass the FOB proximity card close to the proximity reader on the lift panel, press the floor level button and the lift will then proceed to the nominated floor.

For more information refer to Appendix B – Expert Security and Communications Documentation – Operating Instructions for access control system.

Flagstaff Place Apartments

5.3.2 APARTMENT ENTRY

Your apartment can be accessed through using the keys that have been provided within the hand over kit.

5.3.3 VISITOR ENTRY

A visitor calls an apartment by keying in the apartment number and then pressing the bell key.

You may answer the door by lifting the handset. To grant your visitor/s access into the building, press the DOOR RELEASE BUTTON (button with key symbol). This function will unlock the entry door for approx 5 seconds. The resident can then hang up. To grant your visitors access to your apartment via the lift car/s, press the lift release button. This function will be secure the lift car/s floor select button for approximately 90 seconds.

Should the visitor be unable to gain access to required level they will have to return to the front door intercom panel and start the entry process again.

Note: The door release will not operate unless someone has called from the foyer.

For more information refer to Appendix B – Expert Security and Communications Documentation – Operating Instructions for the Bticino Audio Intercom System and Instructions for viewing your visitors at entry point.

5.3.4 THE VISITOR LEAVING THE APARTMENT

Press the lift call button in the lift lobby and enter the lifts when it arrives;

Select ground floor button. The other lift buttons will not activate. The visitor can leave the ground floor by the front door.

5.4 KEYS AND PROXIMITY READER REGISTER

Keys	Quantity	Access to the following
Proximity Key Tags	2 Fobs	Lift - Access granted to Level at which you live and Common Areas including: Building front entry, bike store, mail room and gym.
Keys	2 Keys	Apartment Door Entry
Mail Box Key	2 Keys	Mail Box
Balcony Door Keys (Where Applicable)		Keyed the same as apartment entry

5.5 LIFTS

Two lifts have been installed in the Flagstaff Place building to level 14. Access to your floor is gained by passing your electronic fob key across the card reader in the lift. Once the fob has been verified, you can gain access to your floor by pressing the floor button.

To enable visitor use of lifts, the visitor must call the apartment using the intercom system and the apartment occupier must enable lift access by pressing the appropriate button on the intercom. For more detailed instructions regarding visitor access, please refer Section 5.3 Security Intercom / Access / Systems.

5.5.1- GENERAL INSTRUCTIONS

- You must swipe your fob in order to gain access to your floor
- Your access fob allows access to the floor of your apartment, and all other common areas
- Access to ground floor from your apartment does not require an access fob but it will be necessary to return to your apartment.
- Visitor access must be enabled from your apartment using the intercom – refer section 5.3.

It is the occupier's responsibility to assess the size of the lift cars for goods and furniture transportation.

IMPORTANT IN CASE OF FIRE – DO NOT USE LIFTS

Note: Lift protection blankets are required when moving furniture in or out of the building at any time. Please contact the Building Manager or Concierge to obtain lift blankets.

5.6 MAIL COLLECTION

Your mail will be delivered to a locked letterbox in the mailbox room, which is located off the ground floor foyer.

There are two keys to your letterbox provided in the apartment handover box. Access to the mail room is by electronic fob key.

5.7 RUBBISH DISPOSAL

The rubbish chute room on each floor is located off of the lift lobby to the left of the lifts on each floor. The rubbish disposal chute, which is located in this room, can be used for general household waste which must be contained in bags

Garbage bags > greater than 300mm in diameter or 10 to 12 litres in capacity are likely to cause damage to the chute system.

Garbage bags are to be securely tied and not ripped.

Chute operating procedure:

1. Open the door to its maximum
2. Place the garbage bag onto the Bin Hopper (the garbage bag should be no greater than 300mm in diameter and the capacity should not exceed 10 to 12 litres).
3. Allow the door to self close. If the door does not self close this will be due to the garbage exceeding the capacity limit.
4. Do not force oversized objects into the chute.

IMPORTANT

- Do not leave any items in the refuse room. The refuse room should be kept clear at all times.
- It is your responsibility to dispose of any items that cannot be disposed of through the rubbish chute
- The following materials should not be disposed of through the rubbish chute or left in the stair of each floor:
 - o Flammable liquids
 - o Un – extinguished cigarettes
 - o Highly flammable items

The following items may cause blockages in or damages to the chute, which will inconvenience you and the other apartment owners.

DO NOT UNDER ANY CIRCUMSTANCES DISPOSE OF THE FOLLOWING IN THE CHUTE:

- Hard rubbish, including glass, brick, crockery, appliances etc.
- Cardboard boxes, are to be broken down, stacked flat and taken down to the recycling bins on the ground floor.

Please make private arrangements for disposal of hazardous/hard rubbish.

There is a recycle area located on ground floor.

5.8 GYMNASIUM

The Gymnasium is located on the Fourteenth Floor. Please refer to the Building Manager or Concierge for rules and regulations regarding the use of these facilities.

There is to be NO SMOKING in all common areas of the building included these facilities. The smoke detectors in common areas are sensitive to cigarette smoke. Actuation of a smoke detector may result in an automatic fire brigade call out to the building with resultant costs.

6.0 OPERATING AND CARING FOR YOUR APARTMENT

Your apartment is your responsibility. However if an issue arises which is not referred to in this manual and it is not able to be resolved then the Building Manager may be able to assist. Please note that the Building Manager's responsibility is to manage the common property in the first instance.

6.1 KITCHEN APPLIANCES

Your new apartment includes high quality appliances. The manufacturer's information, warranty and instruction booklets from each appliance can be found below.

Refer Appendix D for Appliance Letters regarding Proof of Purchase

For service issues with appliances contact **Bosmic Appliances** on **(03) 9899 6267**. Alternatively the individual companies can be contacted directly on the numbers below.

For service issues with Fisher & Paykel appliances please contact **Fisher & Paykel** on **1300 650 590**.

For service issues with Technika appliances please contact **Technika** on **(03) 9948 4545**

For service issues with Miele please contact **Miele** on **1300 464 353**

Please ensure the circuit breakers in your apartment electrical switchboard are switched on the ON (up) position for the appropriate appliance or system.

Appliance	Description
Oven	TECHNIKA - 34 ltr Convection Microwave oven Code: TCMW
Oven	MIELE - 49 ltr Combi Convection Microwave oven Code: H5040 BM
Cooktop	TECHNIKA - 300mm 2 plate electric cooktop with black glass surface & stainless steel surround. Code: 2RSS-2
Cooktop	MIELE - 300mm 2 plate electric cooktop with black glass surface & stainless steel surround. CS 1112 E
Rangehood	TECHNIKA - 600mm slide out rangehood with stainless steel front, vented to the outside. Code: SLH260iSS
Rangehood	MIELE - Single drawer integrated dishwasher with panel to match cup'd front. Code:DS60Si7
Dishwasher	FISHER & PAYKEL - Single drawer integrated dishwasher with panel to match cup'd front. Code:DS60Si7
Refrigerator	WESTINGHOUSE - Top Mount Freezer, pacific silver finish Code: WTM2500PB
Washer/ Dryer	TECHNIKA - 8 Kg Washer / Dryer drained to waste outlet Code: TWDC84

****Please Note that the detergent used in the Washer/ Dryer must be for a Front Loader****

6.2 SYSTEMS

6.2.1 HEATING AND COOLING SYSTEM

Your apartment is fitted with an *Olimpia Splendid Unico 12 HP Inverter* air-conditioning unit located alongside the windows in the living area. The unit is controlled by the supplied remote, if the unit does not operate first check the batteries inside the remote control.

During operation of the heating and cooling there must not be any item stacked on top of the unit which would restrict the air intake, located on top of the unit. The condensate hose located underneath the unit must remain in place to ensure the moisture generated from the air-conditioner is correctly drained. Filters should be cleaned regularly.

For detailed instructions on how to operate the heating and cooling, please refer to the Instruction Manual included within this pack or consult the website.

For service issues with the A/C unit please contact *Unico* on (03) 9377 7700

Internet Link: http://www.olimpiasplendid.com.au/prodotti/unico_inverter.php

6.2.2 EXHAUST FAN SYSTEM

Your apartment is fitted with extraction fans – for bathroom, laundries and ensuites and also independent ducting for kitchen range hood. The fans are activated by the light switch itself. After vacating the room, turn the light switch off. The fan will remain on for approximately 5 minutes to clear any excess moisture and then switches off automatically.

The fans are exhausted through an external weatherproof cowl above the apartment windows.

To ensure correct operation of the exhaust system:

- Check air inlets for obstructions at all times
- Check for correct operation and noise monthly

The kitchen range hood exhaust is expelled via duct work in the ceiling void. The ductwork is exhausted to an exterior weatherproof cowl, which is located above the window on the balcony of your apartment.

6.2.3 CONDENSATION

The majority of everyday moisture introduced into apartments is due to lifestyle and therefore it is the occupiers' responsibility to reduce moisture within the apartment. The following recommendations will assist in reducing the potential for condensation to occur within your apartment.

- After cooking, especially when boiling water, leave the range hood fan running for approximately 2-5 minutes.
- After showering or using a clothes dryer your extraction fan will automatically continue to run for approximately 3-5 minutes.
- If you prefer to air dry clothes instead of using a clothes dryer, ensure that clothes drying racks are placed within bathrooms with the exhaust fan running.
- When people enter the apartment with wet jackets or coats, leave them in the bathroom drying the clothing but remove moisture from the apartment.
- Try to increase the change of air within your apartment by opening windows or balcony doors. This is best achieved during the day when average temperatures are higher.

6.2.4 FIRE ALARM SYSTEM

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

- Any fire sprinkler head activation in an apartment and public areas
- A lift lobby / common area smoke detector activation

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

Evacuation Procedures

In the event of a fire alarm, an evacuation tone will sound for the speaker (located at the entrance in each apartment and in the common area lift lobby and corridors). This tone is an evacuation signal.

On hearing the evacuation tone you should alert all occupiers in your apartment. Turn off all gas or electrical appliances. **Leave as soon as you are ready, no later than the evacuation tone sounds and exit the building via the fire stairs.**

In the event of an emergency **do not use** the lifts.

YOU ARE ADVISED TO FAMILIARISE YOURSELF WITH EMERGENCY EXITS

The evacuation system will be tested periodically. A voice warning will be given over the speaker prior to this taking place. The test will be carried out every 3 months as required by regulations.

6.2.5 FIRE SPRINKLER SYSTEM

Your apartment is provided with 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, a fire alarm will also be raised and the Fire Brigade will be called automatically. This will lead to the release of the sprinkler head and flooding of the immediate area. This will occur in the event of a fire, or if the sprinkler head is accidentally hit. The fire brigade is automatically informed if a sprinkler head is activated and will attend. Fire brigade attendance to a false alarm is charged **over \$490 per truck per 15 minutes** or part thereof. A minimum of two trucks will be sent in the first 15 minutes.

Hence, not only can it be inconvenient, it can also be expensive.

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.

The fire sprinkler system is under constant water pressure. Pumps are also provided to maintain this pressure during a fire.

Apartment owners and occupiers are not required to carry out any maintenance or servicing of sprinkler equipment. Maintenance and servicing is the responsibility of the building management and/or their representatives. However, apartment owners and occupiers must adhere to the following:

WARNING Sprinkler Heads

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment.
- Take care when stacking top shelves so as not to hit the sprinkler head. Goods should not be stored any closer than 500mm to the head.
- **DO NOT PAINT** the sprinkler heads under any circumstances
- **DO NOT HANG ITEMS** from the sprinkler heads under any circumstances (e.g. Christmas Decorations)
- **DO NOT REMOVE** sprinkler heads under any circumstances. Only qualified personnel with permission of the Owners' Corporation are to carry out work on the fire sprinkler system.
- **DO NOT STORE MATERIALS** within 500mm of any sprinkler head. This applies for the storage cages within the carpark area.
- **DO NOT COVER** the sprinkler heads under any circumstances
- **DO NOT STORE FLAMMABLE ITEMS** adjacent to sprinkler heads under any circumstances.
- If a leak occurs to a sprinkler head, advise the sprinkler company via the Owners' Corporation immediately.
-

6.3 SMOKE ALARMS

Clipsal Firetek 755 Series – Photoelectric type smoke alarms have been supplied and fitted to each apartment to authority requirements.

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living area. They are connected to a 240V power supply via your apartment switchboard with a battery back-up. If the smoke alarm begins to beep intermittently, it may indicate the following:

1. The backup battery is discharged and requires replacing
2. The battery has not been installed correctly
3. The 240V power supply to the lighting circuit (which is linked to the smoke alarm) is isolated.

Replacement of the backup batteries should occur. It is good practice to replace batteries every 6 months, in line with daylight saving changeover. Smoke alarms are to be tested every 6 months.

The smoke alarms in the apartments are not linked. These are internal to your apartment only and if activated will not cause a general fire alarm. However you must remember that the alarms in the passageways on each level are linked, and at no time should you allow smoke from your apartment to enter the common passageway as they will most likely set off the fire alarm which will automatically call the Fire Brigade. In such an instance, it will be considered that you have caused a false alarm and you will be charged for the costs associated with the call out.

6.4 HOSE REELS / FIRE EXTINGUISHERS / FIRE HYDRANTS / FIRE ESCAPE DOORS

Fire Extinguishers are located in cupboards in the corridors, as well as a Fire Hose Reel in the Ground Floor Lift Lobby. These cupboards are clearly labelled and you should become familiar with these locations in Section 4.0 Emergency Evacuation Routes.

Hose Reels must only be used in the case of an emergency only. Use will cause the Fire Brigade to be called.

Fire Hydrants are located in stairwells and other public areas. These are for Fire Brigade use only and under no circumstance should be used by occupiers. Activating or use of any Fire Hydrants will cause the Fire Brigade to be called.

Fire Escape Doors are clearly marked and must not be held open or obstructed in anyway. Fire Doors have alarms, which will activate if the door is held open.

6.5 SWITCHBOARD

The electrical switchboard is located within your apartment, located in the *NBN* Cupboard in the living area. All circuit breakers must be switched to the ON (up) position to enable operation of your appliances, lights and power outlets. The electrical switchboard is fitted with Residual Current Devices (RCDs). The RCD's should be tested monthly using the test facility on the face of the RCD. As per Australian Standards, RCD's must be tested by a licensed electrician annually with measuring equipment to ensure they are calibrated to the manufacturer's recommendations.

7.0 FIXTURES AND FITTINGS – CARE AND MAINTENANCE

The following section provides a basic description of some of the materials and fixtures used in the construction of your new apartment. Basic care and maintenance requirements are also described, to achieve the most out of your apartment.

7.1 GENERAL APARTMENT MAINTENANCE

Each resident is responsible for the maintenance and up-keep of the internal and external areas of their apartment. To maintain the apartment it is recommended that residents undertake regular cleaning taking particular notice of the flooring, the wet areas (i.e. kitchen and bathrooms) and external metal surfaces.

Due to the quality of finishes the implementation of a thorough maintenance and cleaning program is essential to minimising maintenance costs and ensuring warranties are upheld.

Routine maintenance is required for the tiled areas on all balconies and terraces. Daily sweeping or vacuuming is very important to remove loose soil, sand, mud or other forms of debris that collect on a floor (refer Australian Standard AS 3958.1 2007 Appendix C Cleaning and Maintenance). Effective cleaning usually can be achieved by normal washing or scrubbing with warm water and a pH neutral sulphate-free cleaning agent. Greasy deposits can be removed with a detergent incorporating an organic solvent or a highly alkaline detergent (pH>9), but these should be used for occasional cleaning. Overuse of acidic cleaning agents may result in grout attack and cause hazing of glazed tiles.

Each terrace area, and for balconies containing a storm drain outlet, the drain must be kept clear and cleaned on a regular basis to prevent flooding. Initially on a quarterly basis, remove and clean the drain cover. With the cover removed run a garden hose down the drain and ensure water is free flowing. If the drain is not free flowing consult building management, or call a professional plumber to rectify.

7.2 ROUTINE COMMON AREA AND PLANT MAINTENANCE

The Building Manager is responsible to ensure that all aspects of Flagstaff Place apartments including the structure and all common property services and equipment, are maintained on a regular basis. This will ensure its good condition and reliable operation. Should you notice any areas of the development being neglected or inappropriately maintained please report it to the Building Manager

7.3 CORRECTIVE MAINTENANCE

Corrective maintenance or repairs that may be required to Flagstaff Place Apartments common areas typically through damage or machinery break down, is the responsibility of the Owners' Corporation. If you identify any damage or deterioration of the building or its services and equipment, please contact the Building Manager who will seek instructions to arrange for the necessary repairs. It is important to rectify damaged areas as soon as possible as the damage may be a symptom of another problem or be causing additional damage to unseen areas. If the Building Manager is not notified of suspected defects and damage immediately then the warranty relating to those issues may be void.

Maintenance and repairs to fixtures and fittings and equipment within the apartment is the responsibility of the apartment owner.

This development contains numerous components that are subject to wear and tear. These components may break down over time as a result of that wear and tear, as such inspection, repair and/or replacement are required periodically. The maintenance or failure of these items is not a defect and should be carried out as part of the maintenance program. If a product has failed during its manufacturer's warranty period, contact the manufacture direct so the situation can be reviewed and appropriate course of action can be taken.

7.4 APARTMENT FIXTURES AND FITTINGS

7.4.1 LIGHT FITTINGS

Your light fittings are fitted with light globes of an appropriate wattage rating for that fitting. Signage inside the fitting states the maximum rating for that particular fitting. It is important that the maximum wattage ratings are not exceeded otherwise overheating of the fitting may occur.

7.4.2 CARPET

For details of your carpet refer to the Appendix A Fitting and Fixtures Schedule.

Correct and regular maintenance of your carpet will increase the lifespan of a carpet and help maintain its good appearance. Act quickly to clean up any spills and then treat with a recommended cleaning agent using small amounts at a time. Cleaning should be proportionally to the amount of soiling to which the carpet is subjected; the more dirt deposited on the carpet, the more intensive the maintenance program required.

The following are the basic steps of an adequate maintenance program:

Regular Vacuuming – There are two major types of vacuum cleaners; barrel cleaners and upright cleaners. Upright cleaners use a pile agitator such as a beater bar or revolving bristle strip that lifts the pile and facilitates the removal of dirt and grit. Be careful with the agitator as over-use can damage the pile surface. Barrel cleaners rely on suction removal only and most perform the task quite well. Some barrel cleaners now have power head attachments to agitate the pile in the same manner as upright cleaners. Vacuuming should be carried out weekly as minimum.

Spot Cleaning – It is important to remove any spillage as soon as possible before it penetrates the carpet fibre and pile. In the case of spills, remove the excess spillage immediately by first scraping any solids and blotting liquids with an absorbent material. Use a spoon or blunt knife to remove the bulk of semi solids or greasy substances and follow this by blotting. Always begin at the outer edge and work towards the centre of the stained area using a blotting or dabbing motion. After most of the spill has been absorbed, place a fresh pile of paper towels over the area and place a flat weight on them. Never rub a stain. Contact a professional carpet cleaner for assistance.

Professional Services – It is advisable to have carpet professionally cleaned approximately every 18 months. Professional cleaning will re-vitalize the carpet and remove soil and other matter that has settled beyond the reach of routine cleaning methods. Use cleaning professionals recommended by the carpet manufacture or a carpet cleaner who is a member of a professional association such as the National Upholstery and Carpet Cleaning Association. Stains should be removed immediately. There are numerous methods of removing stains.

7.4.3 PAINTED SURFACES

Quality paints have been used in your apartment. Proper care and cleaning must be followed to ensure that the appearance and integrity of your paintwork is maintained. To remove dust, simply use a wall duster or feather duster and brush lightly. To remove stains, use warm water with a small amount of mild detergent and gently rub with a soft cloth in a circular motion. Do not use rough abrasives, stiff scrubbing brushes or caustic-based cleaning compounds. Once the area is thoroughly cleaned, you should then proceed to wash down the whole wall or ceiling to eliminate any change of patchiness. Finally, lightly rinse off the washed area with clean water and allow to dry.

Walls and Ceilings – Care of plasterboard walls and ceilings is dependent on the finish applied to the walls. The relevant care instructions will apply to paint, ceramic tiles, stone or joinery finishes.

The joints between the plasterboard walls, ceilings, doors, joinery and other elements have been designed to allow for the differential movements as such cracks will appear. These cracks are not defects but are maintenance items that are easily rectified by filling the gaps and painting over.

When moving around the apartment care should be taken so as to minimise damage to the walls and ceilings. Damage is most commonly caused by impacts of carried objects, scratching and slamming of doors. Should walls, ceilings or shadow lines become damaged, then repair with either a proprietary no more gaps or setting plaster and repaint.

No part of the walls or ceiling should be cut/ or demolished as it may affect the fire rating and/or acoustic properties of the apartment. Before undertaking such works, consult with the Building Manager or Owners Corporation.

Cleaning and Care – Dusty areas or areas covered in loose surface dirt should be swept, dusted or vacuumed to maintain optimum appearance. Daily treatment is recommended for floors and eye level surfaces. This can be achieved using a soft cloth or soft bristled brushed where possible. Test your preferred cleaning methods to ensure they do not damage the finish.

Areas nominated as soiled, stained, or ingrained with dirt should be washed with mild detergent using a soft cloth or soft bristled brush. Rinse with clean water once wash and allow to fully dry. Repeat the process to remove residual marks. When attempting to remove stains avoid excess rubbing as this may cause glossy patches. Those stains that resist mild detergent should be treated with domestic solvent cleaners such as **Spray and Wipe**. Spray directly on the stained coating and allow penetration for the recommended time. Rub clean

Flagstaff Place Apartments

with a soft cloth. Avoid burnishing caused by excessive rubbing. Stains are easier to remove as soon after soiling as possible to minimise penetration and setting in the coating. The longer the stain is left on the coating the harder it is to remove and damage to surface may be more prevalent. High visibility stains should be treated immediately.

These cleaning methods will not remove stubborn stains such as spray paint or marker pen graffiti. Stains such as these should be sealed with the appropriate impervious sealer and over coated as per the original finish.

Inter-tenancy Walls – Inter-tenancy walls are not to be penetrated as this will affect the acoustic and fire integrity of the walls.

External tenancy walls – The external tenancy walls (exposed concrete areas) have had a sealer or paint applied to provide waterproofing and to ensure that the colour of the concrete stays in good condition. To clean these surfaces use a clean, damp soft rag to remove dust, grime and pollution build up. A low pressure wash every 12 months will keep your surface looking clean.

Soffit Paint – Wipe surface clean with a clean, damp, soft rag to remove dust, grime and pollution build up.

7.4.4 KITCHEN, BEDROOM AND BATHROOM CABINETS

REFER OPERATIONAL INSTRUCTIONS FOR BEDROOM CABINETS AT FRONT OF BOOKLET

Laminate surfaces are hard wearing materials, but like all materials can be damaged without care and maintenance.

PLEASE NOTE – The drawer that is located under the cooktop and cupboards located under the oven where applicable acts as a method of extraction for the heat from the appliance. DO NOT place plastic i.e. plastic bags, plastic containers etc, items within this drawer.

General Care – Joinery surfaces will dent or scratch if treated roughly. Particular care should be taken when moving furniture or heavy objects in the vicinity of joinery.

Cleaning – A wipe over with a clean, damp, soft cloth should be sufficient to keep all surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common mild detergent. It may be necessary to use a brush similar to a nail brush for stubborn stains. Wax or other polishes are unnecessary and should NOT be used.

Spills of any nature should be wiped up as soon as they occur. Laminate surfaces are resistant to most household products, but not absolutely stain-proof. They are unaffected by normal household reagents such as detergents, non-bleach washing powders, nail polish remover, methylated spirits, mineral turpentine, fly spray, grease and shoe polish.

The following may cause stains if not removed immediately – Tea, beetroot juice, red wine, fruit juice, hypochlorite bleach, hydrogen peroxide solution, mineral acids, caustic solution, sodium bisulphite, potassium permanganate, berry juices, silver nitrate, silver fluoride, gentian violet, mild silver protein, laundry blue and iodine solution

If stain damage does occur, endeavour to remove by using either normal cleaning methods or appropriate solvents. Never use a harsh abrasive or steel wool.

Flagstaff Place Apartments

Do not use abrasive powders to clean the products as the granules might seep through the porosity of the laminate top. Do not use products containing chlorine. Do not use aggressive products for the cleaning of joinery surfaces, such as ammonia or acetone. Do not use solutions which contain alkaline, acids or abrasives. Completely dry the surface using a soft dry cloth (non-abrasive) after cleaning.

Scratches and Cuts – Laminate surfaces can be damaged by chopping and cutting directly onto the surface. To prevent this happening, a cutting board or chopping board should always be used. Severe cuts and scratches can be repaired using a colour fill or matching colour. This is not covered under a warranty.

7.4.5 GLASS SPLASHBACK AND SHOWER SCREENS

Standard glass cleaning procedure for splashbacks and shower screens

To clean splashbacks follow the steps below:

1. Rinse glass to remove loose dirt
2. Apply mild soap, mild detergent or in extreme cases commercial solvents to glass either by spraying or using a clean, grit free cloth or sponge saturated with the cleaning solution. Care should be taken to avoid solvent contact with the glazing sealants, aluminium framing or other materials that may be affected by solvents.
3. The glass surface should then be cleaned immediately with generous amounts of clean water to remove the cleaning solution from the glass. In no case should a blade, scraper, steel wool or any other similar tool be applied to the glass surface
4. Using a squeegee or a clean lint free cloth, remove the water from the glass surface.

Remember:

- Ensure glass and associated hardware is as clean as practically possible, as staining may occur.
- Any household cleaning agents (ammonia based) available and recommended for glass can be used, except for mirrors and mirror trims and frameless shower screen hinges.
- Water should only be used on mirrors, mirror trims and frameless shower screen hinges. Simply apply to soiled areas and wipe off with a clean lint free cloth
- Do not use harsh abrasives on any above mention surfaces as this may cause surface scratches
- Both painted and anodised finished surfaces should be regularly washed down with water to maintain their attractive appearance. Aluminium-framed shower screens should be washed whenever the glass is cleaned.

Additional shower glass cleaning suggestions:

- Clean the inside of your shower regularly, at least once a week. Use a cleaner that is designed for use within a shower.
- For the meticulous homeowner, Designer recommends that when the last person has finished showering, all remaining water should be wiped off the glass. This can be done either with a rubber squeegee blade or with a towel. By doing this the bulk of the residue from the surface of the glass is removed before it has a chance to dry. Residues are substances such as soap, shampoo and conditioner, calcium and lime from the water.
- Liquid soap will leave fewer residues on the glass than bar soap.
- The outside of the shower can be cleaned with any normal glass cleaning product.
- Never use any abrasive cleaners or cloths. Toughened glass will scratch more readily than annealed glass.
- Your shower should be cleaned regularly to prevent residue building up and fusing into the surface of the glass. Once the glass reaches this stage it is extremely difficult to bring it back to a clean state.

Flagstaff Place Apartments

- Due to the effects of hard water, oils and minerals that are naturally present in a shower environment, over a period of time glass can become permanently stained if it is left unprotected.
- Designer recommends fresh water and a soft cloth for cleaning the hardware, as the many cleaning chemicals and soaps are untested and could result in surface degradation.

Care and maintenance for shower screens:

With the composition of shower screens being mostly glass, the majority of care and maintenance is attributed to this area. There are however, other items to be considered.

- When opening and closing your door, it should be done in gentle manner and always guided into position by the user rather than left to settle freely of its own accord.
- Special care needs to be taken to ensure that the door and it's hinged/pivot points are not extended past their limits, so as not to exert unnecessary stress to these areas. Failure to do so may compromise the integrity of this part.
- Always adhere to the instructions given in the SHOWER GLASS CLEANING suggestion.
- Avoid any heavy or sharp blows to shower panels, paying particular attention to any exposed edges as these are particularly vulnerable to breakage.

7.4.6 RECONSTITUTED STONE BENCH TOPS AND TILING

Cleaning and General Maintenance of Stonework:

Any spills must be removed/cleaned immediately as stone is a porous material, any spills will penetrate into the stone and cause stains.

The surface should never be allowed to get dirty enough to require more thorough cleaning.

The stone bench tops will need washing with fresh warm, using only neutral detergents and a clean dry cloth. Detergents containing alkali, acid, metallic salts and/or other strong substances can actually attack the surface of the stone and are not to be used.

The duration that the fluids remain on the stone and the type of fluid, determines the cleaning procedures/rectification works necessary to eliminate the stains. All stone is porous, and can therefore stain if liquids are left to penetrate into the stone. To avoid staining, immediately wipe up anything spilt or dropped on the surface. Prolonged Saturation will require cleaning with possible mechanical means i.e. buffing down stone however if attended to quickly the use of detergents i.e. acid free bleach is recommended.

Natural stone maintenance should be no more complicated than any other material that is commonly used. The main difference between cleaning and maintenance between natural stone and other materials is the cleaning solutions and agents. Natural stones such as marble, granite, travertine and limestone that are calcite based have a sensitive chemical composition, and when used with certain cleaning chemicals that have not been specially designed for their use, damage may occur. The nature, appearance and integrity of any natural surface will be damaged if certain household detergents, cleaners, abrasives, acidic/alkaline solutions are used. To prevent such damage caused by food/drink products and/or the incorrect cleaning solution, a quality water and oil repellent sealer is highly recommended and re-application over 6-12 months depending on use/ cleaning regularity is recommended.

Cleaning methods and proper cleaning regime should be designed to suit each individual situation depending on surface finish, volume of traffic, amount of dust, dirt, grime etc. That occurs at that location. Below are some recommended cleaning and maintenance measures to follow to help protect the appearance and lifespan of natural stone products used for the Flagstaff Place Apartments.

Flagstaff Place Apartments

- Incorrect cleaning and protection and general misuse of the paving may void the installation warrantee of the paving and sealing
- Stone surfaces should be swept to remove all grit and dirt with a soft broom to keep floors clean and minimise scratching. Vacuuming can perform the same task however it is recommended the use of a rubber or felt suction head on the vacuum to avoid scratching of the surface.
- Once the floor is sediment free, mopping and rinsing with clean, clear hot water will be sufficient to keep your floor looking good and clean. Vacuuming off the surface water with a wet vac system will prevent streaking and efflorescence deposits forming.
- For internal paved areas, the best cleaning method is to use a 'wet-vac' system for removal of surface dirt and grime. Wash or scrub using a soft cloth and mild neutral detergent and wet vac up the residue and water. The cleaning procedure for internal paved areas should be carried out once or twice per week (for dust removal and mopping)
- When mopping stone floors, change the bucket solution every 50m² as dirty water can stain the stone and grout.
- Don't use abrasive cleaning products, steel wool or pads, as these will scratch the surface if used vigorously.
- Avoid using silicone based cleaning pads as they may leave a coating, making the surface impermeable for further cleaning.
- Too much cleaner may leave a film and cause streaks to appear
- If a stain remains on the stone surface advice should be sought from a professional.
- Wall tiles require regular cleaning and can be cleaned with warm water, neutral detergent and clean dry cloth.

For horizontal surfaces 'Bench tops'

- Pick up spills immediately to prevent staining and etching
- Use coasters under drink glasses to help prevent glass rings occurring
- Bench-tops and countertops should be cleaned using mild neutral detergent.
- Beware of lemon, vinegar or other acids as these will damage natural stones and may also damage manufactured products. Many cleaning agents will damage stone.
- Do not sit or stand on stone bench tops and avoid sharp object contact with the stone bench top as concentrated point loads will cause local damage or scratching, while spread loads can cause cracking of the entire slab.

There are various types of stain removal and cleaning products that are readily available and have been specifically designed for use on stone products. Although the use of these products is not endorsed, we advised that if adopted a small test area should be carried out first to ensure the stain removal agent used does not have any adverse reaction. In the case of severe and stubborn stains, that are not removable by a proprietary stain removal product, a stone care and maintenance professional should be contacted. If this fails the only option may be removal and replacement of the affected stone area.

The application of a stain proof sealer, even though the name suggests it, does not stop staining in its entirety, but will reduce the chance of staining by delaying liquid penetration into the stone. It also helps to maintain the natural appearance and reduce time consumption in maintaining the stone. For detailed product information and possibilities please contact Baron Forge on 9315 3325.

We strongly discourage the use of the bench tops as food preparation areas / cutting boards, as the stone will eventually mark and stain. Food preparation must be carried out on cutting boards. Similarly bench tops and vanity tops should not have oils, soaps or perfumes stored on the surface as residues will mark and stain the stone. Placing extremely hot or cold articles onto a bench top can cause Thermal Shock. This may result in

cracking, staining or discoloration. All natural stone is porous, and can therefore stain if liquids are left to penetrate into the stone. To avoid staining, immediately wipe up anything split or dropped on the surface. A protective barrier between glassware etc is also recommended.

7.4.7 GLASS, WINDOWS AND FRAMES, ALUMINIUM AND BALUSTRADE

Cleaning Method –

- Apply mild stone/mild detergent diluted in clean water to manufacturer's instructions to glass; either by spraying or using a clean, grit-free cloth or sponge saturated with cleaning solution. Complete coverage of area to be cleaned is a necessity. For ease in cleaning, an area not exceeding 1-1.5m² is recommended.
- Use large volumes of water, adding mild biodegradable detergent, in order to remove all abrasives which could have accumulated on the surface of the glass.
- Rinse the glass surface immediately with generous amounts of clean water, removing cleaning solution for the glass surface.
- Use a squeegee or clean lint free dry cloth to remove water from the glass surface.
- If glass residue is still evident, repeat cleaning method.
- The inside surface of regularly cleaned glass can be wiped with products specially prepared for this purpose, provided they do not contain abrasives or aggressive chemical solvents.

All inaccessible external windows are the responsibility of the owners' corporation and will be cleaned regularly.

Important Notes –

- Do not clean glass when glass is exposed to direct sunlight. Glass should always be cleaned by starting at the top of the pane of glass systematically working down to glass installed below. This technique reduces the possibility of residue and cleaning solution running down on glass previously cleaned.
- Care should be exercised when cleaning all glass surfaces to ensure that gritty cloths, metal parts of squeegees, or other sharp, hard objects do not scratch the glass surface. Metal scrapers, abrasive pads or razor blades must not be used.
- Cleaning of the glass surfaces should occur a minimum of twice per year at intervals which do not exceed six calendar months. Regular cleaning will be required depending on prevailing weather conditions.
- Do not use harsh cleaners, abrasives, alkaline materials, methylated spirits, isopropyl alcohol, ammonia or strong acids. Change cleaning cloths regularly and change water regularly.
- Under no circumstances must attachments be made to the facade which may restrict the movement of individual panels. The design allows each panel to move slightly in relation to each other to compensate for building movement, thermal expansion and contraction.

Glass Maintenance advice for windows and sliding doors – Both painted and anodised finish surfaces should be regularly washed down with water to maintain their attractive appearance. The aluminium frames, windows and doors should be washed whenever the glass is cleaned.

Residents should only clean glass surfaces that are safely and easily reached from inside the apartment or whilst on the balcony. If you are cleaning external windows do not use tools/cleaning clothes in areas where they can drop onto either the public domain or another resident's balcony. Additionally do not remove the window restraint, as this will be a safety issue. Ensure the lower window shades are closed before cleaning the upper window sashes. The Building Manager will appoint professionals to clean all external glass surfaces.

Replacement of Glass – Any broken glass should be immediately reported to the Building Manager so the area can be made safe and secure, and the glass can be replaced by qualified glaziers, with glass to correct specification.

WHAT NOT TO DO:

- Do not store or place items in contact with the glass as this can damage the glass or cause a heat trap leading to thermal breakage
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass. i.e. Do not splash hot water on cold glass, or freezing water on hot glass.
- Some tapes or adhesives can strain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Anodised Aluminium –

- The aluminium surface will respond to the same mild detergents and cleaning methods used on glass, but it is essential that detergent residue be washed away with fresh clean water to prevent streaking which may occur if the detergent residues dry on the aluminium surfaces.
- Whilst aluminium is a material that is resistant to corrosion, the window frames need to be cleaned regularly.
- Do not allow cleaning chemicals or water to collect on surfaces or to 'puddle' on horizontal surfaces, crevices, etc/. These should always be flushed with water and dried. Always clean coated surfaces down from top to bottom and follow with a thorough rinsing with clean water. Abrasive products such as sand paper, scourers or steel wool should not be used as they will scratch the surface.
- Do not clean when aluminium is exposed to direct sunlight.
- The frequency of washing is determined by the local environment and should be carried out at a minimum of six monthly intervals, or when slat and city grime has built up on surfaces, whichever is more frequent. Inspection of these products are required frequently to check for evidence of corrosion, i.e. pitting of the powder coating, rust staining, free operation of components etc. Should any of these symptoms be found; contact the Building Manager who can arrange a more thorough inspection.
- To keep the sliding doors panels operating smoothly, the tracks should be cleaned monthly or more regularly if grit has built up in the track. To clean the track, simply vacuum or sweep the full length of the track.

7.4.8 MIRRORS

A soft, lint free cloth with warm water is recommended by the manufacture to clean mirrors within the apartment.

If the glass is constantly in contact or being touched, warm water will clean any residues or dirty build up.

Do not use abrasive materials on the mirrors as this will impair and scratch the surface.

7.4.9 TILED SURFACES

Stone and ceramic tiles surfaces to wet areas can be extremely slippery when wet. Please take care when moving about on tiled floors, especially when wet.

Care and Maintenance –

- **DO NOT** clean tiles with acid
- **DO NOT** clean tiles with any abrasive materials
- **DO NOT** place potted plants directly onto tiled balconies – remove any residue immediately before standing occurs
- Use specifically designated tile cleaning detergents only.

7.4.10 STAINLESS STEEL SURFACES

Never use abrasive cleaners on stainless steel. Scouring pads or other harsh materials must not be used to clean stainless steel. Powder based cleaners are to be avoided.

To clean stainless steel surfaces, generally wipe with a damp, lint-free cloth or with a proprietary stainless steel cleaner.

Note that proprietary stainless steel cleaners are not to be used on your Fisher & Paykel fridge, a lint free cloth or mild detergent solution only should be used.

7.4.11 BATHROOM FITTINGS

Quality taps, hooks (where applicable), toilet roll holders, towel rails and racks require regular cleaning. To remove dirt and residue avoid harsh chemicals and abrasive cloths. Clean using a soft soapy cloth and polish with a dry soft cloth.

These items contain parts that are subject to wear and tear and unfortunately break down over time, as such inspection, repair and/or replacement is required from time to time. The maintenance or failure of these items is not a defect and should be carried out as part of the maintenance program. If a product has failed during its manufactures warranty period contract the manufacturer and/or the Building Manager so the situation can be reviewed and an appropriate course of action taken.

7.4.12 HARDWARE, DOORS AND SKIRTINGS

Doors in general do not require special maintenance if the following guidelines are followed:

- It is essential that no unauthorised means is used to hold open a fire door (the front door of the apartment is a fire door). Should a fire door be 'wedged' open, the door closer can be damaged
- External doors and doors in wet areas are sealed/painted on top and bottom every three years.
- There is no excessive movement in the building structure or dry walls where doors are installed
- Doors and door hardware sets are not dismantled or disassembled, and non-original parts are used for replacement. Door closer arms are not disconnected; locks and handles are not forced or tampered.
- Doors are not abused or misused and are not kept open by unauthorised means
- Door hardware (hinges, hands, lock tongues) sets are properly maintained and lubricated occasionally to provide smooth action.

Regular monthly and yearly maintenance/inspection checks are required for fire doors as per AS1851.7. This will be carried out by the Building Manager. If any alternations are made to the front door (including frame) of the apartment, notify the Building Manager so the door can be checked to ensure the fire rating has not been compromised.

All doors supplied require regular cleaning. Use a soft cloth with warm soapy water to wipe the surface. Do not use harsh household chemicals or coarse cleaning cloths as these may damage the coating.

Cavity Sliding Doors – To minimise maintenance, do not oil or grease the sliding door track and ensure the track is free of dust. If the door requires adjustment;

- Remove and unscrew the pelmet to access the roller
- Adjust the roller by loosening off the top nut and adjust the bottom bolt with a spanner.

Skirtings – All skirtings and sills supplied require regular cleaning. Use a soft cloth with warm soapy water to wipe the surface. Do not use harsh household chemicals or coarse cleaning cloths as these may damage the coating.

Door Furniture – Initially, wash down the surface using soapy water or a mild detergent. Always thoroughly rinse the cleaning agent away with clean water. To complete the cleaning procedure, dry/polish the item with a soft dry cloth.

Cylinders - During cleaning, care should be taken to prevent cleaning solution from entering the cylinder keyway. Never use oil, grease or graphite to lubricate the cylinder; this may result in a malfunction of the mechanism.

Hinges – All hinges should be checked for tightness and lubricated on a regular basis (once a year). Where hinges are fixed on the exterior of a building it may be necessary to lubricate more often.

Pull Handles – Pull handles should be inspected to ensure that the fixings are appropriate with grub screws, where used, firmly in position. Any movement of the handle will damage the door surface and cause the handle to become unstable and fail when used.

Door Closers – Each door closer should be inspected once a year for oil leakage, tightness of fixing and correct position.

Locks and Latches – All locks and latches should be inspected once a year to ensure that they are operating correctly, with the strike plate correctly bent to ensure smooth action of the latch bolt so that the door closes correctly. Occasional lubrication of the latch bolt using an aerosol spray will ensure a smooth action.

Lever and Knob Handles – Usually the lever and knob handles will not require adjustment. However, all fixings should be checked for tightness at the yearly/maintenance inspection check for fire certificate as per AS1851.7. Any loose fixing should be adjusted. Badly fitted furniture can cause interference with the operation of the lock and at the same time, damage the bearing surface of the furniture.

7.4.13 Wardrobe Internals, Doors and Sliding Track Systems

- Apply mild soap, detergent or commercial solvents to all surfaces using a clean, dry cloth or sponge saturated with the cleaning solution.
- Care should be taken to avoid contact with frames, hardware and associated materials when using solvents to ensure no adverse affects.
- When using commercial solvents the manufacturer's directions and warnings must be adhered to at all times.
- All surfaces should be rinsed with clean water after cleaning solutions have been applied.
- A squeegee, chamois or suitable clean, lint free cloth may be used to dry all surfaces immediately after applying cleaning solutions or water.
- Under no circumstances should harsh cleaners, alkaline solutions, blades, scrapers, abrasive or similar tools be used on any surfaces.
- This system requires no lubrication at all however; periodic wiping of the tracks to remove dust and debris will prolong its life.
- Failure to ensure tracks are kept clean and free from dust and debris may void the warranty offered on the wheels.

WARNING

Excessive amounts of cleaning fluid or water should not be applied to melamine surfaces due to the nature of this product. Melamine board will absorb excessive water or cleaning fluid and the edge stripping may peel as a result.

Overhead Flap Stay



- Version: With stop
- Material: Steel, plastic stop housing
- Finish: Nickel-plated, white stop housing
- Installation: For left or right hand use
- Mounting: Screw fixing

Function

Open flap: Lift flap until stay engages

Close flap: Lift flap slightly. Stop is released

OPERATING INSTRUCTIONS – supplied

1. Lift flap to engage mechanism
2. Re-lift flap to disengage mechanism
3. Do not pull down or force flap

7.4.14 BLINDS

CHAIN DRIVE ALUMINIUM VENETIANS

Operation - The aluminium venetian blind is raised and lowered with a cord and cord lock mechanism. The cord is swung to the centre of the blind and released to unlock, and swung to the outside edge of the blind and released to lock in position. The excess cord is to be looped around the cord cleats attached to the wand. The tilt action is via the wand which is twisted in either direction to control the slat angle.

Cleaning – Dust the slats with a microfiber duster on a monthly basis. Slat can be carefully wiped over with a neutral soap and warm water solution if the cloth is wrung out well. Slat can also be cleaned carefully with a 50/50 metho water solution if soiling is stubborn. Ensure gloves are worn to protect hands from cleaning solutions.

‘BLOCKOUT’ ROLLER BLINDS

Operation – The roller blinds are operated by a beaded loop chain. To raise the blind pull down on the rear part of the loop, to lower pull down vertically on the front part of the loop. The blind has emergency stop locks locked onto the chain to prevent over winding. The roller blind is to be operated with care at all times, do not crash the stop locks into the blind mechanism.

The chain is retained in a legally required child safety device, under no circumstances is this device to be removed.

Maintenance – The roller blind fabric is to be gently wiped over with neutral soap and warm water. Test an area of the blind before cleaning the whole surface. Dry the cloth immediately with a soft microfiber cloth.

Ensure gloves are worn to protect hands from cleaning solutions.

Avoid leaving the blind down over open windows or doors.

8.0 Maintenance of Essential Safety Measures

As the Owner of this Sole Occupancy Unit you are required to maintain the installed Essential Safety Measures as required by Victorian State Legislation.

The following Essential Safety measures are contained within your apartment;

- Bounding construction incorporating Walls, Ceiling, Floors
- Fire Door – Apartment entry door fitted with medium temperature smoke seals and self-closer
- Fire Sprinklers\Self contained smoke alarms

You are not permitted to touch or alert any of the Essential Safety Measures applicable to your Apartment without the permission of the OC.

In order to satisfy your obligations the following inspections are to be carried out;

6 Monthly

Change smoke alarm battery

Annual

Essential Safety Measure	Inspections check list.	Defects YES/NO
Bounding Construction	Check Walls, Ceiling, Floors are intact and no unauthorized penetrations or openings have been made.	
Fire Door	Check Apartment entry door is fitted with medium temperature smoke seals and self-closing closer.	
Sprinklers	Check sprinkler heads are free from obstructions and no unauthorized alterations.	
Smoke Alarms	Change battery	

Year of inspection:.....

Appendix A: Fixtures and Fittings Schedule

GENERAL FITTINGS & FIXTURES	
SKIRTINGS	100mm anodised aluminium
ARCHITRAVES	EZYJAMB Patented flush finish metal door jamb system
CORNICE	Standard Square Set
DOOR HANDLE	Lockwood 'Nexion' Mechanical Lockset with 'Summit' lever –satin chrome finish. Code: NX 12-1 L1 C
DOOR CLOSER	Dorma <u>Cam action closer</u> . Silver finish Code: TS92B-LT_SIL.
BALCONY DOOR LOCK	Lockwood Onyx 9A series, keyed deadlock, powder coated, Colour: silver
INTERNAL SWING DOORS	'Daniella' lever handle. Chrome finish with privacy latches to Bathroom Code: 33518 & 39016
CAVITY SLIDER	sliding door pull with privacy latch to Bathrooms. Chrome finish. Code: 39049 & 39050
WALL MOUNTED DOOR STOP	Polished stainless steel wall mounted door stop. Code: 44304.
FLOOR MOUNTER DOOR STOP	Polished stainless steel floor mount. Code 33716
WINDOW FURNISHINGS	FABER 25mm Slimline Venetians
WINDOW FURNISHINGS	HUNTER DOUGLAS Plaza Plus Blockouts
ELECTRICAL SWITCHES	SLIMLINE SC2000 Series- White
LIGHTING	GENTECH Low Voltage Recessed Downlight- G892 82 diam. Colour white-
SMOKE DETECTOR	Clipsal- Firetek 755 Series – Photoelectric type.
INTERCOM	BTICINO - Video Handset with LCD Screen
FLOOR FINISHES	
CARPET OPTION	Victoria Carpets- Country Cord II Wool & Polypropylene 'Goya' colour code 2509/37
CARPET OPTION	Victoria Carpets- Country Cord II Wool & Polypropylene 'Mondrain' colour code 2509/38
KITCHEN/ THRESHOLD	Dynasty "Nave" T69 600mm x 300mm
BATHROOM TILES	Dynasty "Nave" T69 600mm x 300mm
BALCONY TILES	450mm x 450mm NT Tiles Code: NT12-325FL
WALL FINISHES	
GENERAL WALL COLOUR	Taubmans - Endure Interior. Colour: "Princess Bling" Matt Finish
GENERAL CEILING COLOUR	Taubmans - Tradex Ceiling. Colour "Princess Bling" Flat Finish
BATHROOM WALL TILES	300mm x 600mm Gloss White rectified laid vertically.
BATHROOM WALL COLOUR	Taubmans - Endure Interior. Colour: "Princess Bling" Matt Finish
BATHROOM CEILING COLOUR	Taubmans Endure Interior. Colour "Princess Bling" Matt Finish
KITCHEN	
JOINERY	LAMINEX "Espresso Ligna" Natural Finish
BENCHTOP	Caesar Stone: 20mm thick, square, ploished with 3mm arris to top and bottom edge
SPLASHBACK	6mm Starfired Glass - Polished Edges with Mirror Finish
SINK	CLARK Epure "Orion" over-mount stainless steel single bowl sink.
TAP	HANSA Polo "Neu' Sink Mixer Chrome Finish

Flagstaff Place Apartments

BATHROOM	
BASIN	Caroma "Liano" Semi Recessed Vitreous China Basin (White)
TAP	HANSA POLO "Neu" Basin Mixer
TOILET	Stylus "Venecia" Close Coupled Cistern and Seat (White)
SHOWER ROSE	HANSA ECOJET "Neu 3" Shower set complete. Chrome Finish
SHOWER MIXER	HANSA Polo "Neu" shower mixer with Piccolo backplate & Varox Body. Chrome Finish.
SHOWER SCREEN	Rick Mclean - Polished Aluminium, Semi-Frameless, Toughened Glass.
MIRROR	6mm thick silver mirror with polished edges.
SHOWER BASE	Integrally Tiled Floor
TOILETROLL HOLDER	STAIRON VIRTU "Lennox" Chrome
TOWEL RAIL	STAIRON VIRTU "Lennox" 2no. 600mm long single rails. Chrome Finish
BATHROOM VANITY	LAMINEX - Crystalglss Clear Polar White
BATHROOM BENCHTOP & SHELF	Caesar Stone: Pure White 1153

Appendix B: National Broadband Network

Getting Connected

3 easy steps to get connected to the National Broadband Network

The National Broadband Network (NBN) is being rolled out across Australia. It brings the world to your door and is the first step to improving the way we live and work in areas such as business, education, entertainment and access to online health services.

Experience the NBN difference by getting connected when it's available in your area.



NBNCo

Bringing broadband to life

How do I get connected?

Step 1: Call

Contact your preferred telephone or internet service provider to find out about services over the NBN.



Phone



Online



In-store

Step 2: Select

Compare the packages available and select the right option for you.



Step 3: Connect

Your service provider will co-ordinate a time for the NBN Co equipment to be installed (if not done already) and your service activated. A standard installation of the NBN Co equipment will be free of charge.



Bringing broadband to life



Staying in touch – Keep in touch with friends and family with high quality video calls and live chats.



Education – Easy access to educational content online for school projects and distance learning, plus you can collaborate with others all over the world.



Entertainment – Open up more entertainment options with the ability to stream or download TV shows and movies to watch when you want to.



Working from home – Working from home just got easier with access to a business like broadband experience.



Phone – Using the phone at home with the NBN will essentially be the same as it is today.



Online Video Gaming – Your online gaming experience comes to life, with multiple players all around the world.

Call your preferred telephone or internet service provider or find a participating service provider at: www.nbnco.com.au/serviceproviders

Visit www.nbnco.com.au/multilingual to download
this brochure in the following languages:

Arabic	اللغة العربية
Chinese (Traditional)	中文
Chinese (Simplified)	中文
Greek	Ελληνικά
Hindi	हिन्दी
Italian	Italiano
Khmer	ខ្មែរ
Spanish	Español
Vietnamese	Việt ngữ

Freecall **1800 OUR NBN** (1800 687 626)
Visit www.nbnco.com.au

Connecting to the NBN

A guide to speaking to Telephone and Internet Service Providers

Congratulations!

Welcome to your new home

Your new home is located within a National Broadband Network (NBN) Ready Estate, which means you will be among some of the first new homeowners in the country to connect to the National Broadband Network. To unlock the potential benefits of the NBN you need to order a service from a participating telephone or internet service provider.

Things to consider when talking to your telephone or internet service provider

Sometimes signing up to a new service can be confusing with the different packages on offer and the language used. To help you navigate this process, we've pulled together some helpful hints.



Download Limits and Speed

Broadband packages offered over the NBN by service providers typically have two components: download limits and speed.

Download Limit: This is the amount of data that you will be able to download from the internet in any given period. This is normally expressed in Gigabytes (GB) per month. To give you an idea of how much 1 GB equates to; a typical song you download is approximately 5 MB so with 1 GB of data you would be able to download about 200 songs, a typical standard definition movie is about 800 MB so 1 GB would allow you to download approximately 1 movie.

5 Megabytes

1 x

1 Gigabyte

200 x



Speed: Refers to how quickly you can download from (e.g. when buying movies or songs) or upload content to (e.g. when sharing photos on Facebook or sending an email with attachments) the internet. There are a range of speeds available on the NBN, talk to your telephone or internet service provider to find out which speeds they offer.

When selecting the right internet plan, you will need to think about how much data you will be likely to use per month and how fast you want that data to be downloaded and uploaded.

Talk to your telephone or internet service provider to see what internet packages they offer and which one would work best for you.



Telephone services over the NBN

There are two ways that your fixed telephone line can be delivered over the NBN: by using the voice ports on the NBN equipment or using the data ports on the equipment. The telephone service you receive using the voice ports should be similar to how it is today, but will depend on the actual service you choose from your service provider. Different telephone packages may include phone line rental cost, selected free calls, different local, national and international call rates and higher or lower levels of quality and service. Sometimes packaging your telephone and broadband together may save you money.



Costs

Installations: At present at least one NBN Co equipment installation option will be free of charge. However, if you would like your installation done in a particular way, please discuss this with your installer as in some circumstances, there may be charges associated with this. You also need to talk to your service provider to see if there are any other charges such as set up or activation fees.

Monthly Charges: There are a large number of NBN packages available from participating service providers. The price will usually depend on download limits, speed and the quality of the service. So what you pay is likely to depend on what you want to do online and how quickly you want to do it.



Equipment

The NBN is a brand new communications network and as such some older equipment such as modems, routers and computers may not work effectively on the NBN. Have a chat with your telephone or internet service provider to see if you need to upgrade your equipment.

Connecting to the NBN could unlock a host of benefits. So don't delay, call one of the participating telephone or internet service providers in your area from the enclosed list.

For more information:

If you would like to find out more general information about connecting to the NBN, please contact **1800 OUR NBN** (1800 687 626) or visit www.nbnco.com.au

Appendix C: Security Access Information



HEAD OFFICE
Lorimer Business Park
Unit 6, 11 Sabre Drive
Port Melbourne VIC 3207
t. 1300 099 888
f. 03 9681 8898
e. enquiries@expertsecurity.com.au
www.expertsecurity.com.au
ACN 072 624 321 ABN 91 072 624 321

Flagstaff Place Apartments

Operating Instructions for the Access Control System



Access tags

Controlled Access Doors

Residents can gain access through their nominated doors upon presentation of a valid access tags at the HID I Class Proximity tag reader. An accepted read, will unlock the doors for five seconds. When exiting you need to either

- Press the "Press to Exit" button or
- Present your access key at the tag reader or
- Turn the door lock egress lever.

Which are located near the door on the inside.
An accepted card is indicated by a GREEN light (LED) on the reader.

Care for your Access Tags

Your Access tags may get damaged if it is exposed to direct sunlight, placed near a magnetic source or submerged in water.



Card/Tag Reader

Controlled Access - Lift Car

Each Lift Car is access controlled. Residents can operate the lift upon presentation of valid **Access tag** at the tag reader located inside the lift car.

A valid read will de-secure your apartment level button for 5 seconds. You are still required to press the desired level button once your access card is read and accepted.



HEAD OFFICE
Lorimer Business Park
Unit 6, 11 Sabre Drive
Port Melbourne VIC 3207
t. 1300 099 888
f. 03 9681 8898
e. enquiries@expertsecurity.com.au
www.expertsecurity.com.au
ACN 072 624 321 ABN 91 072 624 321

Flagstaff Place Apartments

Operating Instructions for the Bticino Audio/Video Intercom System

- To call an apartment from this panel - dial the apartment number then press the OK button.

Your visitors can call your apartment from a call panel located at the building entrance/s. When called, the system will transmit an electronic tone to your apartment audio intercom handset.



Entry Panel (Main Entry)



Lift release

Door release control

To grant your visitor/s access into the building, press the DOOR RELEASE BUTTON (button with key symbol). This function will unlock the entry door for approx 5 seconds. To grant your visitors access to your apartment level via the lift car/s press the lift release button. This function will de-secure the lift car/s floor select button for approx 90 seconds.

Appendix D: Whitegoods Instruction Manuals and Warranty

MIELE AUSTRALIA Pty Ltd
ABN 96 005 635 398
206-208 Coventry Street
South Melbourne VIC 3205
Telephone: (03) 9764 7199
Fax: (03) 9690 0868
www.miele.com.au

22nd October, 2013

Probuild Constructions (Aust) Pty Ltd
Level 10, 580 St Kilda Road,
Melbourne. Vic. 3121

To The Purchaser – Flagstaff Place Apartments, 49 – 53 Batman Street, West
Melbourne

Miele Australia has supplied the Kitchen Appliances installed in your Apartment.
The warranties on these products are the responsibility of Miele Australia and for
your assistance we have provided the Service Contact numbers should you require.

Please quote: Project number 3P03008

Miele Australia Phone: (03) 9765 7435

Email: caroline.lee@miele.com.au

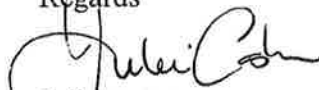
Your first point of contact for Service is Miele Australia at these numbers, but if you
have any difficulty please call the Miele Projects Department (03) 9765 7199.

The following products have been supplied by Miele Australia:

CS112 E – Electric Cooktop
H5040 BM – Microwave Combi Oven Built in

Service call charges will apply if you are unable to provide proof of Apartments
purchase. Please note a warranty of two (2) years applies and commences from your
settlement date for the purchase of the Apartment.

Regards



Julie Cashin
Business Development Manager
Miele Projects Office
South Melbourne.

Bosmic Appliances Pty Ltd

A.C.N 006 246 411 A.B.N 21 498 225 115

3 Halsey Street

Box Hill South VIC 3128

Tel – 03 9899 6267

Fax – 03 9890 2027

**Bosmic
Appliances Pty Ltd****RE: FLAGSTAFF PLACE APARTMENTS****49-53 Batman Street****West Melbourne Vic 3003**

TO WHOM IT MAY CONCERN:

The Appliances Fitted in this apartment have been supplied by Bosmic Appliances Pty Ltd but are covered by manufacturers warranties from handover date of DECEMBER 2013 and are as follows:

Technika TWDC84 Washer Dryer	2 Years Warranty
Technika 2RSS-2 Cooktop	3 Years Warranty
Technika SLH260ISS Rangehood	3 Years Warranty
Technika TMWC34SS MWO	2 Years Warranty
Fisher & Paykel DD60SI7 Dishdraw	2 Years Warranty
Westinghouse WTM2500PB Refrigerator	2 Years Warranty

If Service is required please call direct:

Technika Service Division-----99484 4500

Fisher & Paykel Service-----1300 650 590

Westinghouse Service-----131349

OR Contact Bosmic Appliances P/L on above numbers.

PLEASE RETAIN THIS LETTER AS YOUR PROOF OF PURCHASE.

Bosmic Appliances Pty Ltd.