



# PROMENADE

Apartment Owner's Manual



**MAB**

**Hickory.**



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Section One

# Welcome to Your New Home



## Section One

# Welcome to Your New Home

Hickory Group & MAB Corporation congratulates and welcomes you to your new home. We are very proud of your property and would like to ensure that you settle in with a minimum of fuss and inconvenience.

In order to assist you to properly care for your valuable investment, we've created this manual containing everything you need to know about your new home, including:

- Resident and visitor access information
- General care and maintenance advice
- Your apartment schedule of finishes, which details paint colours for any future touch ups, names and codes of all sanitary fixtures and appliances
- Appliance product instruction manuals
- Emergency Evacuation information

We are available to help with general queries, orientation, builder's defects and explanation for how things work in your building and if you have any questions relating to your apartment, you may use our online Customer Care Portal, 24 hours a day, to lodge your query using the login details below.

## Hickory Customer Care Portal

### STEP 1

Visit [hickory.com.au/customer-care](http://hickory.com.au/customer-care)

### STEP 2

Log in using the following details

Select Apartment ID: NewQuay

Enter Password: newquay

### STEP 3

Search for answers to common questions using the FAQ section and document downloads.

### STEP 4

Still need help? Use the online booking form to make a time for us to address the problem.

## Keyvision Log In Details

You will also have access to Keyvision. Log in details can be found in the Appendices.

## Building Manager Contact Details

The building is managed by Essential Community Management, with an on-site Building manager during business hours, 8am – 5pm Monday to Friday with an office located behind the library on Level 1 of the Promenade tower

The Building Manager can be contacted on 0447 774 740 and via email on [pa@essentialcommunity.com.au](mailto:pa@essentialcommunity.com.au)

**After hours:** Emergencies only. Residents to send a text message to 0447 774 740.

Any issue deemed not to be an emergency will be dealt with during business hours.

### Important Notice

Please note that Hickory offer a six (6) month Defect Liability Period (DLP) that covers defective items and work that is in breach of the contract by failing to maintain a specified standard or quality. The DLP commences on the date of Practical Completion and continues for six months.

We would like to highlight that proper care and maintenance is needed to ensure the longevity of your fixtures and finishes.

Prior to settlement, you attended an inspection of your home to identify any defects that needed to be rectified. It is important to note that Hickory can only rectify scratches, dents, chips, stains, etc. that are identified and reported during that inspection and prior to occupation.

If there are any other building defects encountered within the six month Defect Liability Period you will need to contact Hickory (via the Customer Care Portal) and ask for these items to be assessed and rectified if they are covered by the DLP.

It is the occupants responsibility to check for any in-wall services prior to fixing wall art to plaster walls. The air conditioner pipework, electrical cables and plumbing pipes can easily be damaged.

Occupants are also responsible for controlling condensation by maintaining adequate natural or mechanical ventilation through the use of open windows, exhaust fans or other means. It is imperative that occupants utilise the ventilation system at the property to prevent/minimise the occurrence of condensation. Any excess moisture caused by condensation must be cleaned / wiped by occupants to prevent damage to property.

Kitchen sink plugs are distributed by the Building Manager.

Some preventive maintenance measures must be undertaken by the owners / occupiers on a regular basis to avoid damage. Some of these are as follows:

- All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and any obstructions at all times.
- Where possible check roof gutters and downpipes for blockages, or ask your Owners Corporation to ensure it is done regularly.
- Report any leaks in your bathroom sinks or under the kitchen sink immediately to Hickory.

- Report any leaking windows to Hickory.
- If your power trips, please try to reset your circuit breaker prior to calling Hickory. The online FAQ sections offers some good advice on rectifying power trips.
- Ensure that your bathroom and balcony floor waste are not blocked at any time; shower drains must be kept clean and clear from hair and other debris.
- Wash the cover of your bathroom ventilation fan, air conditioning unit and range hood fan on a regular basis for better air flow.
- If there should be a problem with your appliances, you will need to seek help from the manufacturer or supplier directly instead of calling Hickory. Suppliers' details are included in this owner's manual or in the appliance manuals.
- Regularly check your washing machine and trough connections to ensure they are not leaking.
- Ensure that showers are re-sealed every 12 months with silicone to prevent leakage.
- Do not screw fixtures, fittings or blinds into the window frames as this may cause window leaks and structural damage.
- Ensure all other caulking in the apartment is well maintained.

Please be aware that damage caused by late notification of leaks and lack of preventative maintenance is not covered under the builder's warranty.

Any alterations completed after settlement will also void your builder's warranty.

We will do our best to resolve issues within the shortest time possible, but please be aware that Hickory are unable to control the time frame when some items require the involvement of a third party.

Unless agreed otherwise with Hickory's Customer Care Manager, occupants (or their representatives) who directly arrange to have work carried out on their property will be responsible for those costs.

To avoid disappointment, please contact Hickory's Customer Care Division via our online booking system before you arrange to have any work carried out to your property.

**DISCLAIMER:**

Before lodging a Customer Care building complaint with Hickory please be aware of the following: significant time and costs are expended by Hickory Customer Care Operators investigating building complaints that have not been caused by Hickory's original building works. It is incumbent on all owners and occupants to make preliminary inquiries that their complaints relate to Hickory's building works before lodging their complaint. If you lodge a complaint with Hickory Customer Care, the cause of the complaint does not relate to our original building works and you have not made reasonable preliminary inquiries to ascertain the cause, by lodging your complaint you are deemed to have agreed to paying a service fee to investigate your complaint. Upon completion of our investigation, a Tax Invoice for our services will be forwarded to you for payment within 14 days from the date of invoice. If the complaint relates to our original building works, we will immediately waive the service fee and tend to all necessary remedial works to overcome the complaint.



## Main Contractor

Hickory Group Pty. Ltd  
ABN 84 091 236 912

Head Office  
101 Cremorne Street, Richmond, VIC 3121

Contact Details  
hickory.com.au/customer-care  
Log in password: newquay

(Phone) 03 9429 7411 (Fax) 03 9428 7376

## Contractor List

Trade	Company	Phone
Air Conditioning	Auscool Air Conditioning & Mechanical Services	(03) 9408 5083
Appliances – Kitchen	Harvey Norman Commercial Project Division (ASKO, Fisher & Paykel and Miele)	(03) 8530 6300
Bike Racks	Leda Security Products Pty Ltd	(03) 8399 8150
Carpet	Aywon Carpet Contractors	(03) 9357 0000
Door Hardware	Access Hardware	(03) 9329 8833
Doors & Frames	Australian Commercial Doors Pty Ltd	(03) 9790 5766
Electrical (Power and Data)	ASI	(03) 9800 3866
External Pavers	Dellermay Stone & Tiling	(03) 8353 2333
Fire Doors	Australian Commercial Doors Pty Ltd	(03) 9720 5766
Fire Protection	Leemark Fire Protection	1300 533 627
Garage & Car Park Doors	Mirage Doors (Aust) Pty Ltd	1800 465 599
Glass Balustrades	Tafkom Engineering Pty Ltd	(03) 9364 8100
Joinery	Hickory	(03) 9429 7411
Letterbox Systems	Mail Safe (Project Products)	(03) 5975 5551
Lift Services	Schindler Lifts Australia Pty Ltd	(03) 9646 5744
Painting	Portelli Painting	(03) 9310 5093
Plumbing & Gas Fitting	BP Plumbing	(03) 9560 6119
Privacy Screens	Tafkom Engineering Pty Ltd	(03) 9364 8100

Trade	Company	Phone
Sanitary Fittings	Harvey Norman Commercial Project Division / ACO Polocrete Pty Ltd	(03) 8530 6300
Signage	Technigraf	(03) 9429 8532
Shower Screens	Studdcorp	1300 812 746
Stone Bench Tops	Dellermay Stone & Tiling	(03) 8353 2333
Storage Cages	Flex Fencing Pty Ltd	(03) 9041 4868
Sun Louvres	LouvreTech	(03) 9770 4184
Tiling & Waterproofing	Dellermay Stone & Tiling	(03) 8353 2333
Timber Flooring	Timber Floor Centre	(03) 9484 2688
Timber Stairs	Melbourne Stairs	(03) 9439 8452
Wardrobes	Rick McCleans	1300 662 221
Waterproofing	Polyseal Waterproofing Victoria Pty Ltd	1300 765 973
Windows	Hickory	(03) 9429 7411



**Consultant List**

Consultant	Company	Phone
Architect	Woods Bagot	(03) 8646 6600
Building Surveyor	PLP Building Surveyors & Consultants Pty Ltd	(03) 9429 7411
Builder	Hickory Group	(03) 9429 7411
Project Manager	MAB	(03) 8681 2222
Customer Care	Hickory Group	(03) 9429 7411
Contracts Administrator	Hickory Group	03 9429 7411
Customer Care	Hickory Group	03 9429 7411

**Appliance Warranties**

Please refer to the Appendices for a complete list of appliances and their respective warranties.

Section Two

# Keying and Operation Manual



## Section Two

# Keying and Operation Manual; Car Park and Building Entrances

## Intercom, Proximity Card Access & Security System

In your handover box, you have been supplied with 2 proximity access fobs. The fobs will access the ground floor level to each respective tower and are programmed to restrict the lift to travel only to Ground Floor, the level of your particular apartment, Level 5 and the car park.

Please refer to the appendices for Intercom and Access Control instructional manual.

Please contact the Building Manager with any queries related to the intercom and security system.

Entry to the building is gained by valid proximity access fob.

To enter at a point controlled by proximity reader, present the proximity access fob to the proximity reader at a distance nominally less than 100mm.

The proximity reader at rest has a constantly illuminated red LED, when presented with a valid tag the LED colour will change to green, alerting the user that access has been authorised. The latching mechanism will be open for a pre-set time allowing entry.

There is an exit button at each controlled point to allow egress from the complex.

## Car park Entrances

The Car park maximum clearance height is 2.1 meters, with the exception of the disabled carpark area on AQUI ground floor that is 2.3 metres.

In your handover box, you have been supplied with a remote control to operate the car park door if your apartment was sold with a car space.

The exit doors from the car park levels to the lift lobbies have proximity access fobs that restrict residents within a car park on that particular level and tower. Each lobby is only accessible by residents on that level and /or by residents with associated car spaces on that level.

When exiting the car park, the car park door will automatically close after approximately 30 seconds, once the door has been cleared.

Any queries related to the car park doors need to be directed to the Building Manager.

### Common Areas

The Building Lobbies, Swimming Pool entrance and Gymnasium door are accessed via proximity access fob and programmed to restricted hours, to be determined by the Building Manager.

There is access control to the outdoor terrace doors to provide time restriction to the Level 5 common terrace areas.

It is a condition of entry that children be actively supervised at all times when in the common areas.

### Apartment Keys & Entrances

Included in your handover box, you will find:

- Apartment Front Door Key - Qty 2 provided per apartment
- Remote entry car park control - Qty 1 provided per car space
- Letter Box Key - Qty 2 keys provided per mailbox
- Security/Proximity Access Fob – Qty 2 provided per apartment
- Storage Cages – padlock and keys to be provided by the tenant or occupier
- Air conditioner Remote – Qty 1 per air-conditioning unit

Note: Should you require an additional or replacement security/proximity access fob, you must contact the Building Manager or visit the Keyvision Portal for an order form. The necessary paperwork will need to be completed by the Apartment owner or Property Manager.

Note: Replacement Letterbox Keys can be ordered by calling Mail Safe (Project Products) Group on (03) 5975 5551. You will need to quote the code engraved on the front of the mailbox lock.

### Owners Corporation Keys & Common Areas

The Building Manager has restricted access to common areas only.

### Services Keys – Authorities Only

Services authorities, for example CitiPower, City West Water and Lift Services will be able to access the building via the single door near the car park entrance and only have restricted access to services cupboards, switch rooms and the like.



Section Three

# Resident and Visitor Access



## Section Three

# Resident and Visitor Access

## Visitor Access

There are no visitor car spaces available within the car park areas, please have all visitors park in the public car park facilities adjacent the building or in the surrounding area.

### Intercom Phone System and Instructions

Tenants or occupiers can access the building by holding the proximity access fob over the sensor to open the sliding door to the lobby.

Visitors can call an apartment from the entry station by entering the apartment number using the keypad and then pressing the “bell” button to initiate the call.

The call tone will emit nominally for 5 seconds.

The resident lifts the handset and 2-way communication is enabled. The resident grants the visitor access by pressing the release button (key symbol) on the handset. At the end of the call the resident replaces the handset securely in the cradle. This will unlock the sliding door to the lobby area and trigger the lift to release that particular floor for the predetermined period of time.

There is an intercom phone with talk back facility and door release function in each apartment to allow access for visitors to enter the building via the entrance lobby doors. Apartment intercoms are located on the entrance wall.

Please refer to user manual included in the Appendices.

### External Windows & Doors

The Docklands area can experience high wind events. Please ensure that all windows and doors are closed shut when leaving the apartment or when high wind events are forecast. Failure to do so may cause damage to doors, windows and internal furniture etc.

## Passenger Lift

There are 4 passenger lifts located at NewQuay Promenade & AQUI, two in each building.

### Lift Operation

Lifts can be operated on the lift landing by push button. When your instruction has been received a light will illuminate the signal given.

Once in the lift car, to gain access to your level, swipe the proximity reader and then push the required button on the operational panel.

The operational panel is also fitted with an Emergency alarm button, door open button and a door close button.

### Lift Emergency Procedure

Please use the lift telephone call panel in case of an emergency. Buttons on the operation panel include an alarm push button which sounds an audible alarm to notify the intervention service that passengers in the lift need assistance.

### Lift Intercom

If the alarm button is activated there is a vocal connection between the lift car and the intervention service. The receiver will assist in notifying the intervention service the installation and address.

### Lift Fault

Please contact the Building Manager if a lift fault occurs.

**PLEASE DO NOT USE LIFTS IN THE EVENT OF AN EMERGENCY OR FIRE**



Section Four

# General Apartment Details



## Section Four

# General Apartment Details

## Electrical Service

NewQuay Promenade and AQUI has been built with an embedded electrical network. OC Energy has been contracted to operate the embedded electricity. Electricity will be connected and available to you from settlement, but you need to contact OC Energy to set up an account to ensure your continued supply. You can do this via OC Energy's web site at [www.ocenergy.com.au/new-connection/](http://www.ocenergy.com.au/new-connection/)

Information about OC Energy, including an introductory letter from OC Energy, Frequently Asked Questions (FAQs) and a blank residential electricity supply agreement are included in the appendices. This information will assist you in connecting electricity to your apartment.

Individual apartment electrical meters are located in the service room in each building on each level.

The apartment electrical switchboard is located within your apartment and there are circuit breakers at the switchboard for power outlets, lights, air conditioning, appliances and exhaust fans.

All power and lighting circuits have a safety switch. The safety switch is located in the switchboard.

The procedure for resetting an electrical trip in your apartment is as follows:-

1. Switch off all power outlets (GPOs), lights and unplug all appliances, to reset the safety switches in the switchboard.
2. Switch on each GPOs one at a time to determine the faulty outlet or appliances until safety switch trips.

If the electrical trip still persists after doing Step 1 and Step 2, contact a licensed electrician immediately to locate and rectify the fault.

## Water Service

Hot water is supplied to your apartment by a gas fired combined hot water system located on the roof level of each tower. Hot water is continually circulated throughout the building and is serviced to your apartment via a remote read water meter in the corridor ceiling outside the entry door. The gas is charged based on the amount of hot water that passes through the metre.

There is a stop valve located in the water meter cupboard to turn off the water supply to the apartment. The water meter cupboard is located in the hallway to the corresponding floor that you live on and access can be arranged via the Building Manager.

There are also water stop valves located underneath each of the kitchen, basin and laundry sinks. Use these stop valves if there is a leak in the pipework within your apartment.

If you have any hot water faults, please call the Building Manager.



### Bathroom/Laundry Exhaust

The bathroom/s and laundry are provided with exhaust systems to prevent build-up of condensation. The fans have run-on timers to operate the fan after the switch is turned off.

### TV Points

Each apartment has a TV point to receive free to air television and is connected to a master antenna that is located on the roof of the building. There is also cabling for Pay TV such as Foxtel. Please contact your service provider to establish a Pay TV connection.

### Data/Telephone

Your apartment has been provided with NBNC Co Terminals that are located either in the living area or in the robe. Please contact your preferred telephone/internet retailer for connection services and line faults. Please refer to the NBNC Co information sheet available via the Keyvision Portal.

### Air Conditioning

There is an air conditioning unit for heating and cooling the apartment. You will find the remote control within your handover box, all adjustments can be made on this remote. The air conditioning compressor unit is located on the balcony or terrace of your apartment. The air conditioning compressor units for apartments that are located between Levels 2 – 5 are in the common area and can be accessed by the Building Manager if required.

Please make sure the isolator for compressor is switched on before switching on the air conditioning unit. The remote control is used to select the desired operation to suit individual preferences.

There is a twelve (12) month warranty provided on the condition that the maintenance and servicing of the unit is carried out by a recognised tradesperson, during this warranty period.

Please refer to the Warranty Schedule in the Appendices for contact details.

Please refer to Service Manual and warranty conditions for more information if required.

The manufacturer's recommendation is servicing the air conditioning unit every 12 months. Please ensure that this is performed as you may otherwise void your warranty.

A detailed operating instruction manual will be included in the appendices of this handover booklet.

### Do's

- Set temperature range between 20 degrees to 25 degrees with all the internal doors open to achieve efficiency of the system
- Clean air filter every six (6) months to ensure the condensate pipe is not blocked
- When you have the heating on, you need to open a window slightly to allow natural ventilation. If you do not slightly open a window, you will run the risk of condensation to the windows which in turn may cause rotting of the plaster and carpet if left unaddressed. Should this occur it will not be considered a builder's defect.
- Service your unit as per the requirements of your manufacturer's warranty conditions, found in the Appendices.

### Don'ts

- Do not set minimum temperature on the thermostat and leave the apartment closed for more than four (4) hours as it may freeze the condensate pipe and cause damage.
- Do not restrict airflow to the compressor unit located on the balcony in any way as this will cause damage to the unit and will void warranty.

### Bike Storage

There are two residential bike storage areas. One is located on Lower Ground carpark and the security code can be obtained from the Building Manager. The other is located on the Ground Floor and entry is via the laneway opposite the gym. You will require your proximity access fob to access the Bike Store.

Bikes are not to be transported in the lifts at any time. Residents are required to use the car park entry or the laneway in order to obtain access to the bicycle storage areas.

### Storage Cages

Residential storage cages have been allocated in the car park area. If you have been allocated a storage cage, it will be identified and shown to you at settlement.

Dangerous or flammable goods are not to be stored in these cages.

Storage of goods within the storage cages must be elevated off the ground. No item is to obstruct drains and regular inspection of drainage points within your storage cage is required.

Storage of tenant or occupier goods in these cages is done so at their own risk.

**DO NOT STORE MATERIALS WITHIN 500 MILIMETRES OF A SPRINKLER HEAD.**

### Mailboxes

Mailboxes are located via the ground floor lobby area of each building.

Tenant letterboxes are opened with the small silver key.

A master key for the mailbank letterboxes is kept with the Owners Corporation.

Section Five

# General Care and Maintenance



## Section Five

# General Care and Maintenance

## **Carpeted Floors**

Vacuum the carpet regularly to maintain a high quality appearance.

Minimise using cleaning agents to carpeted areas, in extreme cases carpet may discolour or stain from using cleaning agents.

Always test the cleaning solutions on an inconspicuous part of the carpet before applying it to a large area. Use a white cloth rather than a coloured one to prevent any dyes from coming off onto the carpet. Do not rub. As you blot, keep turning the cloth so that you are using a clean, dry section to pick up the stain and cleaning fluids from the carpet or use a water vacuum if available. If using a brush to help clean the stain, always brush from the outer edges of the spill inward to prevent the stain from spreading.

Please refer to appendices “General Care and Maintenance” for more detail on the suggested care and maintenance of your carpet.

## **Timber Floor Boards**

Sweep your floors regularly to maintain their high quality appearance.

To clean your timber floorboards, use a mop and lukewarm water with a minimal amount of timber floor specific cleaning solution.

Please refer to appendices “General Care and Maintenance” for more detail on the suggested care and maintenance of your floor boards

## **Stone Bench tops**

Clean using a damp cloth or sponge and lukewarm water, then wipe dry with a clean, low lint cloth.

Clean stone regularly and avoid using harsh cleaning agents.

Only use cleaning agents in extreme circumstances.

Neglecting to wipe a stone surface dry is prone to leaving watermarks on a surface, which will dull the shine and create a spotty appearance.

Please refer to appendices “General Care and Maintenance” for more detail on the suggested care and maintenance of your bench tops.

## **Tiled Floors & Walls**

Clean using a damp cloth or sponge and lukewarm water, then wipe dry with a clean, low lint cloth.

Clean tiles regularly (especially in and around shower and baths), avoid using harsh cleaning agents. Use only water based mould removal cleaning agents.

Neglecting to wipe a tiled surface dry is prone to leaving watermarks on a surface which will dull the shine and create a spotty appearance.

Please refer to appendices “General Care and Maintenance” for more detail on the suggested care and maintenance of your tiled floors and walls.



### Doors, Sliding Doors and Windows

The door, sliding door and window hardware must be maintained to ensure their functionality. Keep sliding door tracks free from dust and dirt, they can be cleaned with a damp cloth.

Steps to maintain the window and sliding door hardware:

- Use a wet sponge to remove the dust.
- Use warm mild detergent to remove any marks.
- Use a soft bristle brush to clean the tracks.
- Rinse with clean warm water to remove cleaning residue.

In the event of an emergency, the lock on your bathroom door/s can be externally opened with a flat head screwdriver. If the bathroom door has lift off hinges, you can lift off the door from the locked side by putting your hands under the door and lifting in a vertical direction

**IMPORTANT: DO NOT SCREW FIXTURES, FITTINGS OR BLINDS INTO THE WINDOW FRAMES AS THIS MAY CAUSE WINDOW LEAKS AND STRUCTURAL DAMAGE.**

### Shower screens, splash backs and mirrors

Steps to clean shower screens, splashbacks and mirrors:

- Clean glass and mirror using mild detergent or a glass cleaner with a soft lint free cloth.
- Do not use abrasive cleaning agents, scourers, or any item which will cause scratches.
- Note that showers need to be re-sealed using silicone every 12 months to prevent leaks.

### Sanitary Fittings & Fixtures

In order to preserve the polished surface of the basin, use a clean damp cloth with warm soapy water to wash away any dirt.

Always remember not to pour boiling water onto the basin as this may cause cracking.

When the lid is in down position, do not sit or stand on toilet as this may cause cracking.

Please consider potential blockages to the drainage system when flushing items down the toilet.

**DO NOT FLUSH WET WIPES IN THE TOILET AS THIS MAY CAUSE BLOCKAGE**

### Stainless Steel Kitchen Sink

Your sink is made from high grade premium stainless steel. Due to the high level of pure nickel content in the stainless steel, nickel oxide will form on the surface of the sink causing dullness.

It is recommended to clean the sink with stainless steel cleaner (e.g. Steelfix) and a foam sponge during the first 4 weeks after installation.

The basic steps to clean your stainless steel kitchen sink:

- Clean with a soft slightly soapy damp cloth and avoid using steel wool or abrasive cleaner to clean the sink
- Use specialist stainless steel product to brighten the sink

### Tap ware

The basic steps to clean tap ware:

- Clean regularly with warm, diluted soapy water, rinse and dry with soft clean cloth. Do not use abrasives, acid, alkaline or harsh detergent to clean the taps
- Clean tap filters if and when required

### Lighting

Always ensure that appropriate wattage light globes are used to prevent overheating of the fitting. There is a label inside each light fitting which states the maximum rating.

Please ensure globes are changed before a fault is reported, failing to do so may result in a call charge being incurred by the owner.

### Paint work

The basic steps to maintain the paintwork:

- Use a clean damp cloth to remove marks
- Use a diluted sugar soap mix when necessary

Do not use scourers and avoid excessive scrubbing as it may damage the paintwork

### Hanging Artwork and Dryers

It is the responsibility of the occupant to check for any in wall services prior to fixing Artwork to plaster walls. The air-conditioner pipework, electrical cables and plumbing pipes can be easily damaged.

Wall support for dryers has been provided to the laundry area.

### Downpipes and Floor Drains

All downpipes, floor drains on balconies and all other drains must be kept completely free of debris, cigarette butts, leaves and any obstructions at all times and be checked every 3 months.

Note: Balcony/terrace floor drains are located below pavers. To inspect the drains lift the paver with a screw driver (or similar tool) used to lever paver upwards. Once the drain is inspected and cleared simply place the paver back down and slide back into position.

### Balcony Pavers

Balcony pavers are a pod and paver system. If the paver is not sturdy, please lift the paver and adjust the pods. Please make sure you move packers (if there are any) along with the pod.

### Fire Sprinkler System

Your apartment is provided with an automatic flush head type fire sprinkler. 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 be raised and the Fire Brigade will be called automatically. This will release water and flood the immediate area in the event of a fire or if the sprinkler head is accidentally hit.

Fire Brigade attendance to a false alarm is charged in full, at the current rate.

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

Apartment owners and occupants 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.

Residents are required to maintain their smoke alarms.

### **Sprinkler Heads**

It is important to remember the following points relating to the sprinkler heads located in your apartment:

- Utmost care should be taken not to hit a sprinkler head, particularly when moving furniture or other equipment into or around your apartment
- Do not paint the sprinkler heads under any circumstances
- Do not hang items from the sprinkler head under any circumstances (e.g. Christmas decorations)
- Do not remove sprinkler heads under any circumstances. Only qualified personnel with permission from the Owner's Corporation are to carry out work on the fire sprinkler system
- Do not store materials within 500mm of any sprinkler head
- If a leak occurs to a sprinkler head, advise the sprinkler company via the Owner's Corporation

### **Hose Reels/Fire Extinguishers**

Please refer to the Emergency Evacuation Plans, located on each level, for location of hose reels and fire extinguishers.

Hose Reels must only be used in the case of an emergency.

Fire Escape Doors are clearly marked and must not be held open or obstructed in any way.

### **Smoke Alarms / Detectors**

Your apartment is fitted with a smoke detector and if activated will not activate a fire alarm.

The corridors and common areas are fitted with monitored smoke detectors/alarms. If these are activated, the fire brigade will be called.

If there is a beeping sound in your smoke detector, replace the batteries. Batteries should be replaced every 6 months.

Section Six

# Emergency Evacuation Information





## Section Six

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### Emergency Evacuation Information

In the event of a fire, a fire activated sprinkler system runs throughout the building in addition to smoke detectors in all apartments, corridors and common areas.

The fire alarm is only activated by smoke detectors located in the corridors and common areas of the building/s and automatically alerts the Fire Brigade.

Fire hydrants are located at various points throughout the building common areas and car parks.

Please follow exit signs and use stairs in the event of an emergency.

It is important to familiarise yourself, in advance, with the emergency and evacuation plan/s located on each level of NewQuay Promenade & AQUI to better understand the correct evacuation procedure and exit points.

**PLEASE DO NOT USE LIFTS IN THE EVENT OF AN EMERGENCY OR FIRE**

